



FLORIDA  
DEPARTMENT OF  
FINANCIAL SERVICES

**TOM GALLAGHER**  
CHIEF FINANCIAL OFFICER  
STATE OF FLORIDA

July 29, 2004

Colonel Chris Knight  
Florida Highway Patrol  
Neil Kirkman Building  
2900 Apalachee Parkway  
Tallahassee, FL 32399

Dear Colonel Knight,

This morning I had the unfortunate situation of being involved in a motor vehicle accident. Fortunately, there were no injuries and damage is minor. The reason I write pertains to the trooper who responded.

Trooper Giugliano arrived and was very professional. His calm demeanor put the other driver, who was somewhat nervous, at ease. He proceeded to do a very thorough job looking into the accident. While I did not think that the matter was too serious, I appreciated the thoroughness of his investigation. Though I was confident that I was not at fault, it was refreshing to see the extent to which Trooper Giugliano went in making sure of the events that had occurred.

As a career law enforcement officer I really do appreciate the thoroughness. While I did not openly make it known to the other driver that I was a law enforcement officer, he did know that I was a state employee. This of course can sometimes give a citizen the feeling that they will not get a fair shake. I can assure you that Trooper Giugliano's handling of the situation eliminated any potential for that.

Too often, the day-to-day exemplary performance of our personnel is overlooked. I just wanted you to be aware of this professional example by one of your own.

Sincerely,

Mike Ross