

2016 N. 30<sup>th</sup> Street  
Boise, ID 83703

January 10, 2012

Road & Bridge Department  
Attn: Department Supervisor  
244 Fairground Road  
Hamilton, MT 59840

RECEIVED

JAN 18 2012

Ravalli County Commissioners

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cc Robert J.  
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To Whom It May Concern:

I'm writing this letter to express my sincere thanks to one of your employees; Kelvin Gover.

On December 28<sup>th</sup> my wife, daughter, and I were leaving Stevensville where we had been visiting family for the holidays on our way to Dutton to see more family. Just minutes after leaving the driveway and turning on Middle Burnt Fork Road we were passed by a county belly dump truck loaded with dirt and gravel. A large, frozen block of gravel and dirt dislodged from the top of the trailer and struck our passing windshield with immense force. The windshield was immediately shattered and small pieces of glass started falling on the dash inside our car.

We immediately turned around and had the semi-truck driver pull over. After obtaining some pertinent information from the truck driver he informed us that we would need to change our holiday travel plans and go to Hamilton to inquire about a windshield replacement. I asked the driver to try and contact his supervisor. He was unsuccessful in his attempts.

After some natural grumbling and fretting about the circumstances we decided to return to our relatives, unload our car, drop off our two-year old daughter with family, and head to Hamilton.

We hadn't traveled more than a mile when we came upon a Ravalli County service pickup driven by Kelvin Gover. Mr. Gover was stopped on the road engaged in a project. We pulled over and told him our story. He indicated he'd heard the call over the radio and was aware of a county truck losing some dirt/gravel and breaking a passing windshield.

In about ten short minutes Mr. Gover had reached his supervisor on the phone, taken pictures of the damage with his cell phone, documented our account of the accident and started tracking down a replacement windshield.

We were thrilled to run into Mr. Gover and obtain his great help. After a replacement windshield was tracked down he helped make sure the payment arrangements were set up and called us again to confirm that all was well and we could get back on the road to Dutton later that day.

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I have nothing but compliments for Mr. Gover and sincere thanks for his professionalism and ability to help me and my family with a responsible and logical approach to an unfortunate situation. Ravalli County is lucky to have Mr. Gover on staff.

Again, my sincere thanks for all the help that Mr. Gover offered last month. He helped put our holiday travel back on track and embodied true professionalism in a situation that he could have chosen not to engage in.

Sincerely,

A handwritten signature in black ink that reads "Ben Meyer". The signature is written in a cursive style with a large, stylized "B" and "M".

Ben Meyer

cc: Kelvin Gover  
Ravalli County Commissioners