

Osage Beach Fire Protection District

“Because We Care”

Bob Clark, Contracts Manager
MetalCraft Marine, Inc.
349 Wellington Street
Kingston, Ontario

Bob,

I wanted to take a moment to send you and your staff a letter of thanks for the hard work and commitment shown in the purchase and construction of our Firestorm 30.

My staff and I spent several years researching this project looking for the perfect vessel for the unique water conditions we experience. The committee was not encouraged with the products we found on the market during this time and feared we would end up with a product that did not address our needs. I still recall our first conversation with you on this project and how I felt that we had finally found not only a product, but a staff that would work with us to create a vessel that fit our needs.

I do feel the need to share what I consider a classic story that truly speaks for your company and the product you build. While in the process of building the new Fire Boat we had a Fire Department out of a neighboring State visit us to purchase our old Fire Boat. During this meeting I made the mistake of “showing off” the plans of what Metal Craft what building to replace the old unit. Much to my dismay the next time I saw this Fire Chief was in Kingston Ontario, he was signing a contract with Metal Craft himself. He had never contacted us to advise us he would not be purchasing our unit and to see his face when we walked in was priceless.

Please pass on my thanks to your entire staff who assisted with this process. I can not say enough about the service we received at all points during this endeavor, I have and will recommend your product to other Fire Districts who inquire.

Yours in Fire Safety

Jeffrey R. Dorhauer Sr.
Fire Chief
Osage Beach Fire Protection District