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AUG 12 2003

DIVISION OF FLORIDA HIGHWAY PATROL

TROOP E - MIAMI

August 05, 2003

TO: Duty Officer Brenda de Armas  
FROM: Captain Thomas M. Cowart  
SUBJECT: Commendation

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I want to thank you for the extra time and effort put forth by you in the Communications Room during the Drag Race Detail of July 31, 2003. You and Duty Officer Supervisor Dawn Valdes remained after your regular scheduled shift to handle the radio communications and CAD entries for the detail. This proved to be an enormous task when the volume of radio traffic and request for case numbers and other information was more than expected. In spite of all of this, coupled with the slow response of the new CAD System, you performed at an exceptional level of professionalism. Without your dedication to your job, the detail would not have been a success.

There have been many instances when I have observed you and Duty Officer Supervisor Dawn Valdes "going the extra mile" or "taking the bull by the horns" when situations dictated and no others wanted to get involved. Duty Officers throughout the state would do well to follow your example. You make your supervisor's and my job less stressful and your efforts are greatly appreciated.

A copy of this letter is being forwarded through the chain of command for placement in your permanent personnel file.

cc: ~~Colonel Christopher A. Knight~~ *Howell*  
Chief Rick S. Gregory  
Major David L. McCarter  
Personnel  
Files