

PCIS doing the right thing

A 52 year old woman was found deceased in her rented condo after the PD was requested by her mother to do a welfare check. The mother resides in New York and hadn't been able to contact her daughter for a significant period of time. The owner of the condo also reported that she had not seen the resident for over a week. Police Officers and PCIS personnel had multiple contacts with the woman since she had moved to Scottsdale a year prior. PCIS personnel made notifications to Scottsdale Housing and Choices Network regarding the woman's death. When **Anthony Pagliuca** spoke with the mother about her daughter's death, she shared that she did not have the finances that would allow her to come to Scottsdale to retrieve her daughter's personal belongings and requested assistance. The mother had to have the Public Fiduciary's Office provide burial assistance. Anthony worked with the condo owner and made arrangements to retrieve the woman's personal effects. Anthony, Teisha Portee, and Jeffrey Ainsa sorted through multiple items in the apartment, over several days, and were able to collect photographs, high school graduation items, and other personal property. They gathered up the items and had them shipped to the woman's mother in New York. When an inquiry was made of Anthony, he stated ... "it was the right thing to do..." for a grieving mother.

Submitted by Tracey Wilkinson, Supervisor Police Crisis Intervention Section

A letter from a grateful citizen

To Whom It May Concern:

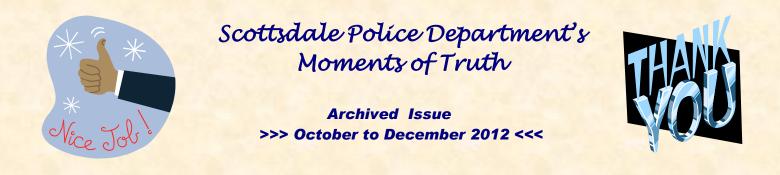
On 11-30-2012 I was in a car accident at the corner of Thomas and Scottsdale Rd. **Officers Powell and Hernandez** responded to the scene. I was very impressed with how professional and efficient both were.

By the time they had finished the necessary paper work we were all laughing. It was very refreshing to know that there are police out there that are human beings not suffering from a god complex.

There needs to be more men/women like these two in every police department. Why would my opinion matter? I am the ex wife of an ex police officer and if I can say these two men are exemplary at their jobs then my opinion should be taken serious and respected.

Officers Powell and Hernandez my many thanks to you both. I wish you much success and hope that your job never leaves you jaded and cold.

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Commendation from a stranded motorist for Officers Carlucci and Boesen.

At about 10:45 am, my car ran out of gas. A female and male police officer stopped to help me push my car to the gas station. That was awesome. I felt really stupid for letting my car run out of gas but they did not make me feel worse, they just tried to help. Thanks for everything you and your colleagues do. You men and women are awesome. Your actions that day made me want to give back. I donated to the POSA Christmas fund. Best wishes and thanks again.

Letter received by Chief Rodbell

I am a resident of Fountain Hills. This letter is to commend **Officer Jeffrey Vogt** for the service he provided me during a traffic situation I faced at the corner of Shea and 92nd Street. At about 11 am, I was preparing to make a left hand turn off Shea onto 92nd. Just as I got into the turn lane, my car stopped. The traffic was very heavy. I turned on my flashers and called AAA. They said they would dispatch a truck and report the situation to the local police department. Soon after, the tow truck arrived and the officer was close behind. My car was towed to Fountain Hills.

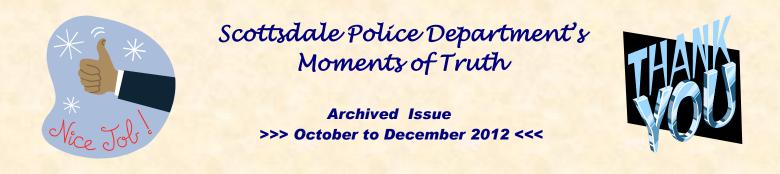
My destination on the trip was to see 2 doctors on the Scottsdale Healthcare campus. Officer Vogt offered to drive me to the first doctor's appointment (the second was within walking distance). Before he let me in the patrol car he took time to clear some equipment off the front seat so I could sit with him rather than in back like a prisoner. You folks can be proud of the impression that he left on this citizen.

Excellent Fraud Investigative work

I am writing to let you know how much I appreciate the work that has been done by **Det. Reid Watson** with my identity theft case. When I called the police, I assumed that your department gets too many identity theft reports to treat them as anything but a formality. The Scottsdale Police Department, however, didn't treat it with a yawn. Det. Watson really dug in, right from the beginning. It was so impressive to me. In addition to his work on the case, he has kept in touch with me.

The fraud division of my insurance company helped also. When I forwarded them the copy of the report that they requested, I got an email back saying that it was one of the best identity theft investigations they had seen. So, it's not just the opinion of this 68 year old lady! Whatever the outcome, I am thankful that Det. Watson answered the phone, and that I live in Scottsdale where the police are the BEST!

Sincerely, Loretta



Commendation from US Secret Service SAC Kevin Rice

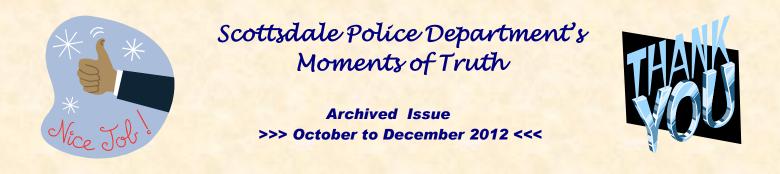
With very little notice, we were advised of a last minute visit and stay from the Prime Minister of country of Dominica in Scottsdale. Our office required an intelligence counterpart from your agency. In addition, we requested EOD bomb sweeps at the hotel and of the motorcade. I made these requests with **Asst Chief Duggan**. Within minutes, I was advised that **Sgt. Pat Ryan** had volunteered to assist and that **Sgt. Chris Coffee** and his K9 partner would conduct the sweeps for us. I had the opportunity to interact with both Sergeants during the visit and as usual they were consummate professionals and represented the Scottsdale Police in the highest fash-ion. The visit was safe and successful, due in large measure of the efforts of your personnel. Please let them know how much we appreciated their professionalism and their conscientiousness.

Multi-agency rescue effort

My name is Michelle and I want to thank ALL that were involved in my rescue on October 13th at the McDowell Sonoran Preserve Trails. My son and his girlfriend and I set out to hike the Gateway Loop at 9:15am. We obviously missed the turn at the top of the loop and ended up on Windgate Pass. I had hiked the train only once before and at some point realized that we made an error. So we turned back to get on the Bell Pass Trail. As we continued, the elevation increased to over 3000 feet and I began to get dehydrated. We each only brought one bottle of water thinking we were going on a short hike. I knew I was in trouble when my brain was telling me to walk but my legs wouldn't take me. My hands and arms were becoming numb; my heart was pounding out of my chest. I had trouble breathing and my legs turned to rubber. We called 911 at the BP7 emergency marker.

Our rescuer Jeff was lowered down to us and assessed the situation. He was calm, kind and completely knowledgeable for our next steps. He informed us that a helicopter would be returning to take me back and rescue team had already began hiking the train with water and supplies to escort my son and his girlfriend back. I was beginning to feel better just by sitting and resting, however, I knew he was correct that I could not endure the 4 ¹/₂ mile hike back.

I want to reiterate how WONDERFUL your ENTIRE TEAM OF RESCUERS were to all of us. From the men in the helicopter who had to deal with me being hysterical and would only sit on the floor until we landed, to the men retrieving me on the stretcher to bring me to the ambulance. The paramedics and doctors were kind, understanding and compassionate. I still can't wrap my brain around the fact that Bell Street needed to be closed in order for the helicopter to land. My husband has told me how wonderful the police force was as well. And lastly, to the fireman that hiked the trail to escort my son and his girlfriend, and Jeff our helicopter rescuer back. I am told they too were amazing, kind and wonderful.



So thank you, thank you, and thank you to the wonderful cities of Scottsdale and Phoenix for the amazing training you provide and the people you employ to keep its citizens and visitors safe. We will never forget your kindness and professionalism. You truly saved us all. They are true heroes. Thank you from the bottom of my heart.

Responders from our agency included Officer Bayer, PA Keri Henningsen, PA Nora Laflin, Lt. Matt Roadifer, Officer Rian Boesen and Sgt. Jeromie O'meara.

Special Olympics, Phoenix Thank You!

October 19, 2012

Chief Rodbell,

On behalf of the athletes, I cannot thank you enough for your dedication and commitment to Special Olympics, Arizona. We are thankful for your agency's time and efforts put forth in making the 2012 Red Robin Tip-a-Cop a huge success.

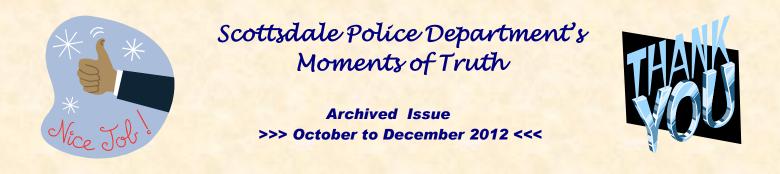
It is because we are able to empower the 13,000+ Special Olympics Athletes to lead healthy lifestyles through athletic competition and physical fitness! Thank you for making a difference in the lives of others!

Jennifer L. Smith

Commendation for great investigative work

I am the Loss Prevention Manager for Macy's San Tan Village in Gilbert. I recently transferred from the Scottsdale Fashion Square location several months ago. Although the incident took place over a year ago, it is with great pleasure to express the appreciation Macy's and myself have for **Detectives Brent Patterson and Roberto Navarrette.**

On the afternoon of September 24, 2011, the Macy's Los prevention teams throughout the valley were put on high alert due to an Organized Retail Crime (ORC) team sighting at our Fiesta Mall location. The ORC team in particular is one of that Macy's has been investigating for over 10 years and is responsible for unimaginable losses. At approximately 5pm, I notified your department that a theft has just occurred from our Scottsdale location by the ORC team in question. Ultimately, the suspects were detained and arrested for theft.



In October of 2012, the trial began concerning the ORC suspects from Sept 2011. I, along with your detectives was listed as the "key" witnesses in this trial. I am pleased to inform you that the dedication put forth by your detectives led to the conviction of this suspect.

As a Loss Prevention Department, we deal with theft on a daily bases and we understand the effects that theft has on the economy, the progression of crime and the overall loss retailers experience thought theft activity. As a retailer, we count on the Police Department and detectives who hold those same core values. Patterson and Navarette are those detectives. Please congratulate them for their outstanding performance investigating this case to its conclusion and upholding the core values of your department.

A note of praise for good police work, submitted to Commander Ciolli

October 3, 2012

Dear Officer in charge,

I would like to report that your officer, **Matt MacArthur** is one of the nicest most professional officers that I have ever met! I had to make out a police report for my bank due to the fraudulent use of my debit card number, something that I have never had to do before. Today I spoke with the manager of the restaurant where it was used, he said that he had been in touch with the police and have identified the crook, which is really great police work!

Mr. James W. Irvin Scottsdale Az.

Outstanding customer service Matt. You really made a positive impact on Mr. Irvin. Thank you for representing SPD and the Via Linda District.

-Commander Ciolli