



Florida Department of Transportation

CHARLIE CRIST
GOVERNOR

605 Suwannee Street
Tallahassee, FL 32399-0450

STEPHANIE C. KOPELOUSOS
SECRETARY

July 25, 2007

To: Colonel Christopher Knight (Director)
Neil Kirkman Building
2900 Apalachee Parkway Room A302
Tallahassee, Florida 32399-0500

From: Staff Sergeant Robert Avery
Florida Department of Transportation
Motor Carrier Compliance
Law Enforcement Division

RE: Letter of Commendation Duty Officer Paula Carlson

This letter is to bring attention to the commendable actions of Duty Officer Paula Carlson (Jacksonville Regional Communications Center) on July 5, 2007. A "bolo" be on the look out was given out in reference to four black male subjects donning black ski mask involved in a possible armed robbery in or around the Pizza Boy Restaurant in downtown Lake City. I was at State Road 247 and County Road 252B (Columbia County) when I observed a vehicle matching the description of the suspects. I called into dispatch and Duty Officer Carlson proceeded to take the call and send backup from Motor Carrier Compliance, Florida Highway Patrol and Columbia County Sheriff Department. I traveled approximately two miles observing the vehicle. The vehicle pulled into a convenience store at State Road 247 and County Road 242 and was getting gas. The subject that stepped out of the vehicle was a white male. After close observation, I approached the subject. I spoke with the subject, explained the situation and he was very understanding. He had his wife in the front seat and child in the back seat of his vehicle.

Duty Officer Carlson gave me Radio Traffic (10-33) and was very professional at all times, very calm. She apologized when I cleared the call because she thought she was slow. Because of her quick thinking and very calm demeanor in this very stressful situation, everything was taken care of in a very professional manner. In law enforcement, situations can turn precarious at any given moment and without warning and I was very comfortable having Duty Officer Paula Carlson as my life line. I commend Duty Officer Carlson for a job well done and for her actions in this instance. She is an asset to the State of Florida.

Sincerely,

A handwritten signature in black ink that reads "Robert Avery". The signature is fluid and cursive, with a long horizontal stroke at the end.

Staff Sergeant Robert Avery

CC: Colonel David Dees/Motor Compliance Director
Major Grady Carrick Florida Highway Patrol
Captain Keith Gaston, Florida Highway Patrol
Lieutenant Lynne Fleming Shift Commander Florida Highway Patrol
Duty Officer Supervisor Ava Budget Florida Highway Patrol