

October 19, 2003

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NY State Dept. of Transportation:

On Oct. 17, my car became disabled on the Saw Mill River Parkway. I'm writing to thank Frank (Truck 25) for his emergency help in notifying a tow company and staying on site until the tow truck came and I was on my way.

His professional and courteous manner helped to ease a rather anxious experience for me.

Frank is certainly a credit to your department.

Sincerely,  
