



OUR MISSION

Providing Highway Safety and Security Through Excellence In Service, Education and Enforcement.

OUR VISION

A Safer Florida!

OUR VALUES

We Believe In:

SERVICE
by
exceeding expectations;

INTEGRITY
by
upholding the highest ethical standards;

COURTESY
by
treating everyone with dignity and respect;

PROFESSIONALISM
by
inspiring confidence and trust;

INNOVATION
by
fostering creativity;
and

EXCELLENCE IN ALL WE DO!

Prakash: The Man Behind the One-Word Name

Have you ever wondered what the T.N. in Prakash's name represent? What about where Prakash grew up? DHSMV Press Secretary Ann Nucatola sat down in an interview with Prakash to find out a little more about DHSMV's international man of mystery.

Deputy Director of Program Operations for the Division of Driver Licenses, T.N. Prakash, has been with the Department for 20 years and continues to find his career as a public servant to the people of Florida fulfilling. He says that while the road to get to where he is today has been enjoyable, it also has been a bumpy one at times. It was quite a long road, taking him far from where he was born.

A JOURNEY

Prakash was born on the southeastern coast of India, more specifically, Chennai. Once known as Madras, the British established the city of Chennai as a

port city. It is also the capital city for the Indian state Tamil Nadu. The city has a population of more than four million people.

Prakash left his home state to attend the Indian Institute of Calcutta, where he earned a degree in finance and marketing. Also while in college, Prakash was the captain of the tennis team and was often ranked the number one player throughout the collegiate tennis circuit. Later, in Florida he was ranked in the top 20 for the men's 35-year-old Division, which is a statewide honor.

After receiving his finance and market-

ing degree, a rotary foundation awarded a scholarship to Prakash, which gave him the opportunity to advance his education in the United States. In 1981 Prakash found himself in New Jersey, attending Fairleigh Dickenson University.

After earning a master's degree, Prakash left the cold north and moved to Florida where he had family.

"Education is very important," said Prakash during a recent interview. "Education gives you the ability to assimilate, analyze and make better decisions faster."

WHAT'S IN A NAME?

One of the biggest mysteries about Prakash is

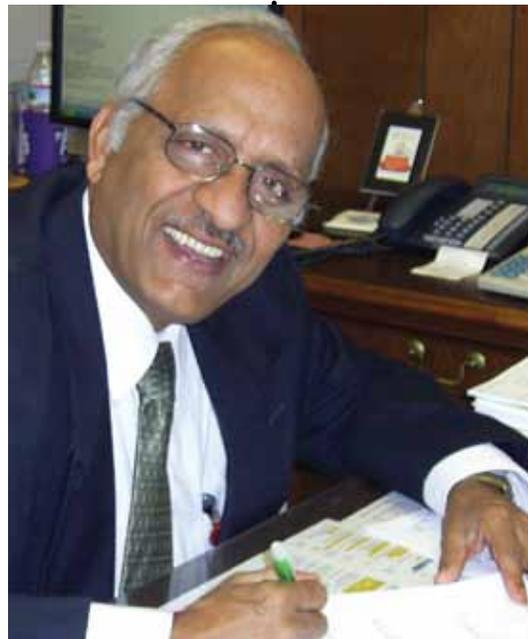
Prakash. What do the T and N stand for in his name, anyway?

"Actually, my first name is *Prakash*," he explained. "The N is the first initial of my father's name, and the T is the first letter for the name of my hometown in India. So really, my name is just *Prakash*."

FAMILY

Prakash has been married for 33 years. He and his wife have a daughter and two granddaughters.

"I am surrounded by beautiful women!" he exclaimed.



A CAREER OF PUBLIC SERVICE

Prakash started his career with a consulting firm. In 1989, he joined the Bureau of Emissions Control with the Department of Highway Safety and Motor Vehicles.

Despite opportunities to make more money in the private sector, the Deputy Director chose to make a difference through a career in public service.

Prakash explained: "I think public service

is a calling. The importance of public service, the need for state employees to educate and help the public is critical. You need to be dedicated to people when you are a public servant to help them not just in their respective communities. Each community that we help educate, the better it is for the whole state. It truly is a calling, very rewarding. Two decades later, I know I made the right choice."

New Plates

The Department of Highway Safety and Motor Vehicles is pleased to announce that four new specialty license plates are now available at your local tax collector or tag agency office. The Play Tennis and Visit Our Lights license plates are new while the Tampa Bay Rays and Tampa Bay Buccaneers license plates are redesigns of existing license plates. With the addition of the two new specialty license plates, Florida now has 111 specialty license plates available.

The money collected from Play Tennis will be distributed to the Florida Sports Foundation and available for grants by the United States Tennis Association Florida Section Foundation to nonprofit organizations to operate youth tennis programs and adaptive tennis programs for special populations of all ages, and for building, renovating and maintaining public tennis courts.

Monies received from Visit Our Lights will be distributed to the Florida Lighthouse Association to fund the preservation, restoration and protection of the 29 historic lighthouses remaining in the state.

There is currently a three-year moratorium (July 1, 2008 – July 1, 2011) on new specialty plates. An exception was made for those who filed a notice of intent by

May 2, 2008, and who provided a survey, marketing strategy and application fee by Oct. 1, 2008. The following met the requirements and are expected to go to the 2009 Legislature for approval:

1. Coalition for Renewable Energy Solutions – "Go Green"
2. East Coast Surfing Hall of Fame and Museum – "Let's Go Surfing"
3. Florida Horse Park – "Equine Excellence"
4. Fraternal Order of Police – "Fraternal Order of Police"
5. Guy Harvey Ocean Foundation – "Catch Me Release Me"
6. Surfing Evolution and Preservation – "Endless Sumer"
7. St. Johns River Alliance – "St. Johns River"
8. University of Miami /Center for Autism and Related Disabilities – "Autism Awareness"
9. Panama City Marine Institute – "Horse Country"

County tax collector offices received the four specialty license plates by December, 2008. Tax collectors who have questions or who need additional information on obtaining new tags should contact the DHSMV Inventory Control Section at (850) 617-2809.



EXPRESSWAYS

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2007 Florida Traffic Crash Statistics Report

By Patty Taff, Office of Performance Management

The Office of Performance Management's Research and Statistics Office published the 2007 Florida Traffic Crash Statistics Report in September, 2008. DHSMV produces the report annually.

The report compiles data from the Department's crash database containing all long-form traffic crash reports from state and local law enforcement agencies. Long-forms include information about death or personal injury, leaving the scene involving vehicle or property damage or driving while under the influence of alcohol, chemical substances or controlled substances. The Florida Highway Patrol completes approximately 34 percent of all long-form crash reports.

Many factors contribute to the completeness and timeliness of the reports, and before The Department can close out records

and publish the report, we wait on law enforcement to complete lengthy investigations, blood alcohol content reports and completed death certificates. Teri Crews, Office of Research and Statistics Supervisor, worked with the Florida Department Law Enforcement to create a more efficient process for medical examiners to report the manner of death in crash-related fatalities, as well as the blood alcohol content. Medical examiners now can post this information online, and law enforcement can update their reports, which saves DHSMV time in reporting.

In an effort to be more efficient, we provided the report via e-mail to previous customers and users of the data resulting in a savings of more than \$2,000 in printing and mailing costs. If you would like to review the Crash Statistics Report, visit www.flhsmv.gov/html/safety.html.

Highlights from the report include:

Fatalities as a result of traffic crashes on Florida roadways decreased to 3,221 in 2007 from 3,365 in 2006. For the second consecutive year in more than 10 years, traffic fatalities have decreased from the previous year.

Bicyclist and passenger fatalities decreased to 121 in 2007 from 126 in 2006.

Alcohol-related fatalities increased to 1,244 in 2007 from 1,099 in 2006.

Motorcyclist and passenger fatalities remained the same at 550 for 2007 as they were in 2006.

Traffic fatalities of drivers and passengers not using seatbelts in seatbelt equipped vehicles decreased to 1,201 in 2007 from 1,301 in 2006.

Cover Florida Helps the Uninsured Gain Access to Affordable Health Care Coverage

Information courtesy of the Florida Agency for Healthcare Administration and the Cover Florida Web site

Are you or a loved one in need of affordable health insurance? If so, then Cover Florida may be just what the doctor ordered.

Cover Florida is a new program that makes health insurance affordable for Floridians who have been without insurance for at least six months, or who are recently unemployed – even if there are pre-existing health conditions. In addition, the program can help people who have recently lost coverage because they have aged out of another policy, i.e. Healthy Kids, or because of death of, or divorce from, a spouse whose employer provided their health insurance. To qualify, one must fall between the ages of 19 and 64.

"Cover Florida gives uninsured Floridians the opportunity to take charge of their own preventive health care," said Governor Charlie Crist. "Cover Florida benefit options include a robust set of benefits, such as coverage for preventive services, screenings, and office visits, as well as office surgery, urgent care, prescription drugs, durable medical equipment, and diabetic supplies."

To learn more about Cover Florida, visit www.CoverFloridaHealthCare.com. To view or download the Cover Florida brochure, click www.flhsmv.gov/FLHealthCare.pdf.

Florida Department of Highway Safety and Motor Vehicles

Completing Your Education and Earning a Degree

April Langston works in the Division of Driver License Program Systems, but until July 2009, she will be going to college full-time as part of the Department's Educational Leave With Pay program. ELWP offers members the chance to take leave for up to one year while attending school full-time and still receive a full paycheck. To be eligible, members must have been with the agency at least two years and have one year or less to complete a job-related degree.

Langston is now attending Tallahassee Community College, taking four classes a semester and will graduate in the summer.

Langston says it has been tough, but she is focused on earning her degree. She said, "It's a little weird not going to work," but she checks her e-mail and keeps in touch with everyone. Langston has been with the agency for 23 years. She began her career as a DL Examiner and worked her way up to a Senior Highway Safety Specialist. Her focus and goal is to work with strategic planning or process improvements. She enjoys looking at the agency with an analytical view and finding ways that could help streamline the agency and work processes. Educational Leave With Pay is a way to enhance her future goals in project management and to prepare her for an advanced career with the Department. It also provides the Department with a larger pool of members when looking for successful planning and advancement. Langston says everyone who is eligible should take advantage of the opportunity. Langston believes that ELWP will allow her the time to focus on her school work. ELWP assists with workforce planning and development by providing a tool for managers and employees to support academic activities.

The improved knowledge, skills and abilities gained by the member should benefit the individual in completion of his or her current and/or potential job duties.

If you are eligible for ELWP, contact the Learning and Development office for more information or visit the Web site at <http://casey.hsmv.state.fl.us/Intranet/DAS/emprel/ELWP2.html>.



Incident Management Project

By Sherry Allen, Information Systems Administration

The Information Systems Administration's strategic plan states "It is critical that we develop processes and procedures that allow us to effectively govern and deliver products and services." One of ISA's goals to achieve this is to adopt the Information Technology Infrastructure Library standard operating framework. ITIL is a best practice framework that provides a service management approach to efficiently and effectively meet business needs. It helps organizations effectively manage the rapid change and complexity of technology, removes Information Technology silos, establishes cross functional processes and aligns service offerings to the needs of the business. ITIL processes span the service lifecycle, and Incident Management is one of the processes in the operations area.

On Oct. 20, 2008, ISA started a project to implement the ITIL Incident Management process and upgrade Service Manager, which is the software tool used to track calls and incidents. Service Manager is a Hewlett Packard product, and HP has two consultants working with ISA on-site for the duration of the project. The project team includes members from the Service Desk and Level 2 support areas. ISA participated in a four-day workshop, which established a foundation for transitioning our organization to the new process.

The mission of Incident Management is "to restore normal service operations as quickly as possible with minimum disruption to the business, in order to determine the best possible levels of service and availability are maintained." The team accepted eight incident management policies, which will guide our decisions throughout the rest of the project. These include:

1. There will be an Incident and Service Request Management Process defined to provide support to all end-users.
2. A single point of contact must be provided to end-users to convey their service requests and incidents.
3. Service requests and incidents must be logged and tracked within a centralized incident and service request management system.
4. The Service Desk (better known in our organization as the Technical Assistance Center) must be the contact for communicating any known or expected service degradation to affected users and IT personnel.
5. The Service Desk organization should provide incident and service request status information to end-users.
6. The closure of incidents and service requests must be dependent on current service level agreements and should not be closed without validation that the incident has been resolved, the service is restored or that service requests have been completed.
7. There must be a defined hierarchical escalation process to ensure timely resolution of critical incidents and service requests.
8. Incidents are resolved according to service level expectations and business priorities.

For each policy, the team defined the business case to support the policy, what must be done to implement the policy and the obstacles to policy's implementation. We will be developing tasks based on this information, which will be incorporated in our project plan.

A process perspective is essential to customer orientation, quality, flexibility, speed and service. The team adopted HP's Incident Management Process, and we reviewed the process maps and created "use cases" that represented typical calls that the Service Desk receives. By tracing the process steps with several use cases and using the Service Center tool, we began to get a good understanding of how the process and tool will work together. The Incident Management process maps are on display at General Headquarters in room D329 if you are curious to see what the process looks like.

Front row: Eric Brown, Don Redding, Scott Bean, John Toth (HP consultant)

Project team: Michael Leske (HP consultant), Rusty Rudell, Sherry Allen, Demetri Sgouros, Jeff Marsey, Bo Williams, Gary Walsingham, Luther Lay, Chuck Turner.



Before Implementation...

This project will be completed in 11 weeks, and there is a significant amount of work still to be done before implementation. We are excited to have this opportunity to implement an ITIL process and are looking forward to the benefits that will be achieved. The benefits of implementing Incident Management are:

1. Better use and increased productivity of skilled staff
2. Reduction in time to respond to users and to resolve incidents
3. Greater customer focus
4. Earlier and more effective identification of problem areas
5. Better management information about the quality and service and user support.

Have something to talk about?

Submit articles to:
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FHP Combats Aggressive Driving with Task Force



All of the participating agencies worked together to combat aggressive driving.

The Florida Highway Patrol and Broward County Sheriff's Office once again worked together to combat aggressive drivers. This time, more than 15 law enforcement agencies were involved in the effort as part of a new multi-agency task force named BAD (Blitz on Aggressive Drivers). The BAD initiative was announced at a press conference by Broward County Sheriff Al Lamberti and FHP Maj. Miguel Guzman, along with Chief Duncan Foster from the city of Coral

Springs, Fla., representing the Broward County Police Chief's Association.

The BAD task force allows officers from other police agencies to be deputized so jurisdictional boundaries do not inhibit the enforcement of traffic laws. Maj. Miguel Guzman and others addressed the media, informing the public about the dangers of aggressive driving and encouraging other law enforcement agencies across the state of Florida to adopt similar initiatives.



Maj. Miguel Guzman, Sheriff Al Lamberti and Chief Duncan Foster show support for the new multi-agency BAD task force.



Major Guzman addresses the media.

Bureau of Field Operations Service Awards

Region IV recently had the pleasure of honoring two employees with their service certificates of appreciation and pins for 25 and 15 years of service. Seated is Compliance Examiner Belinda Moses, honored for 25 years of service with the Department. Standing to her right is Compliance Examiner D'Anne Sandersfield, presented with her certificate of appreciation for 15 years of service. Left is Regional Administrator Pat Giumarra who presented them with the awards.



Getting out the News

Administrator Pat Giumarra recently spent a Saturday afternoon cleaning and revamping the old movie theater poster window next to the Region IV office in DeLand, Fla. The window will provide an excellent location to display Department informational posters. Though perhaps not newsworthy in and of itself, the window has not been used in at least 20 years; thus, requiring a battle with two decades worth of bugs, spiders and dirt. The office staff appreciated the effort while enjoying a good laugh knowing Pat's aversion to insects.

College Students Host Driver Safety Project

Tampa, Fla. – On Oct. 30, 2008, Trooper Reggie Edwards and Sgt. Steve Gaskins worked with Hillsborough Community College students to host a special service learning project to promote driver safety and awareness on the college's Dale Mabry Campus. Hundreds of students watched dummies fly from the FHP Rollover Simulator, while others attempted DUI sobriety exercises while wearing the Fatal Vision DUI simulation goggles. All attendees received literature on seat belts and safe driving tips. Many students had the opportunity



to speak directly to Gaskins and Edwards, asking questions about current driving topics including road rage, aggressive driving, distracted driving, Florida's law regarding seat belt use, penalties for traffic infractions and many other traffic-related issues.

Students walk the line while wearing Fatal Vision goggles during a simulated sobriety test.

FHP Promotes Safety in Cars

Something for parents and children

The Florida Highway Patrol troopers recently conducted a child passenger safety class at the Tom Lee Community Health Center in Dover, Fla. Many concerned parents attended and learned the value of buckling up their little ones and themselves.

Trooper Reggie Edwards, a veteran Occupant Protection Specialist with the Florida Highway Patrol, and Trooper Benito Perez, one of the Florida Highway Patrol's Child Passenger Safety Technicians, spoke to parents during the classes about the importance of properly using seat belts and child restraints to protect their children when traveling on Florida's roadways. Trooper Perez was available to translate information into Spanish and now offers child passenger safety classes in Spanish on a regular basis for residents who do not speak English.

The child passenger safety classes offered statewide by the Florida Highway Patrol are evidence of the Patrol's continued commitment to ensuring that all children ride safely on Florida's roadways. Recent national statistics still show that 80 percent of all child safety seats are improperly installed. Therefore, it continues to be critical that law enforcement personnel take the lead to help educate the public on the proper installation and use of child restraint devices.

The Florida Highway Patrol, recognizes the importance of this issue and maintains

an active Child Passenger Safety Program that includes a statewide coordinator, six full-time troopers and 62 nationally certified technicians who are qualified to instruct parents on the proper installation and use of child safety seats and booster seats. Currently, every Florida Highway Patrol Troop across the state sets up regular child safety seat checks and/or classes to assist the public in identifying unsafe and improperly installed child safety seats, as well as, offer resource materials with the most current information available on a child passenger safety and occupant protection. To learn more about the Florida Highway Patrol's Child Passenger Safety program, please visit www.flhsmv.gov/fhp/CPS/.



Trooper Reggie Edwards checks installation of a child seat..

Something for teens



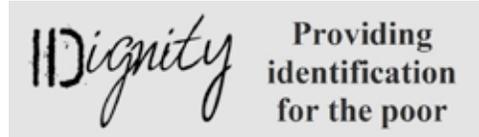
Trooper Teresa Hill talks with teens about safe driving and wearing seat belts.

of using seatbelts, as well as the agency's new teen Web site. For more information about FHP's teen driver safety efforts and the new teen Web site, please visit www.takethewheel.net.

Trooper Teresa Hill conducted a teen safety presentation in Lakeland, Fla., for young drivers and students at the Santa Fe Catholic High School. Topics included the perils of drunk driving, drug use, distracted driving and aggressive driving, as well as explain Florida traffic laws. For greater impact, Trooper Hill showed video clips of drunk drivers and distracted drivers to the students. She also used the Florida Highway Patrol Rollover Simulator to demonstrate the importance

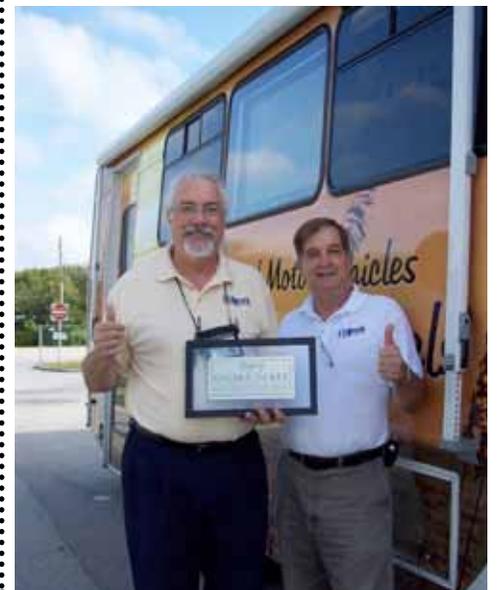
IDignity Awards

IDignity, a homeless coalition in Central Florida comprised of five local churches, held a meeting on Sept. 18, 2008, to recognize and thank volunteers and service providers for their assistance in making the IDignity program a success. Each month, a Florida Licensing on Wheels mobile unit and members of DHSMV attend events sponsored by IDignity and the Homeless Services Network to provide driver licensing service to the Orlando, Fla., homeless population. IDignity partners DHSMV with the Social Security Administration, the Department of Vital Statistics, the U.S. Department of Veterans Affairs and representatives from the local Legal Counsel office to assist the homeless in obtaining important documentation and services.



Several members received the IDignity Golden Ticket Award for their dedication to the important cause. Division of Driver Licenses members awarded are Charles Gowan, Barbara Heid, Carl Guerrina, Lee Simpson and Milly Cole.

DHSMV looks forward to continuing to provide services to the Orlando homeless population.



Troopers Put Riding Skills to Test

FHP's Capt. Al Wofford, Trooper Fred Frye and Trooper Clay Murphy recently put their riding skills to the test at the 2008 Palmetto Police Motorcycle Skills Competition held in Charleston, S.C. FHP's team was recognized for their overall skills while Captain Wofford and Trooper Frye brought back individual honors. The competition held three divisions: Harley Davidson with faring, Harley Davidson without faring and all other motorcycles. Wofford placed third in the Individual Rider Novice Division, Frye placed third in the Individual Rider Intermediate Division and Team FHP placed third in the Team Relay Ride.

The annual competition is open to all sworn law enforcement officers who are authorized by their respective departments to ride a police motorcycle. In addition, riders must compete on a police motorcycle of at least 1000 cc's that is equipped in the normal deployment configuration as delivered from the factory, which includes lights, saddlebag rails and engine guards. During the competition, riders wear the law enforcement uniform they normally wear while on duty.

Several types of rides are offered in the competition: a Challenge Ride, Team Competition, Partner Ride, Individual Slow Ride and Team Slow Ride. During all competitions, the riders are timed while traveling through the different courses. Those with the best times are recognized. Penalties are assessed for putting a foot down, touching a cone, knocking down a cone, crossing the boundary line, dropping the motorcycle, running out of a pattern and failure to complete the exercise. A maximum of 20 penalty points are allowed per run. Riders exceeding 20 points are not allowed to advance. Great job FHP riders!



Florida Department of Highway Safety and Motor Vehicles



Trooper Wanda Diaz and a Florida Highway Patrol Auxiliary member talk with teen drivers about staying safe behind the wheel at a special Driver's Edge event in Orlando, Fla. For more information about the Driver's Edge teen driver program, check out www.driversedge.com.

Region VI Compliance Officers Recover Stolen Vehicle

On Oct. 8, 2008, Region VI Compliance Officers Darin Weaver and Terry Miller inspected a 2006 Ford F250 at Manheim's Imperial Auto Auction in Lakeland, Fla., at the auction's request because of a Vehicle Identification Number discrepancy. After a thorough inspection and with the assistance of the National Insurance Crime Bureau, the compliance officers determined the

vehicle's true VIN. That number did not match the public number located on the dash of the vehicle, nor did it match the federal decal located in the door jam on the

driver's side. A NICB database search revealed that the vehicle was stolen Jan. 31, 2008, in Sunrise, Fla. The Lakeland Police Department was summoned and opened an investigation.





The Florida Highway Patrol participated in Florida Missing Children's Day held at the state Capitol Oct. 27, 2008.

What's New In The Office of Performance Management?

By Patty Taff, Office of Performance Management

Bill Ham has been leading the effort to revise the Department's Long Range Program Plan measures that were established in the mid 1990's. Once completed, the proposed measures will be submitted to the Governor and legislature for approval. Bill is also spearheading the development of an executive dashboard that will allow the Department's leadership to determine how the different programs are performing, and he is working to design and implement a Performance Accountability Measurement System (PAMS) to enable the agency to measure our performance.

Walter Castle has accepted the permanent position as administrator over the Strategic Project Office. Walter has worked in the SPO since its inception and received his certified project manager designation in 2007. Stephen Gilmore is our Enterprise Grant Management Office Manager. Walter and Steve have been busy identifying and prioritizing, with the help of the Executive Governance Committee, all department projects and grants. They are working with ISA to implement a new project portfolio tool agency wide.

Teri Crews heads up our Office of Research and Statistics, along with Elmer Clay, Bruce Harter, and our newest member to the office, Stelios Manias. They are responsible for analyzing and providing statewide crash statistics to internal and external customers and have recently begun downloading this information to a CD for customer convenience. They are also responsible for publishing the annual Crash Statistics Report, which is posted on the Department's Intranet and Internet sites under Statistics/Publications.

The Office of Service Improvement also falls under the Office of Performance Management. Andrew Johns and Erin Snow coordinate the agency's customer service improvement initiatives. In addition to agency reports and various projects, the Office now oversees the DHSMV Consumer Advocate Program and is coordinating the Department's strategic planning efforts. A list of the Department's strategic issues and goals may be found on the Department's intranet home page under "Driving Our Future".

We hope this updated information is helpful to you in your day-to-day operations.

Florida Missing Children's Day

Florida Missing Children's Day is one of the most poignant and powerful events held at the Florida Capitol Building every year. On Oct. 27, 2008, children, law enforcement officers and citizens convened on the steps of the Old Capitol Building in Tallahassee, Fla., to remember Florida's missing children. The purpose: to raise awareness of Florida's current missing children, to educate the public on child safety and abduction prevention and to recognize those individuals who have made outstanding contributions in the missing children issue.

The Florida Highway Patrol participates in the important event every year. The FHP Honor Guard, consisting of Capt. Eileen Powell, Lt. Kelly Hildreth, Sgt. Diane Martinez, Lt. Tammy Binder, Lt. Ron Castleberry, Sgt. Jesse Evans and Trooper Mike Stallworth, escorted families of missing children for their Time of Remembrance during the ceremony.

FHP nominated three troopers for awards because of the integral role they played in finding missing children. Congratulations to Trooper Rafael Streeter from Troop A, Trooper Mike Daniels and Trooper Fritz Bottin from Troop G, who received the nominations.

Trooper Streeter was conducting a security check on I-10 and called in a suspicious vehicle's tag. The suspicious vehicle turned out to be involved in an attempted kidnapping in Marion County, Fla. Streeter immediately called for assistance and the suspect was taken into custody. The victim was unharmed.

Trooper Daniels and now retired Trooper Bottin received a Be On the Look Out for a vehicle belonging to a father suspected of kidnapping his child. The vehicle was last seen on I-95, and the troopers spotted the vehicle on I-295 in Jacksonville, Fla. After initiating a traffic stop, the father was booked in the Duval County Jail. The child was unharmed.

In addition to FHP, employees from other divisions within the Department of Highway Safety and Motor Vehicles also participated in Missing Children's Day. Members escorted children from area schools who attended the event. Children with the correct documents on hand were able to get identification cards made at the Florida Licensing on Wheels mobile unit.



Lt. Ron Castleberry escorts family members of a missing child during