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An email from Rich DeGraw, Security Manager at Fashion Square

### Dear Chief Rodbell:

I am writing on behalf of Scottsdale Fashion Square and all of the stores and restaurants to thank you for the outstanding services provided by your department throughout the holiday season. Each day, we had an excellent police presence in and around the shopping center helping with traffic, responding to calls for service and assisting our security staff. Many shoppers have noticed their presence and, I believe, felt safer because of it.

We had approximately 1.4 million visitors to Scottsdale Fashion Square during the holiday season and there were no major incidents. Commander Cervantes, his staff, USB and ISB resources were available to us on a daily basis. We are fortunate to have the excellent services of the Scottsdale Police Department available to our guests, retailers and employees.

Again, our sincere thanks and appreciation to you, and the entire Scottsdale Police Department.

Sincerely,

Rich De GrawSecurity Manager|Scottsdale Fashion Square

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#### Sunshine Acres Thank You

Recently learning of the Sunshine Acres Children's Home this year, the SPD Crime Scene Section and Dispatchers began by pooling their "freebies" acquired from coupon shopping, and donating them to the home. When the holidays rolled around, it was natural that we would want to help especially at this time of year.

The City stepped up to the plate, and between the Police Department and a few kind souls around the City, all 95 children were "adopted" as Sunshine Acres Christmas Angels! Each child received clothing and a few toys and gifts to give them a wonderful Christmas.

We had a few special donations, like 100 homemade stockings and a box of handmade pillow-cases from Wanda Crawley, mother or Parks staffer Kim Sappington. Chris Vassal, the SPD Community Liaison Officer and CiPAAS donated \$200 to help fill those stockings! I was then graciously invited to speak about the home to Chief Rodbell on December's "Behind the Badge" on City Cable 11, joining Kathy Steinke from Dispatch, and Officer Jim Hill representing POSA. George's Gyros heard of the plan and wanted to help, donating several new toys, as did "The Santa Cause", facilitated by Criminalist Mindy Raines' father. Dispatch then upped the ante by donating 100+ of their homemade knit hats!

I would like to thank everyone who "adopted" a child (or multiple kids!), gave wrapping supplies, candy and stocking stuffers, extra toys and notes of thanks and support. Sunshine was ecstatic to





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give each child in their care a fantastic Christmas!

Again, thank you so much for all you did to make this a true gift for the orphanage. I am blessed to walk among so many kind souls.

Submitted by Crime Scene Specialist Kathleen Palma

### An email from a thankful citizen

I recently called the Scottsdale Police Department to register a Fraud committed on my debit card. I received a call back from **Officer Samantha Beatty**, #1339. Obviously I was in a state of panic and she could not have been more helpful, concerned and patient with me. Even though the Las Vegas police should have taken my report given this occurred while I was in Vegas, she said she was happy to take my report and not only would send it to LVPD but would also put a call into them as well. Talk about going above and beyond.

No one wants to have to contact police because that generally means something bad has happened! I could not have been made to feel more comfortable than I was by Officer Beatty. She even sent me a copy of the police report rather than expecting me to phone in to request it. I wanted to make you aware of the outstanding service I received from one of your Officers and couldn't be prouder to be a resident of Scottsdale knowing a great team like your "have my back". Please extend my most sincere thanks to Officer Beatty. I would not hesitate to reach out to her again should it become necessary.

Sincerely, Kathy L. Brooks

Submitted by Assistant Chief Cocca

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An email to Sgt. Blumling from a Police Crisis Intervention Services member

Good afternoon sir. I just wanted to tell you about a really cool thing one of your officers did. **Ofc. Yamamori** responded to a 961 where an elderly man backed into a parked car. Ofc. Yamamori took care of the issue and in doing so learned the elderly man was a WWII Army Veteran who had no family in Arizona and was very lonely. Ofc. Yamamori got PCIS involved to conduct a needs assessment, and collaborated with Granite Reef Senior Center to provide services. Ofc. Yamamori would periodically check in on the subject, and learned his birthday was coming up, and the subject was sad to be alone. Ofc. Yamamori purchased a cake, and a made a gift bag of treats and





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snacks for the subject, along with a US Army picture frame. The subject was VERY appreciative and touched at Ofc. Yamamori's kind and generous act. This kind of community based policing is what sets SPD apart from scores of other agencies and Ofc. Yamamori's actions are in the highest keeping of SPDs guiding principles.

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An email to Lt. Bayne from Ofc. Mataele

I know that Moments of Truth are normally supposed to be sent in by citizens, but I felt it necessary to inform you of something I witnessed earlier.

**Sgt. Rigberg** and I responded to 15515 N. Scottsdale Rd. at the Danny's Family Carwash. The comments were about a female caller who thought people were after her and interfering with her cell phone. Based on the comments it seemed the RP had mental health issues.

When I arrived I began to speak with the female and it became apparent that she was struggling with mental health issues. This type of call is not uncommon and can sometimes bring about an unsympathetic response from officers. While I was speaking with the female, Sgt. Rigberg called Magellan and spoke with them at length about our subject. He learned that she had an open case with them and they have been trying to locate her and evaluate her. The subject did not wish to go to UPC this evening and we did not have anything that required us to compel her to go. I gathered the appropriate information for a Field Interview documentation and the call could have ended there.

Instead Sgt. Rigberg began asking more in depth questions of her such as, when her last meal was, and if she had means to feed herself. Through this line of follow up questioning we discovered that she had very little to eat that day and planned on eating Ketchup Soup (Ketchup packets in hot water) with bread. Sgt. Rigberg took the initiative and took her into the convenience store and purchased her several bags of groceries out of his own pocket.

This individual was truly grateful and I am sure she felt that she could trust the Police in the future after this contact.

Later I went back to the convenience store and the clerk made a point of telling me how impressed he was of Sgt. Rigberg's actions.

I thought that this is something that you should be aware of because it was something that I feel was above and beyond what was expected of Sgt. Rigberg.





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### District 1 citizen praises officer

On Wednesday, February 29, a citizen approached me in the lobby of District One. He identified himself as residing in District 1 in Scottsdale. The individual specifically drove to District One to talk about the service he had received from Officer Donald Dittman. He explained that on February 28th the alarm at his residence went off. Officer Dittman promptly arrived, checked and secured the residence. Once he completed the call, Officer Dittman remained on the scene and spoke to the homeowner at length about the security of his home and other things not necessarily related to police work.

Although this gesture of time might seem somewhat small and insignificant, it meant a great deal to this citizen which was evident by him taking the time to drive to District One to tell Officer Dittman's supervisor about the difference he had made that day. Donald, I have always said that most people come into contact with a police officer once in their lifetime. That contact alone will most likely reflect how those people feel about police officers for the rest of their lives. Although I am sure you weren't looking at it that way during the call, your patience impacted a citizen of Scottsdale positively for what will probably be a lifetime.

I want to thank you for your professionalism, not only on this call, but in your overall day-to-day work. It is truly appreciated.

Submitted by Lieutenant Jimmy Wasson