

June 10, 2013

Dear Chief Mayer,

I am writing you this brief note to commend Lt. Salter for his assistance in handling a borderline criminal/civil complaint (#13-11138). I had placed my faith, my furniture and a considerable deposit into the hands of someone who apparently had no intention of completing the reupholstering for which he was contracted. After getting the runaround for nearly six months, I started reading online reports about similar scams this individual had perpetrated on other unsuspecting victims.

Lt. Salter contacted the "business" holding my furniture and made a point of following up again to ensure satisfactory results. My furniture and my deposit were finally returned – thanks to Lt. Salter. His commitment to customer service was certainly in evidence, as was his personal empathy for someone who just didn't know where to turn. I can't praise Lt. Salter enough.

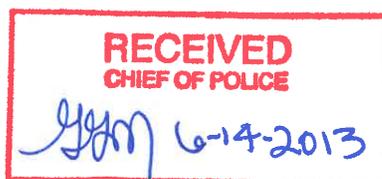
If everyone on your force is as responsive and effective as Lt. Salter, you are to be congratulated. You can be sure that I am telling this story to everyone and singing the praises of the Troy Police department.

Thank you and God bless,



Maureen Rider

cc: Kirt Bowden. Lt. Salter



LT. SALTER -

SCOTT - THANK YOU FOR TAKING THE TIME TO HANDLE THIS MATTER AND MAKE SUCH A GREAT IMPRESSION ON MS. RIDER.

HER "CUSTOMER SERVICE" COMMENT IS VERY APPROPRIATE. THANKS FOR ALL YOU DO. Gary