

# Scottsdale Police Department's Moments of Truth



Archived Issue >>> January to March 2011 <<<

Above and Beyond - An email from Sgt. J. Zobel

I became aware of an incident that happened New Years Eve involving **Officer Semora** and felt compelled to give it the attention I believe it deserves.

Ofc Semora was a back up unit for a DUI investigation in which the driver was arrested. The passenger wound up being an elderly female and was the wife of the driver. She had no one that could give her a ride home and the cabs were taking up to an hour to respond. Seeing this as unreasonable Ofc Semora offered to give her a ride to her residence in Beat 18 (they were currently in south D3).

Once at the residence Ofc Semora waited to make sure the woman got inside safely and it turned out that she did not have the correct key to get inside. There were no neighbors or family members that could respond with the key and it was approximately 30 degrees outside. As a result Ofc Semora started checking the exterior of the residence in an attempt to find an unsecure opening. The only thing she could find was a doggie dog for a medium to large sized dog.

Ofc Semora discovered the dogs were very friendly and given that the woman was not able to fit through the opening, Ofc Semora took off her gun belt and entered the residence through the doggie door. The woman was extremely appreciative and grateful for Ofc Semora's compassion.

This is just another example of the dedication and service we provide our citizens, business owners, and visitors. This incident is just one in a long line of examples of the way Ofc Semora goes about her daily activities. She epitomizes the concept of "Moments of Truth".

Helping Out...That's what He Does. This letter was received from a citizen

I would like to drop a short note to thank **Officer Fred Pera** for his kind helping hand today. I had run out of gas right past Laguna Elementary. I passed him walking back to my car with my toddler and was too embarrassed to ask for help. When he passed my car with me calling unsuccessfully to find a friend to bring me gas, he graciously offered to get a red can and fill it and bring it back to my car. He quickly returned and gave me enough to get to the gas station before my toddler got fussy. I tried to give him money for the gas but he refused.

I appreciate his professionalism and chivalry.

Sincerely, Jennifer E



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## Submitted by Lieutenant Matt Roadifer

On February 07<sup>th</sup>, a grateful citizen named Nicole Bradley left a voice mail commending two officers for assistance with a flat tire the week prior. Seems that they were stranded on Scottsdale Road and Cactus with traffic driving by, and a ruined tire. **Detective Herrick**, although in plainclothes and an unmarked vehicle, chose to stop and get them off the roadway. **Officer Lovell** also stopped by and had to use some of his equipment to change the tire. The two women in the car commented that they were from the Midwest and had previously only had negative contact with the Police, and were very impressed with the Scottsdale Police Department. The voice mail stated "I am the young lady that two officers helped change my tire. I just wanted to tell you that I was really grateful for the help. Thank you so much and I really appreciate you guys."

Fantastic customer service!	
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This email was sent to Sergeant KC Moore Sergeant Moore,

We spoke last night concerning the animal rescue at La Privada that was called in at approximately 8:10PM on Wednesday evening. I just need to express how impressed and grateful my neighbors and I were at the response of your two officers, **Janice Semora** (dog Whisperer) and **Keith English**. They touched our hearts with how they handled the rescue of this poor disorientated male poodle mix. Apparently the dog had been hurt either by a car or by abuse. He was either dropped off in our parking lot or he instinctively knew where to find some kindness for awhile.

Both the officers showed patience, kindness and compassion. They not only served the community but understood the emotions of avid animal lovers.

These two officers need to be recognized and commended.

We thank you.

Abigail Tucker Concierge and Marketing, Marriott Canyon Villas at Desert Ridge

I agree with Ms Tucker. Nice showing of compassion. Thanks for being who you are and sharing it with us and the community.

Cmdr. Haenel	
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### Helping those who can't help themselves.

Officer Carson Dach #1247 responded to the home of an elderly couple both in their 80's, who were reporting that they had invested \$140,000 into an annuity at their local bank. They were surprised when they went to draw out money from the account that they were only allowed a small amount per month. The couple is on a fixed income and they were counting on having access to their money to help with their expenses. Officer Dach made a referral to PCIS because he was concerned that they did not understand what they had signed up for at the bank, they appeared to be under a great deal of stress over the situation, and he was concerned that they may have been taken advantage of.

**Kelly Wills** from PCIS went out to the house to speak with the couple and it was apparent that they did not understand what type of investment they had signed up for and that the elderly male had significant memory impairment. Kelly spoke with the banker and she said that the couple could only draw out a certain amount each month and that when the couple passed away they would lose the rest of the money they had invested.

The banker refused to let them out of the agreement even after explaining to her that the couple did not understand the terms of the investment when they purchased it and that it did not appear to be a sound investment for a couple in their 80's. It appears that this type of investment, an Immediate Income Annuity, is often sold to seniors and is being looked at under scrutiny as a means of taking advantage of seniors.

After researching the next step for the couple, since they were not happy with the bank's response, they decided to file a complaint with the Consumer Affairs Division of the AZ Dept. of Insurance. Kelly wrote a letter explaining her interactions with the couple, the bank's unwillingness to contact the issuer of the annuity to cancel the agreement, as well as her concerns about why this type of investment was sold to an elderly couple on a fixed income with memory issues.

Recently, the couple called to say that the AZ Dept. of Insurance investigated their complaint and the company that issued the annuity felt that this type of investment should never have been sold to them by the bank and agreed to refund their money.

A special thanks to Officer Dach for taking the time to make a referral to PCIS and for having such concern about this couple.

This is an excellent example of Scottsdale Police Department's service standards of Professionalism and Responsiveness as demonstrated by Kelly Wills & Officer Dach.

Submitted by Tracey Wilkinson, Supervisor Police Crisis Intervention Section