

May 15, 2017

Regional Duty Officer Amber McGuire
Jacksonville Regional Communications Center
908 North Jefferson Street, Building F
Jacksonville, Florida 32209

Dear RDO McGuire:

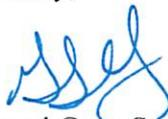
Congratulations! It is a pleasure to inform you that you have been selected as a co-recipient for Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

On March 28, 2017, you received an in-distress emergency radio call from Sergeant Natalie Ward advising that her unmarked patrol car had just been hit by a vehicle while she was conducting a traffic stop on I-75 in Marion County.

You immediately dispatched units to Sergeant Ward's location so they could assess the situation and her condition. You also dispatched rescue to have EMS come and you notified all of the supervisors and informed them of Sergeant Ward's condition and status.

You performed your job duties effectively and professionally by dispatching all available units to establish a secure accident scene, thereby ensuring the safety of Sergeant Ward. You are congratulated for being selected as a co-recipient of the Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GS/meb

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



2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov

May 15, 2017

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

Dear DO Alonso:

Congratulations! It is a pleasure to inform you that you have been selected as a co-recipient for Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

On March 17, 2017, you were alerted by shouts of a frantic Trooper that rescue was needed right away. After several failed attempts to key up, another Trooper was able to inform you that Sergeant Carlos Rosario-Flores had been hit by a car and needed air rescue right away. You were able to determine the location of the accident and dispatch units to help Sergeant Rosario-Flores. You knew that you would need help with getting everything organized, so you immediately alerted everyone in the radio room.

You, along with the other members of the Communication Center went into immediate action. All of you worked together to make sure everything was being run smoothly. Communications Training Officer Kristi Grzybek immediately tuned into the channel to monitor what was happening at the scene. Duty Officer Supervisor Gail Nees requested rescue. Duty Officer Susan Charleston and Duty Officer Sharnell Battle assisted with Inter-City calls and phone notifications, while Duty Officer Supervisor Karen White assisted with phone calls between sworn personnel members on the scene and members at the station.

You were the voice of calm during the chaos, but all members played an important role in this incident. All of you are recognized for the outstanding teamwork you had in this very stressful situation. You are all congratulated for being selected as a co-recipient of the Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

Duty Officer Linda Alonso
May 15, 2017
Page Two

Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GS/meb

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

May 15, 2017

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

Dear DO Battle:

Congratulations! It is a pleasure to inform you that you have been selected as a co-recipient for Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

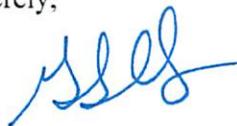
On March 17, 2017, Duty Officer Linda Alonso was alerted by shouts of a frantic Trooper that rescue was needed right away. After several failed attempts to key up, another Trooper was able to inform her that Sergeant Carlos Rosario-Flores had been hit by a car and needed air rescue right away. Duty Officer Alonso was able to determine the location of the accident and dispatch units to help Sergeant Rosario-Flores. She knew that she would need help with getting everything organized, so she immediately alerted everyone in the radio room.

Duty Officer Alonso, along with the other members of the Communication Center went into immediate action. All of you worked together to make sure everything was being run smoothly. Communications Training Officer Kristi Grzybek immediately tuned into the channel to monitor what was happening at the scene. Duty Officer Supervisor Gail Nees requested rescue. You and Duty Officer Susan Charleston assisted with Inter-City calls and phone notifications, while Duty Officer Supervisor Karen White assisted with phone calls between sworn personnel members on the scene and members at the station.

Duty Officer Alonso may have been the voice of calm during the chaos, but all members played an important role in this incident. All of you are recognized for the outstanding teamwork you had in this very stressful situation. You are all congratulated for being selected as a co-recipient of the Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

DO Sharnell Battle
May 15, 2017
Page Two

Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GS/meb

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

May 15, 2017

Communications Training Officer Kristi Grzybek
Miami Regional Communications Center
1011 N.W. 111th Avenue
Miami, FL 33172

Dear CTO Grzybek:

Congratulations! It is a pleasure to inform you that you have been selected as a co-recipient for Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

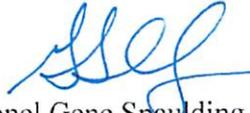
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Duty Officer Alonso, along with the other members of the Communication Center went into immediate action. All of you worked together to make sure everything was being run smoothly. You immediately tuned into the channel to monitor what was happening at the scene. Duty Officer Supervisor Gail Nees requested rescue. Duty Officer Susan Charleston and Duty Officer Sharnell Battle assisted with Inter-City calls and phone notifications, while Duty Officer Supervisor Karen White assisted with phone calls between sworn personnel members on the scene and members at the station.

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CTO Kristi Grzybek
May 15, 2017
Page Two

Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GS/meb

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

May 15, 2017

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

Dear DO Charleston:

Congratulations! It is a pleasure to inform you that you have been selected as a co-recipient for Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

On March 17, 2017, Duty Officer Linda Alonso was alerted by shouts of a frantic Trooper that rescue was needed right away. After several failed attempts to key up, another Trooper was able to inform her that Sergeant Carlos Rosario-Flores had been hit by a car and needed air rescue right away. Duty Officer Alonso was able to determine the location of the accident and dispatch units to help Sergeant Rosario-Flores. She knew that she would need help with getting everything organized, so she immediately alerted everyone in the radio room.

Duty Officer Alonso, along with the other members of the Communication Center went into immediate action. All of you worked together to make sure everything was being run smoothly. Communications Training Officer Kristi Grzybek immediately tuned into the channel to monitor what was happening at the scene. Duty Officer Supervisor Gail Nees requested rescue. You and Duty Officer Sharnell Battle assisted with Inter-City calls and phone notifications, while Duty Officer Supervisor Karen White assisted with phone calls between sworn personnel members on the scene and members at the station.

Duty Officer Alonso may have been the voice of calm during the chaos, but all members played an important role in this incident. All of you are recognized for the outstanding teamwork you had in this very stressful situation. You are all congratulated for being selected as a co-recipient of the Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

DO Susan Charleston
May 15, 2017
Page Two

Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GS/meb

cc: Terry Rhodes, Executive Director
FHP Executive Staff
Troop Commanders
RCC Managers
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2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov

May 15, 2017

Duty Officer Supervisor Karen White
Miami Regional Communications Center
1011 N.W. 111th Avenue
Miami, FL 33172

Dear DOS White:

Congratulations! It is a pleasure to inform you that you have been selected as a co-recipient for Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

On March 17, 2017, Duty Officer Linda Alonso was alerted by shouts of a frantic Trooper that rescue was needed right away. After several failed attempts to key up, another Trooper was able to inform her that Sergeant Carlos Rosario-Flores had been hit by a car and needed air rescue right away. Duty Officer Alonso was able to determine the location of the accident and dispatch units to help Sergeant Rosario-Flores. She knew that she would need help with getting everything organized, so she immediately alerted everyone in the radio room.

Duty Officer Alonso, along with the other members of the Communication Center went into immediate action. All of you worked together to make sure everything was being run smoothly. Communications Training Officer Kristi Grzybek immediately tuned into the channel to monitor what was happening at the scene. Duty Officer Supervisor Gail Nees requested rescue. Duty Officer Susan Charleston and Duty Officer Sharnell Battle assisted with Inter-City calls and phone notifications, while you assisted with phone calls between sworn personnel members on the scene and members at the station.

Duty Officer Alonso may have been the voice of calm during the chaos, but all members played an important role in this incident. All of you are recognized for the outstanding teamwork you had in this very stressful situation. You are all congratulated for being selected as a co-recipient of the Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

DOS Karen White
May 15, 2017
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Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GS/meb

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

May 15, 2017

Duty Officer Supervisor Gail Nees
Miami Regional Communications Center
1011 N.W. 111th Avenue
Miami, FL 33172

Dear DOS Nees:

Congratulations! It is a pleasure to inform you that you have been selected as a co-recipient for Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

On March 17, 2017, Duty Officer Linda Alonso was alerted by shouts of a frantic Trooper that rescue was needed right away. After several failed attempts to key up, another Trooper was able to inform her that Sergeant Carlos Rosario-Flores had been hit by a car and needed air rescue right away. Duty Officer Alonso was able to determine the location of the accident and dispatch units to help Sergeant Rosario-Flores. She knew that she would need help with getting everything organized, so she immediately alerted everyone in the radio room.

Duty Officer Alonso, along with the other members of the Communication Center went into immediate action. All of you worked together to make sure everything was being run smoothly. Communications Training Officer Kristi Grzybek immediately tuned into the channel to monitor what was happening at the scene and you requested rescue. Duty Officer Susan Charleston and Duty Officer Sharnell Battle assisted with Inter-City calls and phone notifications, while Duty Officer Supervisor Karen White assisted with phone calls between sworn personnel members on the scene and members at the station.

Duty Officer Alonso may have been the voice of calm during the chaos, but all members played an important role in this incident. All of you are recognized for the outstanding teamwork you had in this very stressful situation. You are all congratulated for being selected as a co-recipient of the Florida Highway Patrol Duty Officer of the Quarter for January through March 2017.

DOS Gail Nees
May 15, 2017
Page Two

Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GS/meb

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

Terry L. Rhodes
Executive Director



2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov

August 14, 2017

Regional Duty Officer Anthony J. Farmer
Tallahassee Regional Communications Center
Carlton Building
501 South Calhoun Street, G-35
Tallahassee, Florida 32308

Dear Regional Duty Officer Farmer:

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 2017.

On Saturday, May 27, 2017, two Troopers and an Escambia County Deputy were struck by a drunk driver while conducting a traffic stop on the shoulder of the road in Pensacola. Originally, both Troopers were reported as having serious injuries, with one being labeled as a trauma alert by a third Trooper who reported to the scene after the accident occurred.

You kept a calm demeanor and a steady voice and gathered all the necessary information from the Trooper who was on the scene and called for EMS. You quickly notified supervisors and asked fellow Duty Officers to help accurately document the information into the CAD and make phone calls, while you focused on the radio traffic.

Your professionalism, empathy and ability to remain calm in a highly stress incident serves as an excellent representation of the Florida Highway Patrol's values, goals and mission. You are congratulated for being selected as the Florida Highway Patrol Duty Officer of the Quarter for April through June 2017.

Sincerely,

A handwritten signature in blue ink, appearing to read "G. Spaulding".

Colonel Gene Spaulding
Director
Florida Highway Patrol

GS/meb

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

November 28, 2017

Duty Officer Michelle Luciani
Fort Myers Regional Communications Center
10041 Daniels Parkway
Fort Myers, Florida 33913

Dear Duty Officer Luciani,

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 2017.

On July 13, 2017, you received a call from the Lake Worth Regional Communications Center transferring a thirteen-year-old boy who was afraid for his life. The boy advised you that his father was driving recklessly on Alligator Alley and was intoxicated. You stayed on the phone with him, getting updates on mile markers, asking about weapons and got the father's name. To ensure the boy's safety, you advised him that if necessary, he could talk in code to answer your questions, since his father was unaware he was on the phone with law enforcement. You used multiple techniques to try and keep the boy calm and you reassured the boy that help was on the way.

Through your efforts, the boy and the father were apprehended by the Collier County Sheriff's Office and the father was arrested for Driving Under the Influence. You were praised by the local media for suggesting that the boy use code to answer your questions.

Your professionalism, empathy, and ability to remain calm in a highly stressful incident serves as an excellent representation of the Florida Highway Patrol's values, goals and mission. You are congratulated for being selected as the Florida Highway Patrol Duty Officer of the Quarter for July through September 2017.

Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GSS/meb

Duty Officer Michelle Luciani
November 28, 2017
Page Two

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

Terry L. Rhodes
Executive Director



2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov

February 12, 2018

Duty Officer Alyssa Nicholson
Orlando Regional Communications Center
133 South Semoran Boulevard, Suite A
Orlando, Florida 32807

Dear Duty Officer Nicholson,

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 2017.

On November 14, 2017, you received a call from a 7-year-old boy and his mother, who was not able to speak or hear, that were broken down on the side of Interstate 4 in an unknown location. Due to the boy's age, you knew you would have to change the way you communicated with him and needed to ask simple questions to help narrow down the general area of where they were located. The boy was able to find out the type of cell phone he was using and the vehicle's description that he was in. By getting the type of cell phone that he was using, you were able to instruct him how to pin point his location on a map to tell you his exact location.

During the phone conversation, you were able to keep the boy calm and obtain enough information from him to find his location. You were able to contact the TBRCC and a trooper was dispatched to their location. You continued to stay on the phone with him and reassure him that help was on the way.

You helped the boy and his mother by using the resources available to them. You were encouraging and a reassuring voice to help him stay calm. You exemplify the very best of what our Duty Officers are expected to handle at any given time.

Sincerely,

A handwritten signature in blue ink, appearing to read "G. Spaulding".

Colonel Gene Spaulding
Director
Florida Highway Patrol

Duty Officer Alyssa Nicholson
February 12, 2018
Page Two

GSS/meb

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