

May 21, 2018

Communications Officer Bridgette Turner
Miami Regional Communications Center
1001 Northwest 111th Avenue
Miami, Florida 33172

Dear Communications Officer Turner,

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 2018.

On Friday, March 15, 2018, the MRCC received notification that a pedestrian bridge on SW 8th Street and SW 109th Avenue collapsed with multiple victims. Notifications were immediately made through the on-duty Duty Officer Supervisors. Due to the magnitude of the incident, the responding units were asked to move to a separate channel, which you handled for the duration of your shift.

With the large amount of Law Enforcement Officers present from different agencies passing information through the Duty Officers, phone, FHP radio, and intercity radios assigned, you were able to calmly and professionally maintain control of the chaotic situation. You are commended for your ability to multi-task and maintain situational awareness during this incident. Congratulations on your selection as the recipient of the Florida Highway Patrol Duty Officer of the Quarter for January through March 2018.

Sincerely,


Colonel Gene Spaulding
Director
Florida Highway Patrol

GSS/meb

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

August 23, 2018

Regional Duty Officer Alex Pelaez
Miami Regional Communications Center
1001 Northwest 111th Avenue
Miami, Florida 33172

Dear Duty Officer Pelaez,

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 2018.

On Thursday, May 31, 2018, you received a transferred call from the Miami-Dade Police Department concerning a father who was tracking his daughter's cell phone due to suicidal threats. The girl was threatening to throw herself into the Miami River. The caller advised you that he had already lost one daughter due to suicide earlier in the year and now his other daughter was threatening to do the same.

You gave the father your email address so he could provide you with the location of his daughter's cell phone to help locate her. You dispatched units to the location and updated the call when the location moved into the Miami Police Department's jurisdiction.

You handled the situation with a clear and calm mind and remained professional and caring throughout the call. Because of your quick thinking, the young girl was located and could receive the assistance she needed.

Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GSS/meb

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

November 29, 2018

Communications Training Officer Stephanie Sanchez
Orlando Regional Communications Center
133 South Semoran Boulevard, Suite A
Orlando, Florida 32807

Dear CTO Sanchez:

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 2018.

On Sunday, July 22, 2018, you received a call from the Winter Garden Police Department concerning a domestic violence victim. The victim was very emotional and distraught because the incident had just taken place. She was able to get herself along with her three children out of the house and away from the abuser.

You were able to calm the victim to obtain the suspect's information and confirm that he was not following the victim. You were familiar with the caller's location and realized she was not far from the Florida Highway Patrol Station. You directed her to the Station and requested assistance from a fellow duty officer to notify Sergeant Chambers who was at the Station. You also notified the Orlando Police Department.

Once the victim arrived and was meeting with Sergeant Chambers and the Orlando Police Department, you knew the children were still frightened in the lobby. You gathered coloring books and crayons and brought them out to give to the children in hopes of distracting them and to calm them down.

CTO Stephanie Sanchez
November 29, 2018
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During the phone call with the victim, you remained professional and respectful. By showing kindness and compassion you were able to make a traumatic situation a little bit less for the victim and her children. Your professionalism and empathy during the incident serve as an excellent representation of the values of the Florida Highway Patrol

Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GSS/meb

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

March 5, 2019

Communications Training Officer Franco Destin
Miami Regional Communications Center
1011 NW 111th Avenue
Miami, Florida 33172

Dear CTO Destin:

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 2018.

On Saturday, November 17, 2018, you handled three very serious and highly stressful situations, but you remained calm, cool and consistent with all three calls.

Early in your shift, a PAO requested back up to stop a vehicle on the Turnpike. The driver had avoided paying tolls by covering the license plate. You reached out to other troops and agencies to assist the PAO in safely apprehending this subject. Later in your shift, a fight broke out on SR-836. You were able to zoom in on the suspects using TMC cameras and give updates to responding units to facilitate a safe end to this incident.

A few hours later, a unit keyed up screaming his ID. You immediately tried to raise the unit to find out what the emergency was, but there was no response. You put the station on urgent traffic and used AVL to start units to the location. The transmission was garbled but you were able to hear a female screaming and the trooper scream for back up. You dispatched the Sergeant and responding units with lights and sirens. The trooper advised that the female had crashed while he was "in the car" attempting to stop her. Due to your quick actions, back up units swiftly responded, and the situation was defused.

Your consistent handling of stressful and chaotic situations makes you an asset to the Florida Highway Patrol. You are commended for your exceptional job performance and your willingness to go above and beyond your job duties.

CTO Franco Destin
March 5, 2019
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Sincerely,



Colonel Gene Spaulding
Director
Florida Highway Patrol

GSS/mes

cc: Terry Rhodes, Executive Director
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