

November 22, 2002

Capt. Jeffrey L. Succi  
2528 NE Silver Springs Blvd  
Ocala, FL 34470

Dear Capt. Succi,

I wanted to take a moment to praise one of your employees.

On Monday November 18th, I was returning home from a vacation at Disneyworld and realized a few hours into our return that my suitcase had somehow become dislodged from the luggage rack on the top of the van and was missing. Needless to say I was totally distraught. We retraced our steps, but it was dark and we couldn't see much so we decided to spend the night in Florida again and begin our search in the morning.

I stopped at one of the rest stops and a woman who worked there told me that ICA was the organization responsible for the highway maintenance. She gave me a phone number that was invalid, but at least I had the name of the company I was looking for.

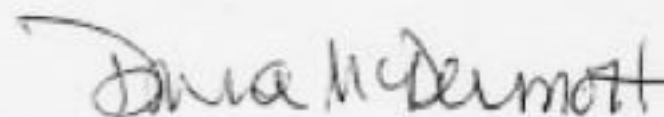
I need to step back for a moment. My very first phone call was to the Highway Patrol. Since we weren't sure whether it fell off in Ocala on 75, or the Florida turnpike, or 27, I spoke with several Highway Patrol locations and no one was especially helpful. As a matter of fact, I felt like they thought I was less than intelligent for having it fall off the luggage rack in the first place. The last thing I needed at that point was to feel worse about my loss.

When I called your office, I spoke with David Adkins. Although he told me there wasn't much that he could do either, he did take the time to look up ICA's phone number for me, and took down my name and number in case someone called it in.

My luggage was recovered by a passerby who saw it fall off of the van, so this story ends well for me.

I just wanted you to know how important it was to me to have someone helping me locate my luggage. I am sure that the time he spent helping me is not part of his daily routine, but I am truly grateful that you have him working for your organization.

Sincerely,



Donna McDermott