

May 2, 2013

Duty Officer Gladis Izaguirre
Miami Regional Communications Center
1011 N.W. 111th Avenue
Miami, FL 33172

Dear Duty Officer Izaguirre:

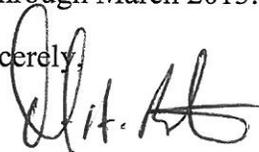
Congratulations! It is a pleasure to inform you that you have been selected as the Florida Highway Patrol *Duty Officer of the Quarter* for January through March 2013.

On Sunday, March 31, 2013, you received a call from Miami-Dade Police Department with a very excited female on the line, stating she was worried about her father-in-law who suffered from dementia and could not tell them where he was currently located. You took down the man's cell phone number and made contact with him and after about 20 minutes you were able to get an approximate location by having the gentleman walk to a sign and tell you what it read.

With the help of Ms. Macias you were able to locate the man and realized that he was in the Bradenton area. Ms. Macias called the Ft. Myers RCC while you remained on the phone with the man and assured him that help was on the way. After being on the phone with the man for over an hour, you and Ms. Macias were able to direct a trooper from the Ft. Myers area to his location and rescue him. You then requested the Hialeah Police Department to contact the family so you could tell them where the father was and reassure them he was okay.

Your willingness to go the extra mile makes you a real asset to the Miami Regional Communications Center. You are congratulated for being selected as the Florida Highway Patrol *Duty Officer of the Quarter* for January through March 2013.

Sincerely,



Colonel David Brierton
Director
Florida Highway Patrol

August 2, 2013

Duty Officer Michael Halfpenny
Tampa Bay Regional Communications Center
11305 N. McKinley Drive
Tampa, FL 33612

Dear Duty Officer Halfpenny:

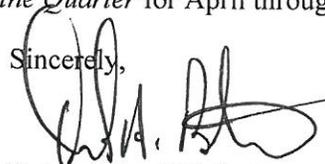
Congratulations! It is a pleasure to inform you that you have been selected as the Florida Highway Patrol *Duty Officer of the Quarter* for April through June 2013.

On Monday, April 1, 2013, you reported to work for the Midnight Shift, and upon relieving the Evening Shift Duty Officer, you learned that next of kin notification had not yet been made from a fatality which occurred approximately sixteen hours earlier.

You familiarized yourself with the call and began using a variety of resources available in an effort to locate the next of kin. After utilizing the DHSMV database DAVID to identify names and addresses associated with the deceased without success, you then entered her name into the GOOGLE search engine which led you to a database, MyLife, where you found names of people associated with the victim. You continued searching those names until you found a female that could possibly be the victim's mother; this individual showed the same address as the victim. You then ran the female's driver license and it showed two different addresses. You dispatched a trooper to the first address, but there was no contact. You then sent the trooper to the second address where he was able to make contact with the victim's mother and next of kin notification was completed.

Your work ethic, professional knowledge, dedication and perseverance make you a real asset to the Tampa Bay Regional Communications Center. You are congratulated for being selected as the Florida Highway Patrol *Duty Officer of the Quarter* for April through June 2013.

Sincerely,



Colonel David Brierton
Director
Florida Highway Patrol

November 5, 2013

Duty Officer Denitra Smith
Miami Regional Communications Center
1001 N.W. 111th Avenue
Miami, FL 33172

Dear Duty Officer Smith:

Congratulations! It is a pleasure to inform you that you have been selected as a *co-recipient* of the Florida Highway Patrol *Duty Officer of the Quarter* for July through September 2013.

On Monday, September 2, 2013, you answered a 911 transfer call from the Melbourne Police Department. The caller was reporting a parental kidnapping of her four year old son by the caller's grandmother. The caller advised she was following the suspect northbound on I-95.

While you remained on the phone obtaining vehicle, suspect and location information, Regional Duty Officer Jean Jarvis dispatched three Brevard County troopers to the incident and provided location updates to responding units. Once it was determined the suspect may travel toward the Orlando area, Regional Duty Officers Robert Jarvis and Carolina Dulin dispatched three additional troopers from Orange County.

While these efforts were underway, Regional Duty Officer Kimberly Manion contacted the Brevard Sheriff's Office by phone and relayed suspect information and location updates. Once it was determined the suspect was traveling toward the Orlando area, Regional Duty Officer Andrew McAlister and Jean Jarvis provided location updates to the Orange County Sheriff's Office.

All these combined efforts culminated in the suspect vehicle being stopped by the Florida Highway Patrol troopers without incident. Further investigation revealed a kidnapping had not occurred and was a custody issue.

Your work ethic, professional knowledge, dedication and perseverance make you a real asset to the Miami Regional Communications Center. You are congratulated for being selected as a *co-recipient* of the Florida Highway Patrol *Duty Officer of the Quarter* for July through September 2013.

Sincerely,



Colonel David Brierton
Director
Florida Highway Patrol

February 3, 2014

Duty Officer Joyce L. Cooley
Jacksonville Regional Communications Center
7322 Normandy Boulevard
Jacksonville, FL 32205

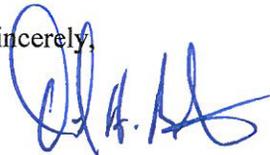
Dear Duty Officer Cooley:

Congratulations! It is a pleasure to inform you that you have been selected as the Florida Highway Patrol *Duty Officer of the Quarter* for October - December 2013.

On Saturday, December 28, 2013, you were working the St. Augustine console at the time of the critical incident involving the shooting of Trooper Lawrence Litzell. You demonstrated an unerring attention to detail during this incident with constant focus on the trooper's safety. Even in the midst of this critical incident trooper-involved shooting, you provided timely assistance and maintained a completely professional demeanor. Your focus was on ensuring the safety and well-being of Trooper Litzell by coordinating the proper medical and police response. This was evidenced by your interaction with supporting agencies. You also maintained appropriate control of the incident, continued to document the incident and assist in the notification of all appropriate state agencies. This was also accomplished while keeping the chain of command informed and updated throughout, without a loss or degradation in other ongoing Jacksonville Regional Communications Center operations.

Your work ethic, professional knowledge, dedication and perseverance make you a real asset to the Jacksonville Regional Communications Center. You are congratulated for being selected as the Florida Highway Patrol *Duty Officer of the Quarter* for October - December 2013.

Sincerely,



Colonel David Brierton
Director
Florida Highway Patrol