

On August, 2008, a citizen wrote the department to commend one of our very own, Officer Tom Houk.

"Officer Houk installed a car seat in one of our vehicles during a car seat installation event at the first station on Miller and Indian School. Because of logistical difficulties, it was problematic to arrange to have our other vehicle's car seat installed. Officer Houk really helped me out of a frustrating situation, and I'd like to commend both his work and your department for the help we've received.

Tom Houk graciously volunteered to install our other vehicle's car seat, on his own time and at my parent's home in North Scottsdale. Officer Houk coordinated with my parents and spent over an hour and a half of his own time, after his shift, helping us out. It was a more difficult installation, yet Officer Houk was completely patient, cordial and professional.

Please pass our thanks to Tom and honor him as an excellent example for your department. His gracious actions have gone far with my friends, family and co-workers and hopefully will be passed on to Tom in other ways and to other officers."

Another letter, this time from the president of an investigations company located in Scottsdale was received in August. The tone of the letter started in this manner... "It is such a good feeling for me personally to write this letter to inform you of a job well done!"

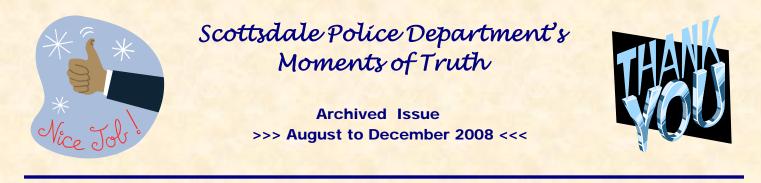
An employee of the company was a victim of forgery/theft. Both victim and business president expressed not only their sincere gratitude but admiration for the professionalism and excellent customer service from everyone involved in the case.

"All of your personnel involved in this effort acted in a very professional manner, exhibiting a high degree of integrity in addition to displaying good character traits. My experience as a former law enforcement officer only adds credibility to my strong opinion that Scottsdale, Arizona has one of the best law enforcement agencies I've had contact within my many years of working the public sector and now, more recently, the private sector."

Special thanks to Officers Tim Edwards, Steve Hash, Kevin Murray, E.J. Haines, Detectives Frank Griffiths, Trevor Anderson, Stacy Juarez, and Lt. J.R. Parrow for a job well done.

This next correspondence was received on September 20 to commend Officer Brian Steel.

"Just a note to tell you how lucky you are to have B. Steel on the staff. I am 85 years "young" and he stopped me on the way out of a parking lot to tell me I had a flat tire. He said he'd be happy to change it. He did just that and was so courteous and helpful; I just had to let you know!



There is no such thing as a small job when it comes to providing customer service. Great job, Brian!

A local resident took the time to write about her personal experience. Her encounter with the Scottsdale police department was due to stolen property from her home that occurred in October 2008.

"From the day I called the Scottsdale Police Department to report the theft; I got the most incredible service. I was called back very promptly and a report was taken. I want then contacted by Detective Laurie Swanson. I cannot begin to tell you how impressed I was by this officer. She handled both questions and situation with intelligence, care & grace. You cannot imagine my shock when she called me later and said that she thought they had recovered my ring from a pawn shop. She was so incredibly efficient that I couldn't stop praising your department to all our family and friends. We commend the exceptional performance of Det. Swanson."

The citizen's high praise did not end with the detective

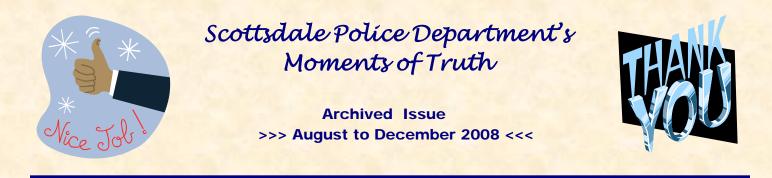
"On Tuesday morning, my husband and I went to the police station to pick up my ring. From the gentleman at the front desk to the woman in Property, we were treated beautifully. A couple of different officers, who came in the station while we were waiting, asked us if we needed help. My husband and I know that this sort of attitude comes from the top. Obviously, you must treat your staff that way and expect them to treat the public in the same fashion. We commend you on the performance of every person we encountered. Thank you for everything your department did for us."

To Detective Swanson, those mentioned in this letter, and everyone who worked this case from beginning to end, thank you for doing what you do. You make us proud!

In August of 2008, the High Enforcement Arrest Team (HEAT) received a tip from Patrol of suspicious activity occurring at a Scottsdale residence. During the investigation, it was learned that prostitution and drug activity was prevalent at the residence. It was also learned through the School Resource Officers that the prostitute had a son who had attended the local high school but had been withdrawn the first week of classes. According to the assigned CPS Case Worker, the boy's mother was one of the worst parents that he had encountered in his 10+ years of work.

A search warrant was served in September of 2008 and three adults were arrested for a variety of drug/ weapons/prostitution charges. Officers discovered that the mother rendered her prostitution services in the room directly next to boy's bedroom. In fact, he was often in his room when the activities took place. The boy and his mother shared the bathroom in which we found numerous used syringes containing heroin and methamphetamine.

Officers contacted the boy's aunt, who took custody of him the night of the arrest. She took him to her



residence and called another sister who lives in upstate New York and asked if they would take him in. The sister and her husband were excited to have their nephew live with them.

In ensuing conversations with Officer Hartman, the aunt conveyed the following:

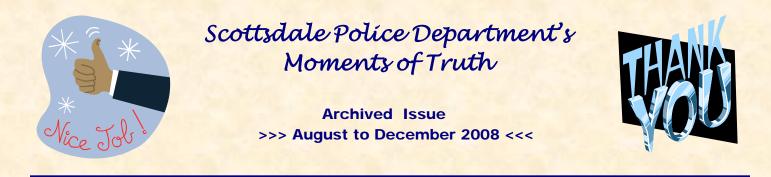
"They are thankful that SPD stepped in when we did so that their nephew would have a chance in life. The couple is petitioning the Courts for his adoption and they have already been awarded temporary guardianship. The boy received his second quarter grades at school and is on pace to make the A-B Honor Roll. He is involved in after school activities and is making progress psychologically as well. He is seeing a counselor and has "come a long way". He now has his own room, new clothes, and eats dinner at the table with them every night. They plan on fighting to keep custody no matter what his mother decides to do with her life. The point of the story is that the aunt and her husband sincerely want the best for their nephew and are giving him a "normal" childhood...one that he would not have had if he was still with his mother."

This story serves as a reminder of the positive influence any of us can have if we take action. Kudos to those involved in giving this young boy a chance at a fulfilling life, particularly our H.E.A.T. unit!

Way to go Commander Bill Wilton & others for your assistance at "The Ride for Semper FI" on October 22, 2008. This inaugural ride to Camp Pendleton was in support of the Injured Marines Fund. This commendation was from of our very own, Lt. Bruce Ciolli.

"Chief, I received the email late last week from a friend. The only request was to notify Scottsdale PD of the event location and invite any officers that would like to stop by. I informed the event organizer that I would contact the District Commander and on duty Watch Commander and make them aware of the event as well as extend the invitation. After opening the attachment, I notice the event kick off location was technically in the city of Phoenix, just outside our border. I notified Commander Wilton of the event and provided him with the details. Not only did Commander Wilton, Sergeant Barnett, District 4 officers and a PA stop by the event, but Sergeant Dear and 2 motors assisted with a short distance escort to get the riders and their support vehicle on their way. During the opening presentation of the event, multiple speakers commented on how appreciative they were of SPD's assistance. The event organizer told me how moved he was with our department's assistance and also made this clear to the media as well as other sponsors of the event. The event was for an excellent cause and Commander Wilton and his district had an excellent moment of truth and reached out to many citizens."

The others who participated were Motor Officers George Austen & KC Moore, and PA Shannon Ziemba.



A local resident expressed her heartfelt appreciation for the assistance that was provided to her in the wee hours of a Sunday morning when her elderly dog had to be rushed to the emergency vet. She hesitantly called the department to help her lift her dog into the car. A couple hours later, at about 6 am, she was left in the same predicament when she returned home and had to get her dog out of the car and into the home.

"What most impressed me, during this stressful morning was the respect both I and my dog were shown by your staff. I could have been told that this wasn't their job description and I would have understood. Instead, my request was handled professionally and with empathy toward my situation. I regret that I didn't ask the officer's names, as they both went beyond the call of duty. I do want them to know that I am very thankful for their assistance."

"My story does not have a happy ending. My buddy and protector, for thirteen years had to be put down. Though this was a weekend of sadness, I will always remember the support I received from the SPD. Thank you."

Great job to dispatchers Chelly Maniuszko and Kathy Hays, Officer Tyler Thomas and PA Nicholas Welch!

Just before December of 2008, Detective Greg Jiminez was working a possible child abuse case involving a 12 year old girl. It was later determined that no crime had occurred but the girl was admitted to the hospital for a serious infection. During the initial investigation, Detective Jiminez learned that the father of the girl had very little monetary resources and could not afford to buy his daughter even a single Christmas present. Greg rallied some his team members at the FAC to help him buy the young girl a modest gift so she would have something to open at Christmas while in the hospital.

Officer Jiminez, Officer Nicole Engstrom and Officer Brooke Scritchfield went shopping together and they filled a gift bag of items a young girl would like including a bath and lotion set, candy, a game and a Crayola set since she loves art and to draw. They then delivered the gifts to her at the hospital.

This is but one example of compassion of the staff of the Family Advocacy Center.

Way to go Greg, Nicole, and Brooke!