



Scottsdale Police Department's Moments of Truth



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>>> July to September 2014 <<<

Email from Sgt. Ruscitti to Crime Scene Specialist Manager Paolillo

I wanted to take a moment to recognize **Crime Scene Specialist Kathleen Palma**. On 07/01 she responded to Sutton Dr. to process a Domestic Violence call. The victim of the call was an 86 year old woman that was extremely agitated and confused. Due to this high level of agitation, the victim was un-cooperative with the Officers on scene. Kathleen immediately recognized this and built a rapport with the victim through compassion and kindness. The victim responded by placing her trust in Kathleen. The calming effect that Kathleen had on the victim allowed my Officers to complete their investigation. In addition to processing the scene, Kathleen took the time to ensure the victim was physically alright. She took the victim into the bedroom and assisted in checking for additional injuries. Likewise Kathleen took the time to ensure that the victim had all of her nighttime medication laid out and a timer set so she would not forget to take them. Domestic violence calls can be traumatic for everyone involved and especially so for the elderly. The professionalism, caring and kindheartedness displayed by Kathleen made this victim feel at ease and comfortable. Kathleen went well above and beyond her assigned duties and should be recognized for representing the Police Department in such a tremendous fashion. In addition, Kat followed up by contacting Police Crisis Intervention Section to advise them of her situation and see if she could have additional assistance.

Letter addressed to Chief Rodbell

I am writing to commend one of your officers, **Josh Hynson**. On 7/27/14 at 12pm, I just got out of church was driving to eat lunch with a friend when I was involved in an automobile accident at Scottsdale Road and Camelback. I was stopped for the red light behind another automobile. The light turned green and I thought the automobile in front of me had proceeded forward, but it did not and I rear ended the automobile.

Officer Hynson responded to the accident and I was immediately impressed with how he handled himself. He was very polite, professional, courteous and caring. He immediately checked to if all parties were not injured. After completing the paperwork, he phoned my nephew to let me know that I was involved in an automobile accident and that I was all right. My nephew also works for the Scottsdale Police Department. He too had nothing but good things to say about Ofc Hynson.

Please convey my appreciation to the Officer. Your department and the citizens of Scottsdale are very fortunate to have such a fine individual on its police force. Thanks.

Sincerely,
Marie



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SPD Dispatchers Save Lives.

On July 29th at approximately 0520 hours a call came in from a male reporting an overdose. He was unable to find the address to the apartment where his female friend was unconscious. Throughout the 3 minute phone call the RP became less intelligible and eventually lost consciousness completely. **Rosa Chavez** heard the sounds of a subject gasping for breath and maintained an open line with the caller while tracing the call to the correct building number. **John White** assisted with coordinating and locating the subjects, and **Monica Garcia** made several phone calls and was able to locate an emergency contact for the complex out to the scene to open doors for officers. After close to 20 minutes of work, officers made entry into the apartment and found 3 subjects close to death. Per Sgt. Jensen, if not for the continued efforts of these three dispatchers, the subjects in this apartment would have died. This is yet another example of the fine work by SPD Dispatchers that do indeed make a difference in lives every day. Thank you again for the professionalism you show and your willingness to go above and beyond for the citizens of this community. You all are indispensable to our community, Thanks!

Letter written to Chief Rodbell by Riverside CA Chief Sergio Diaz

On July 18, 2014, Riverside Police Officer Casteel and Police Service Representative Hedges met with Sergeant Jensen and his "Know your Limit" team. Sgt Jensen arranged for the Riverside Police Department personnel to be a part of his scheduled detail on Saturday, 7/19/14, allowing them to observe how the Scottsdale PD team promotes the "Know Your Limit" program to the citizens in the downtown entertainment area. During the deployment, the Riverside PD personnel had the opportunity to observe the team's interaction with hundreds of citizens throughout the entertainment district. Overwhelmingly, the public was very receptive to your program and the professional manner in which your officers conducted themselves. The experience gained in Scottsdale was very valuable to our team. I hope to be able to implement at least some of components of the Scottsdale model in our own enforcement efforts in Riverside's entertainment district. The Riverside Police Department would like to thank the Scottsdale Police Department, **Sgt Jensen and his "Know Your Limit" team** for their hospitality in sharing their knowledge and procedures with the Riverside PD's Traffic Bureau.

Protecting Peaceful Protestors

Good Afternoon Commander Hall, So many times people would rather take the time to complain and focus on the negative, however with me, I like to focus on the positive and feel it's important to commend and compliment when one has had a positive experience and a good interaction. I wanted to reach out and express my gratitude and sincere thanks to the Scottsdale Police



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Department, but a very big and sincere thank you to Officer Chris Crescione on his approach and his handling of our peaceful picketing today. After hiring off duty police officers at a hotel I use to run in Minneapolis, MN and having a very close connection with the Plymouth police department in Minnesota as well, and having a friends on border duty in Tucson, as well as having friends in the Tucson police department I have to say this, I never thought I would find a more efficient, group of officers. But Scottsdale Police, they are truly BEST! Granted I haven't had any altercations and hope to never have but, all the officers I have come in contact with have been professional, excellent communicators, caring and always seem to want to do the right thing. Officer Crescione, what an asset he is to the Scottsdale Police Department! He talked to me, he didn't talk down to me, he explained things in depth, he was caring and considerate and when I asked him if I could please let someone know how appreciative I was for the way he handled things he said I appreciate that, but I am just doing my job! Now that says it all right there. Please commend him and give him my sincere thanks and respect to him on the way this whole situation has been handled. I sincerely thank you for your time, and in the event we can do anything to assist the Scottsdale Police Department, we are here for you and your department and I mean that from the heart! Very Sincerely, Debi

Discretion Matters

On September 14th **Officers Aaron Good and Cameron Douglas** responded to a District 2 call of a family fight. A twelve year old boy with significant mental and emotional disabilities was being cared for by his grandparents. They were scheduled to attend a friend's birthday party and traveled to the store beforehand to purchase a gift. When the young man arrived at the store he insisted on also getting a toy for himself. When his grandfather told him no the boy threw a violent temper tantrum and struck the grandfather in the arm multiple times.

The grandfather called the police on his cellphone and as the young man deciphered what was happening he tried to run from the scene. Officer's Good and Douglas arrived in quick fashion, observed the boy fleeing and ordered him to stop. He responded by lying on the ground and violently kicking and flailing about as he screamed for several minutes.

The young man's grandparents later stated multiple times that they were extraordinarily impressed with the officer's adept ability in calming the young man with firm and compassionate words and tones. They felt the officer's went out of their way to be kind while finding the most effective solution for the families unfortunate circumstances that day. The Officers also waited patiently, kindly entertaining the young man until his mother could arrive and take him to the hospital for assistance. The grandmother of the young man would later call dispatch to commend the officer's stating, "My grandson would have never gotten the help he desperately needed without the discretion of those officers."

Sergeant Omeara later commented, "The officers used excellent discretion in realizing that a



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criminal element could have been legitimately pursued, the situation ideally needed more of a medical intervention. In explaining all the options to the mother, it was decided the mother would take the young man to Phoenix Children's Hospital for an evaluation. The grandfather thanked me repeatedly for how professionally the officers handled the call in allowing their grandson to be seen by medical professionals as opposed to facing criminal charges."

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A Wiley Coyote

Sergeant Bryan Thomas,

Thank you and **Officer Stacey Juarez** for saving my life from such a tired Coyote! I suppose I wasn't the greatest host I didn't give him food or water but I did wake him from a cozy nap! I appreciate "everything" you guys do for the community! Even though I'm the only person not born in NYC in my family, I'm a New Yorker at heart in many ways. It was really nice to have to call you for something which we can all remember and always have a laugh at every September 11th! Not saying to forget it all, but it was an enjoyable morning on what is typically a sad, but celebrated day. We got to start this day in a very unique situation which had some funny moments.. I hope all your calls today are random, unique, and most importantly are the safest possible. September 11th is a hard day for many and others just a day to acknowledge and respect all our Military, Police,



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Fire, and Coast Guard for putting your lives on the line on a daily basis. I hope you have day filled with safe calls and have the time to reflect on how many people like me appreciate all that you do for Arizona everyday. It might take a few emails, because I think I have like 4 videos. I hope your fellow officers enjoy the way that you started your morning. Although I'm late and behind at work, I'm glad this whole experience happened, it allowed me to meet 3 amazing officers and great guys! Which especially on September 11th was really refreshing to get to chat with each of you, if I didn't say it to you all Thank You for helping this morning and every other day your keeping us safe.
Jon

A Significant Courtesy Ride

On September 15th at 0830 hours **Officers Rob Katzaroff and Steve Capone** responded to a car v. pedestrian accident at 90th Street and Shea Boulevard. A SUV traveling north on 90th Street was making a right turn to go east on Shea. The driver hit an elderly man who was crossing the street from east to west on the south side of Shea. He was riding on a motorized scooter. The gentleman was not injured, but his scooter had one of the tires damaged, rendering his scooter inoperable. **Scottsdale firefighters from E604 (Sorrelman, Adamo, J. Jones, and J. Johnson)** were also on scene. The officers and firefighters originally tried to repair the tire, but felt that the fix was very temporary and likely not effective enough to get the man to his home about two miles away from the accident location. Officer Katzaroff contacted **PCIS. Joel Ainsa B1481** said he would gladly respond with a minivan. On his own, Joe removed the middle seat of his vehicle and came to the accident scene. The four firefighters, Joe Ainsa, and Officer's Capone and Katzaroff then lifted the extremely heavy chair into the van and drove the citizen home. They then unloaded the van and helped the man get it into his garage. Officer Capone gave the victim the accident exchange form and advised him on the procedures for getting his chair fixed. Officer Katzaroff gave the victim the number for Monster Scooter Repair since he stated that he did not have access to the internet at home. The elderly gentlemen later contacted Sergeant Thomas and thanked him for the kindness and professionalism of the Officers and all involved.

This is a fantastic example of the great working relationship demonstrated between police, fire, and crisis intervention in providing services to the citizens of Scottsdale.

Character Isn't a Matter

On September 25th, while off duty on his way to a criminal hearing, Officer Keith English stopped by the beat 12 office to quickly print out his related police report. Moments after entering the office and signing on a computer Keith observed an elderly woman knock at the door. He immediately gave her his full attention. The woman asked for his assistance with a photo radar ticket she had received. She was confused about her options and asked Keith to explain them to her. After



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being presented with all the possible ways to handle the citation she advised Keith that she wanted to attend defensive driving school. She then informed Keith that she had no computer or internet access and she was confused about how to go about signing up for the class.

Officer English could have easily deferred the woman to communications for help or requested an on duty Officer to respond to assist her. Officer English chose, as he always does, to go the extra mile. He spent the next 20 minutes with the woman, helping her sign up for defensive driving school and printing the required paperwork out for her so that she was ready to attend the class. He even assisted her with directions. Later that evening Sergeant Reynold's received a commendation for Keith from communications after the woman called in to thank him for all of his help. Sergeant Reynolds later commented, "Keith exemplifies the concept of community policing."