Scottsdale Police Department's Moments of Truth

Archived Issue
>>> April to June 2013 <<<

Kudos from a thankful citizen

I just wanted to give your entire department a huge thank you for all that you do. As a former meth addict of 8 years and a felon, I always avoided the police of course and (don't hate me) couldn't stand them. But, that right there goes hand in hand with the life I once lived. I lost my job, my home; my family stopped talking to me, had both of my sons taken away from me...etc.

A few years ago, I had gotten arrested yet again and when I did, I broke... I called my mom and told her I was thankful for getting arrested and that I was done.... I had told her that sooooo many times over the years but this time - she believed me. I had truly come to a point where I was just done...

Needless to say I did my time...and for the last time... I got out and promised myself and my family that I would never return again to jail or pickup a drug EVER! I have kept that promise.

As of today, I have full custody of my son, my own home, an amazing husband; reconciled with my family, off probation for the first time in like 10 years, have a great job etc.

A couple months back, there was a standoff on the street I live on (though I live in a great neighborhood). Afterwards, there were dozens and dozens of officers blocking off my street, but I went and spoke to one of the detectives guarding the area for about 3-4 hours. I walked away from there that day with the deepest gratitude and respect for what each of you does every day. You got a man off the street who not only was a possible sex offender but who also was carrying a gun IN MY NEIGHBORHOOD!! I have thought of writing you for a long time but finally decided today was the day to do it.

From the bottom of my heart and from a person who changed their life around completely, thank you for all that you do to serve and protect our communities and risking your lives each and every day to do just that.
There's not enough words in the dictionary for me to fully express the appreciation I have for you.

Thanks for taking the time to read this. :)
Jennifer

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Going above and beyond

I just wanted to commend **Ofc. Rich Best#887** and **Crime Scene Specialist Amber Metz#B1416** for their assistance on a complex and potentially lethal domestic violence case. Last Friday, 6-14-13, the listed victim reported to the D2 lobby to have photos taken of her DV assault injuries. Earlier in the week a phone report was taken, and the victim was told to go to D2 and photos would be taken of her bruises. Ofc. Best contacted CSS, and CSS Metz met with the victim and began documenting her injuries. During the course of speaking with the victim, CSS Metz explored the nature of the injuries, and determined that a strangulation and other serious

injuries were sustained (Suspect reportedly stomped on victim's head while she was prone on the ground).

CSS Metz informed Ofc. Best of her findings and Ofc. Best utilized his extensive ISB background to bump up the case to the appropriate level, and initiate a felony strangulation protocol. Ofc. Best coordinated with his chain of command and liaised with the FAC to ensure prompt services for the victim. I was dispatched to D2 to provide victim services, and the victim mentioned several times how much she appreciated the kindness and professionalism of Ofc. Best and CSS Metz. The victim expressed that she has tried to get help in the past, but never had such a supportive environment like the one she experienced that day.

I am very grateful that SPD is home to caring professionals like Ofc. Best and CSS Metz. These individuals recognized that this was not a simple assault, and provided an immediate response. Their treatment of the victim was tremendous, and they created a positive, caring environment before I ever arrived on scene. When the stage is set early on that a victim will be treated with respect and like family, it makes my job SO much easier and ultimately empowers a victim and helps encourage them to accept the help of the law enforcement and the judicial process.

As a side note, **Ofc. Darrin Hinrichs** was tracking the suspect the day before and **Ofc. Jen Cook** worked the original case with Alpine UT PD.

Submitted by PCIS Specialist Anthony Pagliuca

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Email received by the Internal Affairs Unit from a thankful and relieved resident

Dear Officials,

I am a resident in the Troon North area, where the person was harassing women and scaring the heck out of all of us. I just want to send along a note of profound thanks for the quick work you did to locate the person who was responsible and to arrest him so quickly. From the timeline, the report and the capture, it is clear to everyone the excellence among the members of the Scottsdale Police Department in tracking down this perpetrator. You have done fine, fine work and enable an entire neighborhood to collectively express a sigh of relief today.

Thank you so very much!

Great job - **Lt. Kertesz, Lt Connor, Sgt. Ponder, Officer D Metz, Hinsberg, Sanborn, Cesareo, Det. Scritchfield.**

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Letter of commendation sent to Chief Rodbell

Dear Chief Rodbell,

Last Friday, May 24th, the following officers were called to check on a resident at the 6000 block of 79th Street. **Officers Jennifer Cook, Darrin Hinrichs** responded; additionally **Sgt Mike Snader** was called to assist.

The officers followed protocol throughout the day. There are numerous words that described how they performed; however, these best describe them and how they treated family and friends. They were: Professional, Respectful, Demonstrated Excellence and Integrity, Patient, Courteous, Sensitive, Treated Everyone with Dignity, Kind.

In summary, they were "Amazing". Please thank them.

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Matthew's Story

District 4 Patrol **Officer David Steel** heard the story of Matthew T from his wife Stephanie. Stephanie works with Matthew's mother, Raquel, at Scottsdale Insurance. Officer Steel shared with me that Matthew is four years old and was diagnosed at birth with Tuberous Sclerosis and Vessel Stenosis. Tuberous Sclerosis is a genetic disease that causes non-cancerous tumors to form in many organs, including the brain. A tumor grew in Matthew's brain when he was 6 months old and caused an aneurysm. A surgery followed and the doctors were successful in stopping the leak in the brain from the aneurysm. Unfortunately, complications from the surgery caused insufficient fluid and blood to reach Matthews's brain. A craniotomy was scheduled to try and correct the complications. Matthew has already undergone several surgeries but this one is a high risk surgery.

Officer Steel also learned that Matthew and his older brother who was 7 love police officers, firemen and all the vehicles and equipment they use on a daily basis. Officer Steel wanted to do something special for the Trevino family that they would never forget prior to the surgery. Officer Steel enlisted the assistance of **Commander Rosenberger, Sgt. Rigberg, Sgt. C. Ruscitti, Officer B. Steel, P.A. Keri Henningson, P.A. Chris Henningson, Officer Steven Hash, Officer J. Glenn, District Police Aide Shannon Ziemba, Fire Captain Brian Joseph and his crew**.

On May 15th Matthew's family was treated to a wonderful day that included a static display of emergency vehicles (marked patrol car, DUI police car, fire trucks), a tour of the District 4 Police Station, including Matthew's own police locker, police t-shirt, police "mounty" hat and Police Teddy Bear, a tour of Fire Station 611, and enjoyed pizza for lunch with the police officers and firefighters. The event was a huge success.

The Police and Fire Day meant a lot to the family and everyone had a great time. The day was an opportunity for Matthew and his family to think about something else besides the upcoming surgery if it was only for a few hours.

On May 21st Matthew underwent successful surgery and after a brief stay at Phoenix Children's Hospital Matthew is at home resting comfortably with his family. The Trevino family is very grateful to Officer Steel and all of the police and fire employees that made a very special day for Matthew and his family.

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Another Letter from a City Employee

Hi Chief Rodbell,

I have been meaning to write you for some time now. I am the Human Services Coordinator up at the Via Linda Senior Center. I've met you at functions but I know you meet so many people.

I just want to let you know how impressed I am with your **PCIS team**. I have been with the City 5 ½ years and in Human Services over 30 and think the PCIS team – everyone, from Tracey Wilkinson on down are fantastic. We have worked on some difficult cases together and every member is professional, dedicated and caring. Their involvement in the community and expertise makes going out on home visits and calls much easier. Their interactions with the community, take charge attitude with gentle strength makes me proud. I know we have the best in our Valley.

We also have a Police Beat office here at Via Linda Senior Center and the officers who come here exhibit professionalism, caring and compassion. We all love having them here. Occasionally a senior will have to see an officer and they always come out ready to assist any way they can. They also are great!!!

Again, just wanted you to know.

PS - Fozzie is pretty cool too!

Submitted by Tricia Serlin, Human Services Coordinator

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Observant Record's Employee Honored by Mesa PD

A records employee was recognized by Mesa PD Volunteer Coordinator, Tara Hall. In March, Mesa received an application from a citizen who was requesting to complete a school internship with their department. The VIPS (Volunteers in Police Service) office sent initial background checks

to 17 valley agencies. Tara states, "Immediately one of our staff members received an e-mail and follow-up phone call from Cyndi regarding this applicant. She provided information that the applicant was posted on an East Valley Fusion Center Bulletin from 2012 about him impersonating an Officer and an incident report was taken from Tempe Police (no PC for arrest). It was later discovered this applicant was a Posse Member with MCSO and was using this status to pull over people. Thanks to Cyndi's attention to detail and quick efforts to notify us of this discovery, I was able to contact Tempe PD & MCSO of the findings. The applicant was placed on an IA at MCSO and ultimately removed from the Posse program."

Tara further noted none of the other valley agencies had responded with this information and the applicant had no criminal background. If it had not been for her call, this applicant may have been accepted.

Kudos, Cyndi, on your attention to detail and your quick response to the information you found.

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During a time of tragedy our employees step up

I wanted to compliment **Officer Janice Semora** and **CSS Kristen Oleksik** regarding a recent call I had worked with them on. The incident was a suicide that took place on Friday 6/21/2013.

In times of tragedy, officers, including me can forget how these incidents affect family and friends of the victim. We must be the quiet professional and not let the things we see affect us. The family described the victim as a strong man, a man who was the leader of the family and the family protector. As the family talked about the victim the words they used mirrored those words that are often associated with public safety professionals. Unfortunately, the victim was diagnosed with stage 4 terminal cancer in Nov 2012 and was not expected to live much longer. The victim's health began to fail and this once proud and strong man could no longer take care of himself physically and he became totally dependent on others to care for his day to day needs. The victim grew depressed from his condition and took his own life.

All of the first responders on scene could see that this tragedy had emotionally crippled the victim's wife and daughter and the pain of having to clean up the area after such a terrible tragedy of a loved one would be devastating. Normally, this is the responsibility of the family to take care of the scene either by themselves or through a professional service, however on this night, Officer Semora and CSS Oleksik took this chore upon themselves. On their own initiative, they found supplies and restored the room to a better state and one could see the relief on the mother and daughter's face when Kelli from PCIS told the family of what they had done.

Thank you Janice and Kristen for the compassion you have shown this family. Your actions have

positively impacted this family when dealing with an emotionally challenging time.
Submitted by Det. Matt Leal

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SPD and Fashion Square Security work together

Commander Walther,

I would like to take this opportunity to thank you and the SPD personnel who responded to Fashion Square this morning. As you know, our staff observed approximately 25 protesters arrive on our property at approximately 0855. The group exited their vehicles and headed towards our office building with signs and banners. I then notified you of this unannounced protest activity. You immediately deployed resources to assess the situation and contact this group.

The SPD response was truly amazing. A variety of USB and PES resources arrived in the area and began to monitor this group. A short time later, a second group formed at the South Bridge canal. Your personnel quickly expanded their surveillance of the group with no notice. The groups joined and engaged in a peaceful march northbound on Marshall Way. The group showed signs of becoming disorderly and they were immediately contacted by SPD personnel.

The protest reverted back to a lawful assembly as they approached Nordstrom. You were on site and directed the SPD response with your supervisors. The SPD response was immediate, professional and proportional for the activity underway. This protest remained peaceful and lawful based on the SPD presence. Please thank everyone involved for a job well done. It is clear that the guests, retailers and employees of Fashion Square are being very well served by the Scottsdale Police Department.

An email from Rich DeGraw, Security Manager, Scottsdale Fashion Square