

March 31, 2004

Colonel Christopher A. Knight
Director
Florida Highway Patrol
P.O. Box 651807
Snapper Creek Service
Miami, Fl. 33265

Dear Colonel Knight:

It is seldom these days that one has an opportunity to praise someone for their outstanding performance in the course of their responsibilities. I am fortunate to be able to do this today.

I had a minor accident this morning, and encountered the most unpleasant situation from the other driver. FHP was called and God sent me a wonderful officer. His name is Officer E.F. Hotaling, Badge No. 411.

He was human, caring, understanding, and above all made me feel at ease with the situation. I was a little upset as I have never been in this type of situation, and had never had someone address me in the matter that the gentleman that hit me did.

I cannot thank Officer Hotaling enough for his caring and understanding words. Please let him know how much I appreciated his service and help

He is, without a doubt, and asset to your organization. Thank you for having such a wonderful person helping the public.

Sincerely,


Carmen Lopez-Calleja






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