

September 15, 2008

Florida Highway Patrol  
2900 Apalachee Parkway  
Tallahassee, FL 32399

Dear Sir or Madam,

I wanted to let someone know how helpful Duty Officer Taylor was yesterday Sept 14, 2008. My mother seemed to be missing, she was not where she was suppose to be and was not answering her phone. After several hours we became concerned and contacted the FHP in Tallahassee to check for any accidents along her planned route (from Panama City Beach to Atlanta, GA), when none were in the system Duty Officer Taylor gave me several suggestions to assist in our attempt to locate my Mother. She was very professional, yet her concern & sympathy were apparent even over the phone. She gave me a deep sense of efficiency and I was secure in the knowledge that she would be doing everything in her power to help locate my Mother.

My Mother was located & it had been a series of unfortunate mishaps (lost cell phone, bad directions and her own stress) which caused her to miss the planned event in Atlanta & started this entire event of her being MIA. Duty Officer Taylor is an asset to the FHP and I wanted someone to know just how much she assisted my family & me during a very stressful time for us. She was a calming influence and her advice and concern were of great comfort to us all. Please extend our utmost gratitude to her for all of her help.

Sincerely,



Patrice L. Barker