

TROOP B - LAKE CITY

SEPTEMBER 1, 2002

TO: CAPTAIN ROBERT L. MILLER
FROM: TPR. KEITH A. SLANKER *KS*
SUBJECT: LETTER OF APPRECIATION FOR TPR. HENRY ORTIZ

I would like to take this opportunity to thank Tpr. Henry Ortiz for the kindness that he showed my aunt. Waldena McDonald was involved in in traffic crash on August 28, 2002 in Columbia County.

Ms. McDonald advised me that Tpr. Ortiz was kind and professional. Tpr. Ortiz had her sit down and cotinued to check on her throughout the crash investigation as she was not feeling well. She stated that even as she was issued a traffic citation for careless driving, Tpr. Ortiz conducted himself in a caring and professional manner. Tpr. Ortiz made arrangements for another family member to pick her up.

I myself have witnessed Tpr. Ortiz's professionalism on traffic stops and traffic crashes on prior occassions. He's truely an asset to the Florida Highway Patrol. Many times we forget the job that others do around us because we see it every day.

I would like to have this letter placed into Tpr. Ortiz's personel file. This is to indicate that troopers appreciate the job other troopers do to uphold a good image of the Florida Highway Patrol.