

Memo

To: All TPD Personnel
From: Chief Gregory L. Eyer
Date: 8/23/2012
Re: Directive (Attachment to Chapter 37.0)

General Order (Chapter 37.0) "*Communications: Administration*"

Directive

As a municipal police agency with established Community Policing practices, it is not uncommon for citizens to arrive at the police station and request police service in person. The Secretary / Receptionist for the Thurmont Police Department will greet all persons entering the front lobby of the police station. Upon receiving a request for police service from the citizen, the Secretary / Receptionist will immediately summons an officer via phone or in person if the officer is in the station. If an officer is not in the station at the time of the request for police service, the Secretary / Receptionist will immediately contact Frederick County Emergency Communications, provide the call taker with the appropriate information, and have an officer dispatched via radio to respond to the station.