

February 12, 2014

Mayor Dane Slater

500 W. Big Beaver Road

Troy, Mi. 48084

RE: Compliant 15-3648

Mayor Slater,

By way of introduction my name is Al Aceves. I and my family have resided at 1529 Charlevois for over 13 years.

Today I am writing to inform you of the exceptional work of Police Officer Joe Mouch on Monday, February 2, 2014. As you may recall this was the aftermath of our historic snow storm. On this day my mom was scheduled for a heart procedure at Troy Beaumont hospital at 9 am. Like many others getting out of my subdivision was a challenge that prevented us from moving more than 100 feet before going no further. After several attempts and a mom who was in panic mode I called the Troy Police to determine if any assistance could be provided. After being informed that all resources were being utilized, throughout the city, I was left wondering what options I had including cancelling the surgery.

Shortly thereafter I noticed a police SUV pulling up to my home and inquiring about the issue. This vehicle was driven by Police Office Mouch. Office Mouch informed us that although a plow was on the way there were no assurance as to what time they would arrive. As an option he suggested we follow him utilizing the tracks in the snow his SUV made. What a terrific solution!

Needless to say we were able to navigate our subdivision and arrived at the hospital in time for the procedure. Without the exceptional leadership of office Mouch and the City of Troy I am not sure what would have occurred. The successful procedure went ahead as planned!

It is this type of situation that makes us proud to say we live in Troy. If there are any questions I can be reached at [REDACTED] Thank you again for the great leadership.

Sincerely,

Al Aceves

Cc: Troy City Council

Brian Kischnick, City Manager

Gary Mayer, Chief of Police