

Ivan Garcia

September 21, 2016

Dear Mr. Oakes

My husband and I would like to thank the Alamosa Police Dept. for serving our community so well. On August 27, when we were out of town, our security alarm system was alerted. Thank goodness, there was no break-in, yet we don't know what set it off. Our neighbor Wendy Teem, who is available to silence the alarm, commented that the officer who promptly arrived was so professional and nice. Needless to say, she was a little rattled, but he accompanied her around our property and was calming. She forgot to get his name; perhaps you can look it up and give him a pat on the back.

We are well aware that other cities charge a fee for "false" alarms, so we are extremely lucky here. We have our system maintained yearly, but seem to deal with faulty sensors every 3 years or so. The system does give us a sense of security, though, and we are glad to have it in this day in age. I do wonder if there are more false alarms than actual break-ins. From now on, we understand that we can tell the Central Security operator to hold off on calling the police—particularly if we are in town and can run back home to check instead. Also, we will have Central Security watch to see which sensor seems to be going off and if there are others following. Maybe we can head off some unnecessary police calls.

That was the Early Iron weekend, so we know your officers were very busy. I am enclosing a check for you to use at your discretion. Perhaps it can be used toward treats for the break room or added to a fund for something larger for your staff. We really do appreciate "the cops on the beat".

Here's to never having to deal with the police in a criminal matter!! Thanks for everything you all do for us—we know it is easy to complain but the compliments are few and far between.

Bob and Judy Jones



Judy Jones

Bob Jones

## Amy McKinley

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**From:** Duane Oakes  
**Sent:** Monday, September 26, 2016 11:26 AM  
**To:** Ivan Garcia  
**Cc:** Sam Maestas; Joey Spangler; Amy McKinley  
**Subject:** Commendation  
**Attachments:** 20160926111601.pdf

Ivan,

Attached is a letter from a citizen thanking you for the professional and prompt service on a residential alarm call. With the letter, they provided a \$35 donation to the city, which by procedure was provided to the finance department for proper processing.

Thank you for what you do on a daily basis and the professional manner that you do it. I appreciate you setting a great example for the less experienced officers. Keep up the great work.

Amy,

Can you put a copy of this in his personnel file? Thanks.

*Duane C. Oakes*

Chief of Police  
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215<sup>th</sup> Session

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