

**From:** [William Watkins](#)  
**To:** [Lisa Thomas](#); [James Drumm](#); [Laura Stone](#)  
**Subject:** FW: (EXTERNAL MESSAGE)Praise  
**Date:** Friday, February 13, 2026 9:01:36 AM

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Just wanted to pass along a nice email I received yesterday.

Bill

-----Original Message-----

From: Karen Kiehne <lunarkk@aol.com>  
Sent: Thursday, February 12, 2026 10:19 AM  
To: William Watkins <wwatkins@coventry-ct.gov>  
Subject: (EXTERNAL MESSAGE)Praise

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Dear Bill,

My grandson, Darrow's 3rd birthday was celebrated down here in Maryland, in North Carolina, Florida and Pennsylvania all because of you and your department.

When my daughter McKenna called your office to see if it was possible for a big truck or two to pass by their driveway on his birthday, your office said that they would see what they could do. When she received a return call saying a couple of trucks could pass by, she was thrilled. She sent a video and a few pictures of what you and your team did for my grandson and it brought me to tears.

With so much negativity in the world around us right now, you're small gesture (which was huge in our eyes) showed us that there are kind, loving, giving, selfless people in this world too. I passed on the video to over 60 people in hopes of brightening their day. Family members and friends around the United States marveled at your kindness in their responses.

I watched the video again today just to start my day on a positive note and once again it choked me up. I'm not sure how much positive feedback you guys get, but I do know that you all work so hard to keep Coventry running smoothly and your efforts are so appreciated. We recently purchased a small cottage down the street from my daughter and your actions made us realize that this was the best decision that we've made in a long time.

Thank you so much for your efforts in making the day of not only my grandson, but so many people all over the country! The responses I received to the video showed me that the kindness you guys extended is very rare and it makes it that much more special.

In awe and appreciation,  
Karen Kiehne  
Darrow's "Gree"