

May 13, 2014

Duty Officer Christopher Baker
Ft. Myers Regional Communications Center
10041 Daniels Parkway
Ft. Myers, FL 33913

Dear Duty Officer Baker:

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 2014.

On Wednesday, March 5, 2014, you received a 911 transfer call involving a suicidal subject at the rest area at the Sunshine Skyway Bridge. You immediately established a rapport with the caller and were able to gather all pertinent information.

You were empathetic while making sure that the subject had not harmed himself or anyone else. You remained on the phone with the subject for almost 20 minutes until a law enforcement officer from St. Petersburg arrived.

Your work ethic, professional knowledge, dedication and perseverance make you a real asset to the Ft. Myers Regional Communications Center. You are congratulated for being selected as the Florida Highway Patrol *Duty Officer of the Quarter* for January through March 2014.

Sincerely,



Colonel David Brierton
Director
Florida Highway Patrol

DB/rs

cc: Terry Rhodes, Executive Director
FHP Executive Staff
Troop Commanders
Personnel File

August 27, 2014

Duty Officer Sean D. Pinto
Lake Worth Regional Communications Center
Florida's Turnpike MM 94
Building 9310
Lake Worth, FL 33463

Dear Duty Officer Pinto:

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 April through June 2014.

On Monday, May 19, 2014, you received a call from a gentleman advising that his wife was having trouble breathing. He stated that she was supposed to be on oxygen and the oxygen machine had lost power and she was struggling for air. The gentleman gave his location and you immediately recognized that he was very close to the Okahumpka Service Plaza. You advised him to go to the Service Plaza and that you would dispatch rescue and a trooper immediately. While on the phone you alerted Duty Officer Schaaf to call rescue. Duty Officer Schaaf notified rescue and also dispatched a trooper to the plaza immediately.

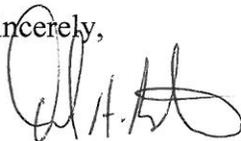
In the meantime you instructed the gentleman to get his wife and the machine out of the vehicle and into the service plaza. The gentleman gave the phone to his 9-year old son while he was getting his wife into the service plaza. You began to speak with the child to get additional information about his mother and assured him that she would be fine.

Once inside the service plaza you advised the child to assist his father in locating an outlet to plug the machine into. Once the outlet was located and it was confirmed that it was working, you again asked the child how his mother was doing and he replied "yes, a little better". You continued to provide comforting words to the child and stayed on the phone with him and the father until you confirmed that the trooper had arrived.

Duty Officer Sean D. Pinto
August 27, 2014
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Your work ethic, professional knowledge, dedication and perseverance make you a real asset to the Lake Worth Regional Communications Center. You are congratulated for being selected as the Florida Highway Patrol *Duty Officer of the Quarter* for April through June 2014.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Brierton", written in a cursive style.

Colonel David Brierton
Director
Florida Highway Patrol

DB/rs

cc: Terry Rhodes, Executive Director
FHP Executive Staff
Troop Commanders
Personnel File

November 10, 2014

Communications Training Officer Maria Cruz
Orlando Regional Communications Center
133 S. Semoran Blvd., Suite A
Orlando, FL 32807

Dear Communications Training Officer Cruz:

Congratulations! It is a pleasure to inform you that you have been selected as the Florida Highway Patrol *Duty Officer of the Quarter* for July through September 2014.

On Saturday, July 12, 2014, you received a call from a gentleman advising that he wanted to end his life. He advised that he was on the Turnpike southbound near the exit of SW 152nd Street. You were able to keep the gentleman on the phone and from taking his own life until FHP units could arrive.

Your work ethic, professional knowledge, dedication and perseverance make you a real asset to the Florida Highway Patrol. You are congratulated for being selected as the Florida Highway Patrol *Duty Officer of the Quarter* for July through September 2014.

Sincerely,



Colonel David Brierton
Director
Florida Highway Patrol

DB/rs

cc: Terry Rhodes, Executive Director
FHP Executive Staff
Troop Commanders
Personnel File

February 2, 2015

Regional Duty Officer Sandra Bomar
Tampa Bay Regional Communications Center
11305 N. McKinley Drive
Tampa, FL 33612

Dear Duty Officer Bomar:

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 through December 2014.

On Thursday, October 9, 2014, you received a call from a gentleman advising that his young daughter had just spotted the vehicle that was described in a Silver Alert that had been posted on the Dynamic Message Boards by the Florida Department of Transportation.

You immediately dispatched a trooper to the location in St. Petersburg while gathering pertinent information from the caller. The trooper was able to locate the vehicle and bring it to a safe stop. The response on this day not only resulted in the safe recovery of an elderly person in danger, but made a lasting impression on the caller and his young daughter.

Your work ethic, professional knowledge, dedication and perseverance make you a real asset to the Florida Highway Patrol. You are congratulated for being selected as the Florida Highway Patrol *Duty Officer of the Quarter* for October through December 2014.

Sincerely,



Colonel David Brierton
Director
Florida Highway Patrol

DB/rs

cc: Terry Rhodes, Executive Director
FHP Executive Staff
Troop Commanders
Personnel File