



DALWORTHINGTON GARDENS DEPARTMENT OF PUBLIC SAFETY

2600 Roosevelt Drive DWG, Texas 76016

August 15, 2017

Houston Police Department
IAH Patrol Division
3100 N Terminal Rd
Houston, TX 77032-5585

This letter is being prepared with the intent of showing my sincere appreciation to Officer. F. Mitchell with the Houston Police Department assigned to GB Intercontinental Airport for her efforts in helping me recover my work issued iPad that was lost at a security checkpoint in Terminal B on July 30, 2017.

I did not realize my iPad was lost until I got on the plane. After reaching my destination, I attempted contact with TSA. They would ultimately not respond to my messages for 3 days. After suspecting it might be difficult to discuss with TSA my issue once I realized the iPad was lost, I asked my operations captain, Greg Petty, to try to reacquire the iPad while I was away since it was a DWG asset. He worked on this process with TSA for over 3 hours with no favorable result. He then reached out to the HPD substation located at the airport to get assistance.

Captain Petty reported to me the following:

Officer F. Mitchell (Houston Police Department – George Bush Intercontinental Airport) was a key player in the recovery of your iPad. She was extremely responsive in my questions and worked for over an hour assisting in tracking down where it was. She went above and beyond her duties to help. Without her assistance, the recovery would have been extremely difficult if at all.

As the head of a public safety agency, I recognize that it is uncommon for acts of service that go above and beyond the call of our usual duty to be recognized appropriately. It is my hope that Officer Mitchell knows that I do recognize her efforts and am very grateful for assistance and recovering the iPad.

Please express my sincere compliments and appreciation to Officer Mitchell, as well as her supervisors and commanders, for making the difference in this situation for me and my agency.

Respectfully,

Aaron Ausmus B.S./M.S./CPM
Director/Chief of Police #300
Department of Public Safety
City of Dalworthington Gardens, Texas