

DECEMBER 4, 2004

DEAR COLONEL KNIGHT:

ON THE EVENING OF SEPTEMBER 26, MY CAR BECAME DISABLED AS I WAS DRIVING NORTHBOUND ON THE TURNPIKE IN BETWEEN THE WEST PALM BEACH SERVICE PLAZA AND THE OKEECHOBEE RD. EXIT.

FHP TROOPER BERTREND OF TROOP K STOPPED TO ASSIST. NOT ONLY DID HE HELP ME OFF OF THE TURNPIKE, BUT HE MADE SURE THAT I WAS SAFELY ON MY WAY HOME.

I WAS EMBARRASSED TO USE THE TROOPER'S TIME SINCE THIS OCCURRED IMMEDIATELY AFTER HURRICANE JEANNE, BUT TROOPER BERTREND ASSURED ME HE WAS JUST DOING HIS JOB.

MY TARDINESS IN WRITING DOES NOT DIMINISH MY APPRECIATION FOR TROOPER BERTREND'S KINDNESS AND PROFESSIONALISM. HE REALLY WENT ABOVE AND BEYOND THE CALL OF DUTY, AND I WILL ALWAYS REMEMBER THE HELPFUL SAFETY TIPS HE GAVE ME.

I WOULD LIKE TO THANK THE MEN AND WOMEN OF THE FLORIDA HIGHWAY PATROL, ESPECIALLY TROOPER BERTREND, FOR ALL THEIR HARD WORK AND FOR BEING THERE WHEN NEEDED.