

DESIREE LLANEZA

TAMPA, FLORIDA 33629

September 22, 2004

Colonel Christopher A. Knight, Director
Florida Highway Patrol
Neil Kirkman Building
2900 Apalachee Parkway
Tallahassee, Florida 32399

Re: Trooper Thomas E. Kelley I.D. #2099827

I would like to take this opportunity to commend the outstanding service that Trooper Thomas E. Kelley provided to me. He went way and beyond the call of duty to take his valuable time and share his professionalism and courtesy. Trooper Kelley counseled me on how to safely deal with encountering an erratic driver and calmly transformed a rather unsettling situation into a valuable learning experience for which I am truly grateful. I made the mistake of accelerating to get around a driver throwing items from a truck and fortunately I saw Trooper Kelley's vehicle on the interstate and flagged him down. His ability to "teach" and demonstrate the proper way to avoid an erratic driver was presented in calm instruction with concern and compassion for my safety and well being.

I realize Trooper Kelley was just "doing his job" but he helped me to do my job as a driver, opting for genteel instruction rather than resort to chastising me for panicking. Panic is never the best option for a solution and Trooper Kelley's demeanor helped to calm and avoid a potentially dangerous situation. In current times of heightened awareness and threats to personal safety, I am secure in knowing that our Florida Trooper's are on our roads to serve and protect, while daily putting themselves at risk to insure our safety. Prevention is the greatest challenge we face and thankfully we are blessed to have those that protect us from ourselves by reminding us not to panic but to draw upon **Good Orderly Direction** and I truly thank **God** for the Florida Highway Patrol and Trooper Kelley.

May God bless and protect you all as you protect us and watch out for us.

With sincere gratitude,



Desiree Llaneza

cc: Captain James Moates
Major Thomas Knight, Troop C Comander

SEP 30 2004