

November 19, 2007

Charles Craft, Police Chief  
Troy Police Department  
Troy, Mi 48084

Dear Mr. Craft:

On October 15, I had the misfortune of being attacked by 3 dogs, which broke through the gate of a fenced yard. One of them did a good deal of damage to my arm. I'm writing this to compliment the Troy Police Department on the way they have handled my case, both at the time and in the weeks since. I'll use the term "compassionate professionalism" as fitting the way I feel I have been treated.

This began with Jackie Snedden, police aide, and her partner at Troy Beaumont. They were called by the hospital. They took their police report and also took photographs of my arm. They were there for a couple of hours, as they waited for an ET, and their kindness and concern was very comforting in this stressful situation. She came to my house the next day, to see how I was doing and to see if I could identify which dog had done what. Jackie was also present for the hearing on Nov. 5, and again was very supportive as my injuries and the fate of the dogs were discussed.

Officer Gerry Schindling called me that week to tell me what had been done with the dogs, and again to ask how I was feeling. I took up a good length of time as I was very anxious about the fate of the dogs. I also called him a week later with some specific questions, and again he took as much time as I wanted.

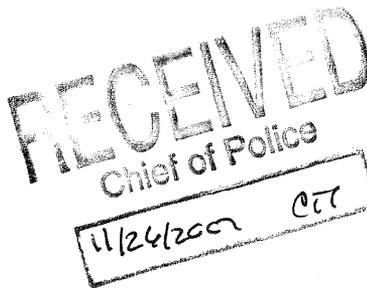
Sue Lancaster has been great. She called me about the hearing for putting the dogs down, and answered a number of questions I had about procedures. She was concerned about my injuries and how I was doing. I appreciated her advice about a civil suit. She was also there for the Nov. 5 hearing, and again I felt her support and concern.

I appreciated that all of these people were concerned about the danger these dogs presented, and supported taking the dogs and then putting them down. I also appreciated the input of the Troy Animal Control Officer who was at the hearing, and gave information which in part resulted in the dog owner and her lawyer agreeing to put the dogs down without the need for testimony in court from me.

All of these people were very professional in fulfilling their jobs. They obviously have been well-trained. For someone as traumatized as I was by this experience, their compassion and kindness was much appreciated.

Sincerely,

*Beatrice G. Smits*  
Beatrice G. Smits



CC: Troy MI 48083  
Cory WSR  
DIC M...  
CAPT'S.  
PSA SNEDDEN / File  
G. Schindling File  
Lori Bl...  
BB