

Chief Mark Beckwith
President, ILEAS
Illinois Law Enforcement Alarm System
1701 E. Main Street
Urbana, IL 61802

April 28, 2009

Dear Chief Beckwith:

This letter is to thank the staff of the ILEAS Training Center for being so accommodating to us during the two-day Threat Assessment Team Train-the-Trainer course we delivered in your facility on April 21-22, 2009. The positive experience we had was due in large part to the paid and volunteer staff at the Training Center. We deliver trainings in facilities all over the country; your staff ranks among the top.

Laverna was always ready to assist and seemed to pop in at just the right time to ask me if I needed anything. And I usually did. Whether it was tape, scissors, fresh coffee urns or a FedEx delivery confirmation, she provided it (always with a warm smile).

When our 13 boxes of course materials did not arrive as scheduled, Danisha and Mark happily pitched in to make copies of the paperwork I needed to get the class started, round up ball point pens, and answer questions.

Fred took charge of advance planning that allowed us to have videographers film the class.

Our experience confirms what your website claims - that the ILEAS Training Center is an excellent facility with state-of-the-art technology. But the facility and technology would have meant nothing to us last week without the small group of dedicated individuals who went out of their way to make our visit a pleasant and memorable one.

Sincerely,



Kathy Ruth
Instructional Designer