



## Scottsdale Police Department's Moments of Truth



Archived Issue  
>>> Jan to Mar 2010 <<<

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The following letters came into the Chief's Office:

Dear Chief Rodbell,

This is just a short note to let you know about an encounter I had with one of your officers, Officer Tom Houk.

Officer Houk was the investigating officer for a crash that I was involved in at the intersection of Scottsdale and McDowell Roads on 12/11/09. I collided with the car in front of me and was issued a citation by Officer Houk. While you probably get loads of letters from dissatisfied citizens, this time you're receiving a letter to let you know of the professionalism of one of your officers. Officer Houk displayed kindness, courtesy, understanding, and all with a calm demeanor and a gentleman's smile. While I don't live in Scottsdale, I'm sleeping a little sounder knowing that men like Tom Houk are patrolling the streets. Officer Houk embodies the saying "... to protect and serve". May God bless him and everyone at SPD.

A resident of Fountain Hills

*Thanks Tom for the fine representation!*

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Dear Chief Rodbell,

It is with the utmost appreciation that I want to commend your employee, Eric Shinn. My father had died in the summer. I would not have even known that he was in the hospital if it wasn't for the efforts of Eric working in conjunction with Hospice of the Valley to locate me. He was tireless in his efforts to contact me; how they were able to track me down, I will never know.

Dad went to the hospital without any paperwork, telephone numbers, and was in pretty delusional state. But somehow Eric Shinn was able to get a contact number for me at the office and because of that, I was able to spend the last five hours of his with my father. There are no words to express how precious this time was and how close I came to missing it.

*Eric, your work here has touched one's life forever.*

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This letter was sent by Paradise Valley PD Chief, John Bennett to our Crime Analysis Supervisor, Mary Kirkwood

The Town of Paradise Valley would like to thank you and the Scottsdale Police Department for the assistance you provided during a series of home invasion robbery cases. The Paradise Valley PD began to investigate a series of robberies that began on October 20, 2009 and ended with the arrest of a suspect on December 13, 2009. The six robbery cases consumed many hours of police investigation and surveillance. Thanks to your efforts, the suspect(s) responsible for these crimes were apprehended and are in jail awaiting trial. Currently, the two suspects have been charged with more than 30 felony counts and two dangerous criminals are off the streets.

If it was not for your assistance and sacrifice to help apprehend these criminals, these suspects might still be at large, out victimizing others. The professionalism and support of you and your department, makes all of us proud to be a part of the law enforcement community.

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Officer English met a local family a year ago due to events involving the daughter. After being returned as a runaway, Officer English took the time to speak with her and discovered she was a 16 year old heroin addict, and high school drop out who had overdosed twice and almost died each time. Officer English offered encouraging words for her to obtain her GED and employment. He offered tuition assistance for the test and a letter of recommendation for employment. She started studying and looking employment but soon slacked off. Officer English continued to visit the family and check her welfare. Below is a letter from the girl's family:

It is with utmost regard for one of the Scottsdale Police Department officers that we address this letter to you. We want to expressly mention the very favorable comfort and support that we received from one of your officers, Mr. K. English.

Officer English went beyond his duties to check regularly on the health and welfare of our daughter. He encourages her to return to her studies and to turn her life into a good pathway.

We sincerely want to thank him for everything he did for us.

*Officer English, lives are changed because of your caring. Thanks.*



Why follow up is impor-

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tant...

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Sgt Evans and members of the Burglary unit conducted follow-up investigation on a Repeat Offender involved in high end shoplifting from a local shopping mall. The email below is from the Security and Guest Services Manager of the mall:

Thank you for providing an excellent follow up investigation. Your efforts have led to a repeat offender being returned to prison. It's clear that this convicted felon/parolee posed a threat to our retailers, guests and employees. It's always comforting to know that you, and the entire Scottsdale Police Department - remain squarely focused on providing the safest environment possible for the community. We are fortunate to have the services of your agency available to our center on a daily basis.

*Excellent police work, Sgt. Evans and Burglary Unit.*

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Officer demeanor keeps situation calm ... this letter was sent to Officer Brent Patterson

I wanted to take this opportunity to voice my appreciation for your professionalism and empathy on the night of February 2nd. Your telephone call from my daughter's home certainly came as a shock but your calm demeanor helped me answer the pertinent questions about her health care status without giving way to hysteria. I spent the rest of the night arranging for a flight from the East to Arizona and arrived the next afternoon.

The outcome of the episode is positive. Many thanks from a grateful mother.

Nice work Brent!

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**From:** Adriane Grimaldi [mailto:[agrimaldi@bethanycc.com](mailto:agrimaldi@bethanycc.com)]

**Sent:** Thursday, April 08, 2010 9:22 AM

**To:** Rodbell, Alan #855; Cocca, John #374

**Subject:** Great job Vin & Fozzie!

Chief Rodbell and Assistant Chief John Cocca,

I just wanted to send my thanks and appreciation for the amazing job that Canine Crisis dog **Fozzie** and **Anthony Pagliuca** along with **Officer Travis Kerby** and his K-9 dog **Vin** did during the recent Raising Special Kids Carnival at McCormick Railroad Park on March 27 in Scottsdale.



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Our Scottsdale-based Support Group called Special Blessings was in attendance at this event and our kids loved seeing Fozzie and Vin again.

Special Blessings is a support group for children with limb differences. We have 27 families that are part of the group ranging in ages from infants to 15 years.

Both Fozzie and Vin were fantastic interacting with the children. So a BIG THANK YOU to Officer Kerby and Anthony. Both of them helped make the event a tremendous success. Thank you for having this program available.

Adriane Grimaldi  
Founder, Special Blessings

*Most children love dogs, and SPD K9s and their handlers are certainly special.  
Thanks Anthony and Travis...*

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### Neighborhood Watch

Commander Wilton,

On Friday night, **Officers Ange and Dunton** both presented at a neighborhood watch meeting. I just wanted to let you know that they did a great job sharing the statistics and some personal safety tips relevant to keeping homes, vehicles and properties safe. They were scheduled to be at the meeting from 6-7pm but due to the host arriving late and the guests getting settled, the meeting didn't get underway until after 6:30pm. While they kept their ears tuned in for any calls for service, both officers stayed well past 7:00 and then continued to chat one-on-one with the residents until almost 8:00. Thank you to you, your Sergeants and the officers for the willingness to partner in the various outreach programs such as neighborhood watch. I know that both I and the residents really appreciate all that the department does for this program.

Thanks :-)

Joy Racine

Neighborhood Watch Coordinator  
7506 E. Indian School Rd  
Scottsdale, AZ 85251  
480-312-2342



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**From:** Thomas, Bryan #445  
**Sent:** Thursday, April 08, 2010 1:54 PM  
**To:** Haenel, Burl #278  
**Cc:** Hall, Chris #620  
**Subject:** Moment of Truth submittal

Commander,

On 3/31/10 **Officers Murray 675 and Stacie Beck 1229** responded to a medical call at Delia Cleaners. A man had passed out in the store and was unconscious. Officer Murray responded with an AED, arriving prior to SFD. The subject was diabetic and suffering from low blood sugar. Kevin followed the ambulance to the hospital to deliver his cell phone and ensure family notifications were made. Officer Beck delivered the man's dog to his house and then took his keys to him at the hospital. It was a routine call for Stacie and Kevin, but I think it represents the level of caring that sets SPD apart from other agencies.

Respectfully submitted,  
*Sgt. Bryan Thomas*  
*Uniformed Services Bureau: District 3*  
*480.312-8676*