

[REDACTED]

November 19, 2002

Captain Joseph Schmidt
Florida Highway Patrol
3775 W. King Street
Cocoa, Florida 32926

Dear Captain Schmidt,

On the morning of Saturday, November 16, 2002, I was involved in a minor traffic crash on SR-528. If possible, I guess the timing of my traffic crash was perfect, because sitting in the median was a marked FHP patrol unit with the blue lights activated.

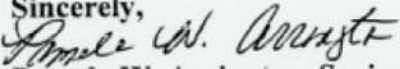
I was upset and really shaken up, and totally bewildered on what had just happened. The Trooper and the auxiliaryman with him came across the road immediately after the crash to check on me and my passenger.

Trooper John H. Futch inquired first to see if we were okay or injured, and then he and the auxiliaryman had me back up my van and pull into the emergency lane. They took extra care and caution to be sure we would be safe waiting on the side of the road while he went back to fill out a crash report. The auxiliaryman (so sorry I didn't get his name) stayed with my van until Trooper Futch returned with the short form report.

I was so impressed with both gentlemen, and just wanted to write to let you know how kind, professional, courteous and caring they were. You see, I work at the Florida Highway Patrol in DeLand, Florida, and by the grace of God had never had a traffic crash in my thirty (30) years of driving. Unfortunately I did on that dreary rainy Saturday morning, and I am so thankful it was Trooper Futch and the auxiliaryman accompanying him that were there at that same time and place I had this traffic crash.

Please extend my sincere thanks to Trooper Futch and the auxiliaryman for making and awful experience into such a positive one. First impressions are lasting, and not knowing I worked for the Florida Highway Patrol right away, they both were nothing but kind and concerned. What great assets to our Department.

Thanks again, and God bless!

Sincerely,

Pamela W. Arrington, Senior Clerk