



City of  
**Troy**

**STAFF INSPECTIONS  
MEMORANDUM**

J-03c

500 W. BIG BEAVER TROY, MICHIGAN 48084 (248) 524-3443

August 25, 2008

TO: Chief Charles T. Craft  
FROM: Lt. Richard E. Hay, Staff Inspections  
SUBJECT: Citizen's Compliment - 08-27798

I received a phone call on Thursday August 20, 2008 from a Diane Jones who wanted to praise our officers for the compassion and kindness they showed during their investigation of her sister's death on August 8, 2008.

Ms. Jones had called 911 to report she had found [REDACTED] unresponsive on her bed at [REDACTED]. Ms. Jones said that the officers and emergency medical crew determined that Ms. [REDACTED] had died. She said Sgt. Kowalski spent a lot of time talking to her, and letting her vent her emotions, and she said he exhibited the kind of attitude all police officers should have. She couldn't say enough about how much she appreciated the way he treated her and her family members.

Ms. Jones also praised Officers Mark Livingston and Lisa Rockafellow. She said they too exhibited compassion, and said the way they handled the situation helped her and the rest of the family deal with Ms. [REDACTED] unexpected death.

Ms. Jones said the family is going to send a card expressing their appreciation of the way the Troy Police Department responded to this situation.

cc: City Mgr  
DIC mayer  
CAPTAINS  
Sgt Kowalski / Dept File  
OFF. Livingston / Dept File  
OFF. Rockafellow / Dept File