

Scottsdale Police Department's Moments of Truth





A Watch Commander made an initial stop for a Fictitious Plate on a pick-up that had the tailgate down while driving. Since the plate was attached to the tailgate, it was not visible. It was determined that the correct tag was on an expired plate registered to the suspect/driver. The plate was impounded and the driver was told not to drive the truck. Officer Hereen (the 906) came up with the idea to go to Mail Boxes Etc./ Kinkos for internet access and instructed the woman how to print out the 3-Day Restricted-Use Permit, and legally drive the truck from the scene. She was greatly appreciative of Officer Hereen's initiative to help her. The best part of this story was his resourcefulness to help a "suspect". Its one thing to change somebody's tire or give them a ride, but this went far beyond that, in my opinion.

Sgt. Thornton called to answer her complaint for the initial stop, but she ended up commending Officer Hereen on his compassion and professionalism.

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Communications Dispatcher Tracy Jennings, took the time to provide compassionate service and comfort to a distressed and anxious citizen whose loved one was overdue in arriving home:

"She was extremely comforting and professional. She handled my anxiety with the utmost compassion and even followed up with me with a phone call at the end of her shift to make sure he had made it home eventually. She supplied phone numbers to the local hospitals and checked the jails to see if he was there. I have recently moved to Scottsdale from Miami, Florida and am comforted to know that we have great people serving our city.

Our thanks to Tracy for modeling the service that has come to be the hallmark of SPD!

Steve Dolan worked for the Scottsdale Police Department from December of 1989 to September of 2000. He obtained the rank of sergeant before medically retiring in September 2000. Steve came to work with the flu, and passed out while walking up the stairs from the District 3 Sergeant's Office. Steve suffered a head and back injury, and suffered from extreme pain the remainder of his life.

Steve lived a very private life, and lost touch with many of the people whom he knew from the police department. Steve passed away unexpectedly on September 2, 2007. Lt. Bruce Ciolli was the on duty watch commander on the day of his death, and received notification of his passing. Lt. Ciolli went to Steve's home and became the liaison between his family and the City of Scottsdale. Lt. Ciolli helped the family through those trying days, and has kept in contact with them ever since.

Steve's oldest son wanted to go on a ride-a-long with an officer. Lt. Ciolli arranged for him to ride with Officer Tim Edwards. During their day together, the Officer and Steve's son found out that they had a common love, track and field. He was relatively new to the shot and discus, and Officer Tim was a seasoned pro.

Tim began helping him progress, coaching him in the subtleties of the sport. Steve's son was a quick study and progressed very quickly. He placed in shot and disc at the Chandler Rotary Invitational, placing him first in the state at the shot and third place in the state for the disc.



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Officer Edwards went so far as to e-mail the ASU coaching staff on the young man's behalf. Because of all the work Tim put into Steve's son and the son's great natural ability, ASU is interested in him throwing for ASU.

Tim continued to work with him all the way through the State competition. Steve's son ended up placing first in shot, and second in discus. He and his entire family are grateful for all the time Tim has spent with him, and for his show of support. This is what we mean when we say we will take care of our fallen comrades when they are gone. Thank you Tim, we are grateful for your kind heart and actions.

This was written by SPD Commander Steve Gessell—

I want to share a quick story on the ability we have to positively impact others lives, particularly as police officers. Prior to working for SPD, I worked part-time for Sears at Los Arcos Mall catching shoplifters. One of my co-workers, was a former Marine who was a body builder at the time and a great human-being in general. He later worked as a loss prevention manager for Home Depot and owned his own restaurant. I eventually lost contact with him. Years later I was shocked and saddened to hear that he was an emaciated transient addicted to meth living in his car in south Scottsdale. I assumed he was in prison or dead for the last seven years.

Remarkably, one of my old friends recently found him alive and well on Facebook which prompted him to send me the email below. Please take a moment to read it.

"Hi Steve, I am really glad to be back! During some of my darkest days while being "shaken down" by the Scottsdale PD. (which had become routine) one of the officers tells me he knows who I am and told me about the letter you wrote. They leave me with only words of encouragement. That night gave me a moment of clarity in an otherwise VERY unclear world and it was only a few weeks later that I reached out for help. I can not thank you enough for what you did. I have been sober ever since. Today I am deeply involved in the AA way of life and I sponsor 9 other "new comers" in the program. I chair a meeting into the Lower Buckeye jail on Thursdays and one at the Salvation Army on Fridays. My life rocks today and a huge part of it is spent working with people trying to find a way out of that hell. I would appreciate it if you could pass this info to some of the "undercover" guys at your department that treated me like a human when I did not expect or deserve to be."

I met this friend for lunch last month and he elaborated on the depth of his addiction and his remarkable recovery over time to include his continued commitment to paying it forward by helping other drug addicts. He made it clear that his encounter with the SPD officer he mentioned in his email as well as PCIS was critical as it enabled him to garner the fortitude to escape his miserable existence.

I was able to determine the officer that helped him out of his personal hell was former HEAT officer, now sergeant, **Ron Bayne**. Although we rarely hear how the story ends, rest assured, opportunities like the one presented to Sgt. Bayne years ago abound every day in Scottsdale with similar stories of success due to our culture and quality of individuals that work here.



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A local resident was pulled over by Officer Ray Powell for a possible stolen license plate on September 9th. On that same day, the resident sent an email to Asst Chief Duggan about the incident, indicating how impressed he was with how the officer dealt with the situation. "He was the most pleasant, personable and professional person I have had to deal with in a long time. He is a true credit to your department and police everywhere"

Thanks Ray for representing us well!

On the morning of August 12th, a citizen flagged down Officer Art Vernon at the MVD office on Paradise Drive. The citizen requested assistance with the replacement of her new license plates on her car. Later, she called the department and left a message with Sgt. Mark Barnett and spoke highly of the officer. She expressed her gratitude for his assistance during this hot day, firstly, knowing that he did not have to do it and that she is not a resident of Scottsdale.

Nice job Art!