

**From:** John M. Roberts [mailto:roberts.j@fhp.hsmv.state.fl.us]  
**Sent:** Friday, July 27, 2007 7:28 AM  
**To:** Javier Rolon  
**Cc:** 'Guzman, Miguel'  
**Subject:**

I sent a copy directly to Mr. Eley. I want to thank you for your help over the past many years

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Florida Highway Patrol  
Troop L – Davie District  
14190 West SR 84  
Davie, Florida 33325  
July 27, 2007

Mr. Howard H. Eley  
ICA  
5110 Maryland Way  
Suite #280  
Brentwood, TN 37027  
Re: Letter of Commendation  
Dear Mr. Eley:

My correspondence has been long over due. I would like to take the opportunity to personally thank you and the many members of your organization for their commitment and dedication to assisting my District and the citizens and visitors to our fine state. I have had the opportunity to work side by side with your employees on many endeavors and have always found them to be well versed, prepared and highly capable of completing the task at hand. One particular employee stands out above the rest. Mr. Javier Rolon is the single most professional employee of perhaps any management asset company that I have dealt with over the past 25 years. He is knowledgeable in his field and resourceful. He has assisted me in being prepared for each and every hurricane season, including the arduous task of planning, maintaining and reviewing the I-75 Contra-Flow plan. When incidents arise requiring extensive MOT, he will respond to ensure its proper setup and to ensure it is maintained as long as it is needed. His dedication is typical of the employees of your company that I have had the pleasure of working with. Again, I would like to take this opportunity to commend Mr. Rolon and the other fine employees.

Sincerely,  
John M. Roberts  
District Commander

The Department of Highway Safety and Motor Vehicles values our customers. Providing you excellent customer service is our top priority. Please give us feedback regarding your recent experience with the Department via our new online customer service survey at [www.hsmv.state.fl.us](http://www.hsmv.state.fl.us).