

October 1, 2014

To whom it may concern:

Friday, September 26th, I had the misfortune to find my house had been burglarized when I brought grandchildren home from school. I had never had the need to call 911 before, but I want to commend the dispatcher, policemen, and county deputies. The dispatcher (and I am sorry that I don't know her name) was very professional, made sure the children and I were safe, and had us stay on the line while she dispatched help. She got information quickly since the burglary had happened in the last 45 minutes. Shane Harrelson was the first responding officer, followed by a county deputy, and Miquel Gonzales. They were all very professional and efficient. They covered everything possible that might help them and us. After the photos, reports, etc. and most had left, Shane took the time to go over follow-up information and safety tips for us in the future.

I truly appreciated their courtesy, kindness, and professionalism in a very distressing and new situation to me. Thank you again for your service to our city. I hope I do not need to call 911 again, but feel much more secure in the competency and professionalism of our police department.

Sincerely,

Pat Miskel

A handwritten signature in black ink that reads "Pat Miskel". The signature is written in a cursive style with a large, stylized "P" and "M".

cc. city manager