

Charles L. Blank

May 18, 2004

Department of Highway Safety & Motor Vehicles
Traffic Crash Records
Tallahassee, FL 32399

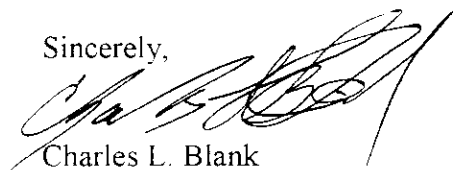
I write this letter to commend two of your fine Officers. On April 30 of this year we were on the Florida Turnpike heading north out of Miami just past mile marker 47. A car in the far right hand hit a piece of road debris and sends it across two lanes into our van. It hit our front bumper and blew the right front tire. We were able to get the stopped safely and called 911.

We were transferred to the FHP dispatch Officer, whom we only knew as Judy. This is the first Officer I would like to thank and say she acted in a very friendly, but professional manner. She made sure that we were ok, got our location and told us to remain calm that an Officer was being dispatched to our location. In minutes the Officer was at the scene. But because of the location of the accident, the officer had to go past us. Officer Judy stayed with us, and maintained communications with us and the other Officer until he was at the scene. It felt good knowing she was there.

This brings me to the second FHP Officer. FHP Officer Austin arrived at the scene; he had to go past us, turns around and come back on the south bound side of the Turnpike because of where we were. The first thing he checked was to make sure that I and my wife were not injured. Then had us get inside of our van. He informed us that it was the safest place for us, which we did not know. Only then did he begin to get our personal information and the information about the accident. I had call AAA to have them send a wrecker to take our van to the dealer for repairs as soon as we were stopped. They sent the wrecker God only know where, even when we had the Turnpike Road Rangers tell them where we were. Officer Austin felt that this was not a safe environment for us or our van and call for a wrecker himself. The wrecker was there in no time and got us and our van to safety.

I want to thank these two fine Officers for their professionalism and their understanding of our situation. Their heart felt caring made us feel better, even in this most stressful and dangerous situation. I really can not put into words how they made us feel and the thankfulness for the help we received from them. Even though Thank You just does not seem like it is enough, it's the best I have to offer. Thank you again for all you have done.

Sincerely,



Charles L. Blank