

February 28, 2002

Mr. Craig Perkins  
Florida Highway Patrol  
133 S. Semoran Blvd. -- Suite A  
Orlando, FL 32807

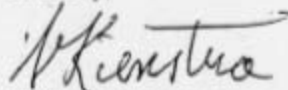
Subject: Commendation of Trooper Scott B. Keith

Dear Sir:

To keep myself from becoming too negative a thinker, I make it a practice to write two letters of commendation for each letter of complaint I write. Trooper Scott Keith make it easy for me to respond positively.

Last week, I had occasion to call on the help of the Florida Highway Patrol. Trooper Keith responded, apologized for an unavoidable delay, and proceeded to conduct himself in an exemplary fashion. In addition to being pleasant in demeanor, he was very professional and efficient. I just wanted to let you know that such behavior on the part of our public servants is greatly appreciated!

Sincerely,



William G. Kienstra

