



Scottsdale Police Department's Moments of Truth



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Email commendation for **Communications Dispatcher Brie Regan**

Today I was notified by SMH-O that my Mom was found by SPD in her car, in the wrong apartment complex, confused, etc. Mom has had some confusion for a while and has refused any assistance from her family to protect her. She manages her ADL's so legally we have had no recourse. I spoke with the nurse and she said Mom was found at 5 am today. Mom tells the story differently, of course, and she is convinced it happened yesterday at 8:30 pm. I contacted SPD and spoke with Brie Regan. With little to no information, Brie spent quite a bit of time to locate the traffic stop the officers checked out on and confirm it was her vehicle and let me know it happened early this am. I only knew a general area and didn't have any case numbers etc. Please pass along my appreciation to Brie, she was very patient and helpful. I hope my staff would do the same for a caller so please pass on my thanks to Brie from a fellow 911 member who recognizes she went the extra mile to assist! Erika, ENPEmergency Communications Center Manager
Albuquerque Police Department

Great work Brie! Just goes to show how interconnected we are.



Going above and beyond

Officers Hertko and Yamamori along with **Police Crisis Intervention Specialist Anthony Pagliuca & his K9 Fozzie** made a huge impact on a D1 citizen during the month of December. The citizen called the PD to express much gratitude to these members of our department after they assisted her when her husband passed away. The citizen said that she was overwhelmed with grief but was so thankful for the way Mike, Kelli and Anthony assisted her. She said she genuinely felt that all of them truly cared about her, her family and their situation and were not merely responding to another call for service. The citizen went on to say that she was also so appreciative when Anthony and Fozzie showed up at her house the following day with a card and brownies.

Thank you all for representing SPD and D1 so well!



A D2 Officer...Just Doing His Job

Sgt. Davidson received a commendation for **Officer David Schurr #601** which exemplifies the professionalism and compassion our officers show to our citizens each and every day. Back in December, a resident in the Via Linda district called to report that her daughter went missing on Christmas Eve and was not found until the following night. The resident thought she had to wait 24 hours to report her missing daughter. Her daughter suffers from a cognitive disability and



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other medical concerns and had not taken her medication when she went missing. To make matters worse, her daughter was on her roller blades and didn't take her shoes, jacket, phone or identification. When the mother contacted the Scottsdale Police Department, Officer Schurr responded immediately. Within minutes, Officer Schurr evaluated the most effective way to proceed. The mother wrote Officer Schurr "professional, understanding of the situation and what needed to be done. I appreciate greatly the compassion, kindness, and thoughtfulness he showed me. He was also so reassuring, managing to calm me down somewhat by explaining exactly what would happen." Throughout the day and night, many officers assisted in the search and stopped by her house which she describes as "unbelievable." She was amazed by all the resources being utilized and said the officers kept telling her "this was their job." On Christmas night, her daughter returned home safely. The mother finished her letter to Sgt. Davidson by stating "I will always be impressed, by the professionalism in handling the situation, but perhaps as importantly, their kindness, compassion, and understanding they showed me and also my daughter when she did arrive home."

Excellent job to all who responded and assisted during this families' stressful situation.



A citizen praises the efforts of District 4 officers

Dear Commander Rosenberger,
On the morning of January 30th around 12:40 a.m. my husband had started choking. When I turned on the light and ran around to his side of the bed he was unresponsive.

I immediately called 911. I was told to open the doors and start CPR if I knew how. The paramedics and police arrived within 3-4 minutes and worked diligently for almost 45 minutes to get him stable.

Your officers and the paramedics were all extremely professional and courteous as well as very well trained. I can only give the very highest praise for everyone involved. Your officers (even) offered to drive me to the hospital. (At the hospital) they offered to stay with me if I needed someone since we have no immediate family here.

I wish I could remember their names. Please, if you could find out who they were and thank them for me I would be very grateful. (The D4 officers were **Sgt. Rigberg, Officer Mataelle, Officer Garcia, and Officer Thomas**).

Unfortunately, in spite of all the heroic efforts of the paramedics and the police as well as all the doctors involved it was not to be. My husband passed away on Friday Feb 1, 2013.





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I just wanted to say how very grateful I was for all your people did for me that night. I know you usually only get complaints and I wanted to let you know there are those of us who do appreciate the men and women who work for you.

I respectfully remain,
Patricia P



Thank you to Sgt. Davidson

My name is Matt and I supervise the Street Cleaning section within Public Works. I just wanted to take a minute to let you know how much we appreciated working with Sgt. Thomas Davidson #584, during yesterday's brief closure of Hayden and Via De Ventura.

I've been with the city since 1987 and have worked with multiple PD personnel over the years. I have to say that my experience coordinating alongside Sgt. Davidson during yesterday's hydraulic spill, most definitely tops that list. His professionalism, responsiveness, and commitment to protecting my two responding sweeper operator's, was above board.

Please pass along our thanks for a job well done. We appreciate it more than you know.

Regards,
Matt



A Letter to Chief Rodbell

I had the terrible misfortune of being involved in an automobile accident on 3/6/13 located at 90th Street and Shea in Scottsdale.

I have no recollection of what happened prior to the accident or during the accident and was not aware of anything until I woke up in the ER at Scottsdale HealthCare. It was at that time that **Officers Houk and Kenia** were present at my bedside to explain what had happened to me. I had lost consciousness prior to the collision and thereafter had no recollection of the events.

The reason for this letter is to give praise and credit when due. Both Officers were consoling and informative (although I did receive a ticket). I was not aware that Officer Houk had retained some of my personal belongs from my car and that he was in possession of them.

On 3/13/13, both Officers Houk and Kenia came to my home to drop off my watch and garage door opener. It was as though I was the center of attention when it came to my well being. Both of these fine individuals were empathetic, concerned and finally took me through the steps of what had occurred. I had no clue. They tried to help me fill in the gaps. Now it's a plethora of medical tests.



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It isn't often enough that we show our gratitude and respect for the uniform. However, they are human beings with emotions and feelings with humbleness. I would be very honored if you could commend them once again on my behalf and let them know how much they are appreciated.

Sincerely,
Edwin

Your work makes us all look good!

