



Detroit Police Department

TRAINING & INFORMATION

BULLETIN

RAY GIRARDIN
Commissioner

This bulletin shall be used for the general dissemination of information concerning Dept. procedures, news items, and training data.

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THE STRANGER WITHIN OUR GATES

The police officer is among the first persons of the community to come in contact with the visitor. He is the emissary of the city at its gates; he is the official greeter, one might say; he is the man who starts the stranger on the right track, or the wrong. His demeanor towards the visitor means much. It is the old adage that "first impressions count most"--in fact, they are the lasting impressions.

A police officer can make of the stranger an admirer and booster of the city, or he can make of him a knocker and an enemy. Just a few words will turn the trick; a few kindly words of greeting to make a lasting friend or a gruff and discourteous remark to make of the visitor a person sour on the community as a whole.

The commercial, the industrial and civic interests of this city can be more greatly enhanced by creating an atmosphere of friendliness and service. As police officers we can add many times to the value of this concept by our individual salesmanship. Every police officer can be a salesman boosting the stock of our city to the stranger within our gates. As a matter of fact, a kindly word and helpful hand from a police officer to every visitor who seeks advice and aid is worth much to our reputation.

A police officer is the representative of our city to whom the visitor turns for information. We can turn the tourist away feeling disappointed and disgruntled, or we can, by a pleasant kindly answer, sell Detroit as a truly worthwhile wonder city.

Let us accord to the visitor the courtly, gracious service which we look for when we visit his city. By so doing, we cancel the obligation which we, as citizens and official representatives of our city assume in serving the interest of a great municipality. We can do no greater service than to make visitors feel that, in coming to Detroit, they are made welcome--that they may be glad to be here and sorry to leave.

The above article was written in May of 1927 by former Police Commissioner, William P. Rutledge. His message is as potent today as it was 39 years ago.