

Charles T Craft

From: [redacted]@aol.com
Sent: Friday, July 20, 2007 8:33 PM
To: Charles T Craft
Subject: Kudos to P. McWilliams

Chief Craft,
I wanted to take a moment to express to you my limited yet impressive encounter with your officer P. McWilliams (22) at the front desk this evening. Involved in a very minor traffic accident shortly before noon today I was expected the worst of having to relay this information to the proper authorities in order to formalize the insurance claim. To my delight officer P. McWilliams made the process painless and quick. His professionalism, competence and patience should be considered a compliment to your staff. In this age of exaggerating the negative we all too frequently neglect to those that perform above expectations and officer McWilliams did just that.

Please relay to officer McWilliams my sincere appreciation of taking the time to explain to me the process, patiently explaining to me what the next steps are and the expected timeframes. Office McWilliams also took the time to explain the when it is best to call the police during the incident and when it is best to wait and do it later as in my case. As a 42 year resident of the city of Troy I can attest to the many quality officers you have on staff, many of which I know through community events and our children's sporting activities. You and well as officer McWilliams have my sincere thank you for a job very well done - keep up the good work.

Scott Horne
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248.953-[redacted]

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RECEIVED
Chief of Police
7/23/07 ctt

CC: City Mgr
CAPT. MURPHY
OFF. McWilliams / File
BB
File