

[REDACTED]  
November 3, 2005

HELP  
NYS DOT  
244 West Avenue, 4<sup>th</sup> Fl  
White Plains, N.Y. 10604

RE: Gerry Fraioli, #603

To Whom This May Concern:

I was driving east on 287 about to merge onto 684N when I heard a "pop" and I pulled over to the shoulder. I put on the hazard lights, got out, saw the left rear flat tire, got back in the car, locked the door, took a deep breath, and suddenly, as if a genie appeared, the HELP truck was there. They were very helpful, quick and kind. I am so appreciative of this service. I've always said to myself, "What would I do if I got a flat tire?" This was the first in my 31 years of driving and your service is terrific.

Please make sure that the funding will always be available to provide this service. I thank you and I thank Mr. Fraioli.

Sincerely,

[REDACTED]