



**ROSEVILLE POLICE DEPARTMENT**  
**CRIMINAL INVESTIGATIONS DIVISION**

PSA JAY HERNANDEZ

N-03a

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11-23-2010

To: Chief Gary Mayer  
Troy Police Department

Ref; Officer Jay Hernandez badge #414

Dear Chief,

My name is Det. Sgt. Keith Waller and I would like to bring to your attention the helpful and compassionate actions of one of your fine officers, Jay Hernandez. On Sat. November 13<sup>th</sup>, my daughter got a flat tire on I-75 near Long Lake. She called me in a panic not being able to loosen the lug nuts on the wheel. She was very scared and nervous and had to get to work. I was more than an hour away from being able to assist her and advised her to call the police department for possible assistance.

Officer Hernandez was the one who responded and he took the time to assist my daughter in getting the tire changed. It is my understanding it was not an easy task due to the lug nuts being a little rusted. After getting the tire changed Officer Hernandez made sure my daughter was able to get back into traffic safely and even followed her to make sure there were no further problems.

I am at the end of my career and know it is the little things that mostly go un-noticed and that is why I would like you to know how Officer Hernandez made my daughter feel that scary afternoon. He provided her help and security that day, a feeling of comfort when it began in a panic. Today it is not uncommon for an officer to just sit in a car and wait for a wrecker to arrive and feel that they did something.

Please let Officer Hernandez know he made a difference that day, my daughter is very grateful for his kindness. If there is anything that I may be able to do for you and your department on this side of town please give me a call.

With great thanks,

  
Det. Sgt. Keith Waller  
John 15:13

JAY- THANKS FOR YOUR  
PROFESSIONAL HANDLING OF  
THIS CITIZEN ASSIST. YOU MADE  
A GREAT IMPRESSION  


