

Town and Country Police Department

Gary A. Hoelzer, Chief of Police



In compliance with **Section 67.287.2(7)** of the Revised Statutes of the State of Missouri, the City of Town and Country Police Department has published the following:

Organized for Service and Protection...

The Town and Country Police Department is comprised of 30 commissioned officers and 2 civilian employees. Every member of the organization is committed to providing an exemplary level of service and protection to the residents, businesses, and all those who may visit, work in, or travel through our community. The organizational structure of the Department is intentionally configured to allow us to achieve the above-mentioned commitment in an efficient and effective manner. The Department consists of three primary units or divisions:

- Operations
- Investigations and
- Administrative Services.

Operations Division:

The primary emphasis of the Operations Division is our patrol function. The Patrol Unit is made up of two platoons consisting of two patrol squads per platoon. The platoons are led by Lieutenant Flanagan and Lieutenant Defoe.

Each of the four patrol squads is comprised of a Sergeant, Corporal, two patrol officers and one traffic officer. The four patrol squads are scheduled to provide maximum coverage and timely responses to calls 24 hours a day, seven days a week.

The Operational Support Unit serves as support to patrol as well as liaisons to our residents, businesses and houses of worship. The unit consists of two officers who report directly to Captain Arthur.

Patrol and traffic officers assigned to Operations respond to nearly 20,000 calls for service and log over 300,000 miles of driving each year. Their core services include:

- Primary responses to calls
- Directed patrol at potential trouble spots
- Proactive in the enforcement of state law and local ordinances
- Problem solving for recurring complaints

In addition to responding to calls for service, patrol officers conducted numerous directed patrol assignments. These directed patrols and area checks are initiated by citizen concerns or developed by the analysis of hot spots or potential problem areas.

The Department utilizes a unique deployment strategy referred to as "P.U.S.H." (Positioning Units Strategically in Hot-spots). Rather than deploying officers based solely upon a geographically boundary, P.U.S.H. utilizes up to the minute crime analysis and directs patrol resources to hot-spots of criminal activity. When a crime series is identified, additional officers are moved into the area for saturation patrol. P.U.S.H. enhances the effectiveness of deployment and directs uncommitted patrol time to the areas where most needed.

Operational Support Unit:

The Operational Support Unit's goal is to promote, maintain and build quality partnerships with the citizens, businesses, schools, houses of worship, and civic organizations in the City of Town and Country, advancing positive and productive police-community relations.

The Officers assigned to this unit provide the residential and business community with relevant crime prevention and safety information in order to foster a safe and secure environment. Additionally they facilitates communication between the community and the police department to address specific problems and issues effecting public safety and the quality of life.

This unit is responsible to facilitate community education, including programs such as:

- The Citizens Police Academy
- The Community Emergency Response Team (CERT).
- School Partnerships
- Child Safety Seat Installation
- Home Security Survey
- Police Station Tours

And other community programs.

Investigative Unit:

The Investigative Unit is the only non-uniform unit of the Department. This unit consists of three detectives and is overseen by Detective Sergeant Walker. The detectives have primary responsibility for:

- Crime Scene Processing
- Follow-Up Investigations
- Juvenile Offenses
- Child Abuse and Neglect
- Background Investigations (pre-employment process and liquor license applications)

The detectives are on-call 24 hours a day and receive extensive training in crime scene processing and investigative techniques. They are also members of the Greater St. Louis Major Case Squad, which investigates high-profile homicides in the greater St. Louis area.

Administrative Services Unit:

The primary responsibility of the Administrative Division is to coordinate logistical support to the Operations Division. This division, under the command of the Captain Arthur, consists of 2 units, each of which is described below.

Records Unit:

This unit is staffed by a full-time civilian police clerk and is in operation Monday - Friday 8 am - 4:30 pm. The clerk processes all the daily reports and paperwork generated by our officers and routes it to the correct agency or persons and also supplies local, state and federal systems with report data for analysis and administrative actions. This includes criminal, traffic crashes, and Driving While Intoxicated (DWI) information.

Resource Management Unit:

This unit is responsible for fiscal management and budgeting, fleet management, employment processes and personnel records.

On average our fleet of vehicles log over 300,000 miles each year. Maintaining an operational fleet is essential for public safety. Scheduled and preventive maintenance along with unexpected repairs are only one component of maintaining the fleet. Additionally, every police vehicle is equipped with a police radio, computer and other sophisticated electronics. All of this equipment needs to be kept in top-notch condition in order for us to deliver the service and protection our community has come to expect.