

July 15th, 2002

Florida Highway Patrol
Troop E - III
1011 NW 111th Avenue
Miami, Florida 33172

Dear Sir or Madam:

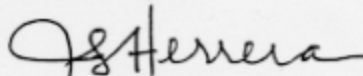
I would like to commend Trooper Manuel Machado for his disposition in handling matters with diplomacy and genuine care.

On July 3rd, I was involved in a car accident (Case # 02-25-35906-01). Trooper Machado came to the scene to take down all our information and handle the situation. I was under a lot of shock, I was very nervous, and I was also very upset at myself because I was at fault.

Trooper Machado was appropriate and compassionate in his manner; he quickly empathized and reminded me on how lucky I was to not have been hurt in the accident. There were no injuries, yet I was still very distraught at the sight of a vehicle I wrecked that wasn't even mine.

In a troubling and unfortunate situation, it is very comforting to know that troopers like Mr. Machado exist. I felt the need to write this letter because I know how quick people are to make complaints and hardly ever take the time to congratulate a job well done. I definitely feel that Trooper Machado is an asset to our community.

Sincerely,


Jennifer L. Herrera