

October 10, 2008

Major Grady Carrick  
Florida Highway Patrol  
7322 Normandy Blvd.  
Jacksonville, FL, 32205

Dear Major. Carrick,

I am late in writing this because I was unable to find a non-emergency number for your office in the telephone listings of the major telephone directories. I hesitated to call the emergency number to get an address to write you. I finally found a non-emergency number in a local phone book.

In late June I was traveling on the westside at about 7:30 A.M. when I discovered that one of my tires was low on air. I was not sure how to add air properly and did not want to try to drive back to Mandarin with a low tire. I stopped at a Jiffy store at Cahoon and Ramona to try to get help. Officer Larry Smith was in his FHP car at the Jiffy store. I knew that law enforcement officers are very busy and it is probably not in their job description to put air in the tires of persons traveling on the road.. However I asked him for help. He was very kind and did not hesitate. The air pump at that station did not work. He had me follow him to the nearest Jiffy store and there he put the necessary air in the tire that was down and checked the other tires as well. .

Officer Smith is an excellent representative of the FHP.. He did not seem annoyed at such a mundane request and he took care of the problem with kindness, grace, generosity and absolute confidence.. Officer Smith is an excellent representative of your command. Please convey to him my thanks for his help.

Sincerely,



Madelynn Oglesby

**RECEIVED**

OCT 15 2008

TROOP COMMANDER'S  
OFFICE