

[REDACTED]

January 27, 2004

Mr. Robert A. Dennison
Regional Director
New York State Department of Transportation
Eleanor Roosevelt State Office Building
4 Burnett Boulevard
Poughkeepsie, NY 12603

Dear Mr. Dennison,

On Monday, January 26th at approximately 4:15 p.m., my father, who is 83 years old, called me at my office to tell me that he was having car trouble and had luckily had enough power to pull over on the exit ramp of 287 West at the Taconic Parkway exit. He explained that he had called Triple A to have someone assist him and they advised that they would contact the State Police so that a "Help" vehicle could be dispatched since Triple A tow trucks are not authorized to assist him on an exit ramp.

Needless to say, I was extremely concerned not only that he was having car trouble but that it may be some time before he would receive assistance and with the temperature being so low yesterday; I was very worried about him waiting in a cold car. I left my office in Ardsley immediately and when I arrived at the ramp, I was so relieved and happy to see that the Help vehicle was already there and Mr. Michael Barrella (Beat 287, Truck No. 8) had my father sitting in the Help vehicle with heat on and that he had already called for an authorized tow vehicle to assist him.

Mr. Barrella could not have been more courteous or concerned about my father's safety and I feel that he went the "extra mile" to be sure that he was not stranded in his vehicle on an extremely cold day. I hope you will commend Mr. Barrella for his kind consideration. This was my family's first experience with being stuck on a highway and needing a Help vehicle's assistance, and I can say that I feel very lucky that Mr. Barrella was the representative that stopped for our family. I'm sure all of your Help representatives do an excellent job; I just wanted to call Mr. Barrella's exceptional work, courtesy and consideration to your attention.

Sincerely,

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Cc:
New York State Department of Transportation
Region 8 Highway Emergency Local Patrol
244 Westchester Avenue, 4th Floor
White Plains, NY 10604