



City of Norwalk  
Fire Department  
1100 Chatham Avenue  
Norwalk, IA 50211  
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Fax: (515) 981-4779  
[www.norwalk.iowa.gov](http://www.norwalk.iowa.gov)

**May 18, 2020**

**City of Indianola  
Attn: Chief Greg Chia  
110 N 1<sup>st</sup> St  
Indianola, IA 50125**

Dear Chief,

The City of Norwalk and the Norwalk Fire Department have a long standing 28E agreement in place to provide mutual aid services of fire and EMS to the City of Indianola. During a recent study, it was identified that during the 2019 calendar year, 7.5 percent of the Norwalk Fire Department's total call volume was providing aid to the City of Indianola. This percentage reflects the Norwalk Fire Department being utilized as a secondary resource, rather than in an occasional, mutual aid capacity. Through our budget review process it was also identified that Norwalk taxpayers are funding fire and EMS services at a levy of \$1.32 while the residents of Indianola are receiving the same services for free.

It has been the direction of Norwalk elected officials to propose an amicable solution that would allow for continuation of services while remaining equitable to the taxpayers of Norwalk. Beginning October 1, 2020 an updated service agreement will reflect a mutual aid fee to be assessed for all EMS related calls for service (transports, refusals, public assists, etc.) at the rate of \$150.00 per incident. Please feel free to contact my office with any questions or to discuss this further at 515-981-4316 or via email at [rcoburn@norwalk.iowa.gov](mailto:rcoburn@norwalk.iowa.gov).

Respectfully,

A handwritten signature in black ink that reads "Ryan B. Coburn". The signature is written in a cursive style and is positioned above a horizontal line.

Ryan Coburn  
Fire Chief, City of Norwalk