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OCT 31 2003

TROOP D-HQ

Paula L. Carlson
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October 31, 2003

Cyrus R. Brown, Major
Troop Commander – Troop D
Florida Highway Patrol
133 S. Semoran Blvd., Suite A
Orlando, FL 32807

Dear Major. Brown:

I would like to take this time to bring to your attention the outstanding assistance I received on Thursday, October 20, and Friday, October 21, 2003.

On the afternoon of Thursday, October 20, I had just returned from picking up my son Christopher from school. We had stopped at the Postal Facility in the community which we live, to check our mail. As my son exited the front door of the building, a vehicle was pulling in. I watched as the vehicle slammed on its brakes, stopped quickly, and immediately hit the accelerator, running into my son and the building.

As you can imagine I was devastated (and an emotional wreck) as I watched my son being struck. You see my son Christopher has undergone two open heart surgeries, and almost died. I literally had his life flash before me in that instant. I was shocked that with everyone standing around us no one had called 911, I ran to the office nearby and called 911.

The Brevard County Fire/Rescue responded, as did the Brevard County Sheriff's Office. When it was determined that he did not sustain life threatening injuries, and the paramedics checked his heart and blood pressure, I advised them I would provide transportation to Parrish Medical Center (they were fine with that). This accident occurred on private property, however, I asked the deputy that was on scene if Florida Highway Patrol was responding, he indicated to me that they were, but it would take a while (he also indicated if it were him, he would want it documented). I had my mother and father take Christopher to the hospital as I waited for FHP. A short time had passed and the deputy on scene advised he cancelled FHP, and he would do the report.

I went to the office and called FHP. I spoke with DOS. Polly Papke. DOS. Papke advised me that they had not received any calls for service at that location. I explained that Brevard Sheriff's Office said they would do a report. DOS. Papke had consulted

with the shift commander, Lt. Fast, and both said it would be fine for Brevard to do the report, but should I have any problems or questions to call them back.

Once all the information had been given to Brevard SO, they handed me a piece of paper and I left for Parrish Medical Center to be with my son. When I returned from the hospital later that night I discovered all Brevard had done was a drivers exchange with no indication my son was hit or even hurt.

I immediately contacted DOS. Papke, and after speaking with Lt. Fast, was instructed to contact the deputy, and then get back to them with the outcome. The deputy did call me back (with a very I don't care attitude), and said look "You refused transport, and besides I didn't see any injuries" (my son still has leg pain today, one week later). Lt. Fast was very unhappy with that response and contacted the shift Lt. on duty at Brevard SO, who assured him the matter, would be handled correctly by the end of that evening.

There are too many more details to write, but it must be brought to your attention the way in which DOS. Papke and Lt. Fast handled a very distraught mom, and made sure the report would be done correctly. I kept thanking them over and over, and their response was that we want this done right, no matter who it is. You see, I am a Duty Officer in the Communications Center - Troop D. I have been in this line of work for 15 years, although I am new to FHP. I have handled thousands of emergency calls, but I've never been "The emergency". The professionalism, the care, the concern was immeasurable, and I have witnessed that with them both on the work floor as well.

The other credit goes to my immediate supervisor DOS. Tracy Turner. Needless to say I had to call out sick the next day. I received such care, concern and compassion from her as well.

I am proud to work with so many outstanding individuals. I also know that it is extremely important for you to hear the good (not just the bad), when it involves members of your Troop. These three individuals are a credit to the Florida Highway Patrol.

Thank you so very much for your time.

Sincerely,



Paula L. Carlson