

Citizen Compliment via Telephone

From: Patricia A Gladysz
Sent: Wednesday, March 16, 2016 1:09 PM
To: Gary G Mayer
Subject: Telephone message from grateful citizen

Chief:

I received a call from Laura Scharfenkamp, resident of London Drive, who stated her children were missing. I transferred the call to Communications.

Mrs. Scharfenkamp called back praising the response that she received. PSA Jerilyn Sievers was the call taker and Officer Adam Sinutko responded to the CFS. He located the children who were walking back to their home, and were happy and safe. They were unaware that their mother was worried. Officer Sinutko informed Mrs. Scharfenkamp that her children were just minutes away and he assured her that they were safe.

Mrs. Scharfenkamp stated that PSA Sievers was very caring and helpful, and that Officer Sinutko was extremely kind and reassuring. She repeated how grateful she was for the service she received. In closing, she stated that she feels so blessed to be living in Troy where the service is outstanding.

"We believe a strong community embraces diversity, promotes innovation, and encourages collaboration. We strive to lead by example within the region. We do this because we want everyone to choose Troy as their community for life. We believe in doing government the best."

PSA. JERILYN SIEVERS
POLICE OFFICER ADAM SINUTKO

JERILYN + ADAM - THANK YOU BOTH FOR YOUR PROFESSIONAL
HANDLING OF THIS INCIDENT.



Gary