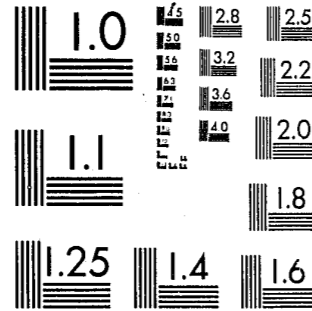


National Criminal Justice Reference Service



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TEXAS CRIMINAL JUSTICE COUNCIL

GRANTEE'S PROGRESS REPORT

From: (Name and address of grantee)

DALLAS POLICE DEPARTMENT
106 S. HARWOOD ST.
DALLAS, TEXAS

Grant No. 70-DF-187

Date of Report January 20, 1972

Report No. _____

Type of Report:

Regular Quarterly

Special

Final XX

NCJRS

AUG 12 1972

ACQUISITIONS

Report is submitted for the period April 24, 1970 through September 30, 1971

POLICE SERVICE EXPEDITER UNIT

W.R. Brazil
Signature

SERGEANT OF POLICE
Title

U.S. Department of Justice
National Institute of Justice

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CJO-5 (5/1/70)

READING ROOM

75867

Final report on Grant No. 70-DF-187 on the Police Service Expediter Unit, Model 60 A.C.D. Telephone System and Alarm Unit Equipment.

POLICE SERVICE EXPEDITER UNIT

The Primary Goal of the Expediter Unit was to return to the Patrol Division the time and flexibility to:

1. Respond more quickly to urgent calls
2. Be readily available for emergency assignments
3. Perform thorough preventive patrol

The Expediter Unit's purpose was to filter out all non-urgent calls for police service from the Patrol Division by citizen service and organizational efficiency. In citizen service, the public received police service by telephone on problems which did not require a police officer at the scene. Consequently, the citizens did not have to await the arrival of a Field Element.

The Unit was staffed by regular patrol officers assigned on an overtime basis in order to ensure necessary expertise in completing reports satisfactorily and gain public acceptance of the program. This method of staffing was used during the entire grant period.

Experiments were conducted during each reporting period on using secretaries to take the reports from the citizens. One problem which developed on certain type calls was that the citizens would speak to no one except a police officer. This problem was corrected by letting the citizen speak to an officer and then letting the secretary take the report. The telephone clerks were trained in the unit during the last quarter period. The training periods varied from 8 to 24 hours depending on the individual. Several telephone clerks are assigned permanently to The Expediter Unit at the present time. The clerks are capable of handling the job as well as the police officers and citizen response to them have been quite exceptional.

The Expediter Unit processed 61,486 requests for police service and expedited 5,969 major part-one offenses during the period of April 24, 1970 through September 30, 1971.

See Attachment #1 - Activity Report.

The Expediter Unit has made it possible for field elements to reduce their average time on call from 59 minutes to 36.7 minutes. Using the computer print out for November, 1971, as a basis, the average time on call for a field element was 36.7 minutes. The average time for a field element to respond to all type calls, from the time of dispatch, until the arrival at the location was an average of 11 minutes. However, the average response time on major calls for the field elements, from dispatch time until arrival at the location was:

1. Cuttings - 3 minutes
2. Shootings - 3 minutes
3. Robberies - 3 minutes

On January 10, 1972, at his monthly press conference, Police Chief Frank Dyson released the year-end crime totals for 1971. Serious crime in Dallas dropped almost 8 percent over last year. The 1971 decline marked the most significant decline since 1954. The number of serious crimes recorded by Dallas Police last year totaled 46,400 as compared with 50,391 in 1970.

The goals of the Expediter Unit were achieved because the above figures prove the field elements were able to respond more quickly to urgent calls, be available for emergency assignments, and perform thorough preventive patrol.

MODEL 60 AUTOMATIC CALL DISTRIBUTOR TELEPHONE SYSTEM

The A.C.D. was designed to overcome disadvantages of the old telephone system. These disadvantages included the inability of the clerk to determine which line had been ringing the longest; the belief of the caller that he had dialed the wrong number because of the long waiting periods; and the inability of supervisor to monitor call and conduct other supervisory activities.

The A.C.D. system puts each call in turn to the next clerk in line available to take the call. If all answering positions are busy, a recording lets the caller know that he did reach the right number. The answering of calls in the order received is assured by this system. The equalization of the workload has increased the efficiency of all members of the unit.

The supervisor can monitor any call at will and determine if a telephone clerk is available for call or unavailable. The Automatic Call Distributor has definitely improved the efficiency of the telephone clerks.

ALARM UNIT EQUIPMENT

Developing the equipment for this project proved to be a major project. Director R. H. Lunday assisted the Department of Communications Services in writing the specifications on the alarm units. The compiled bids on the subject equipment were received on February 23, 1971. The Department of Communications Services checked the equipment submitted in the low bids by Secode Electronics and Carey & Associates to ascertain if the units met the City of Dallas specifications. The Department of Communications Services stated the equipment did meet the specifications and recommended the equipment be purchased from these companies. The purchasing order was submitted to the Purchasing Division on March 11, 1971, with a delivery date of sixty days.

On July 2, 1971, The Secode Company was unable to make delivery on the alarm units due to difficulty experienced in installing the transmitting antenna inside the unit. By September 1, 1971, all of the units had been received and tested by the Department of Communications. On September 6, 1971, several of the units were installed for a robbery pattern developed by the Planning and Research Division. The units operated satisfactorily during this test. As a result, the Department of Communications began permanent installation of the base equipment. Full operation of the units by the Tactical Elements was resumed about November 1, 1971.

During the testing operations from November 1, 1971 through December 19, 1971, several problems developed:

1. Signal from the money clip transmitter was too weak. Modification in the transmitter corrected this problem.
2. The tilt alarm system inside the Master transmitter was too sensitive and would set off a false alarm. Twenty false alarms were received from one location. This problem was corrected by disconnecting the tilt alarm.
3. There is an on and off switch on the money clip. During an armed robbery, the field elements found that the clerk at the location had played with the switch and shut it off. This problem was corrected by disconnecting the switch.

During the next test period, about four weeks, from December 21, 1971 through January 12, 1972, there were reported to be only five false alarms caused by the following:

1. Power failure in the shopping center.
2. Plug pulled out accidentally.
3. Short in electrical wall plug.
4. Clerk accidentally pulled the money out of the clip.

During this test period three armed robberies were reported through the alarms. On two of the robberies, the patrol elements had a time elapse of five minutes on arrival at the location. The suspects were gone on the arrival of the field elements. There were no Tactical Elements on duty at the time. On the third robbery, the Tactical elements were notified in 16 seconds; and they missed the suspects by about five seconds. A new method is being planned to reduce the 16 seconds used in dispatching. The Tactical Elements on assignment at the alarm locations will be notified by a code signal to identify the alarm. This should produce satisfactory results. In addition, the clerks in the store, the dispatchers, and the field elements will be trained on the alarms to reduce the time loss.

Additional reports through June 30, 1972 will follow, to establish proof that the alarm system can be effective.

City of Dallas
OFFICE MEMORANDUM

To: Mr. D. F. Steele
Deputy Chief of Police
Systems Management Bureau

Attachment #1

Subject: Police Service Expediter Unit-Activity
Date April 24, 1970 through September 30, 1971

- I. Offenses reported to Expediter Unit by:
 - A. Citizen 61,486 B. Field Element 5,969 C. Total 67,455
- II. Man hours used by Expediter Unit to take:
 - A. Citizen Offenses 34,265 B. Field Element's Offenses 5,807 C. Total 40,072
- III. Man hours returned to the Patrol Division for:
 - A. Citizen Offenses 27,221 B. Field Element's Offenses 162 C. Total 27,383
- IV. Average time per offense: 10 minutes
- V. A. Offenses reported by citizens

Central 10,271 Northeast 15,496 Southeast 11,560 Southwest 11,933 Northwest 12,226

B. Offenses reported by field elements:

Central 1,138 Northeast 1,116 Southeast 1,297 Southwest 1,137 Northwest 1,281
- VI. Type offenses reported to the Expediter Unit:

A. By Citizen		B. By Field Elements	
Auto Theft	8,981	Asslt. on Police Officer	17
BEMV	5,786	Auto Thefts	1,566
Auto Acc.	5,522	Burglary - Residence	752
Other Thefts	14,127	Business	721
Missing Persons	6,380	Extortion	7
Dest. of Priv. Prop.	2,665	Kidnapping	34
Misc. Incidents	3,683	Murder	83
Information & Referrals	10,599	Robbery - Indiv.	418
Obscene Telephone Calls	1,573	Business	1,041
Supplements	1,321	Thefts	412
Other	849	Missing Persons	252
		Rape-Forcible	195
		Supplements	88
		Others	383

W. R. Brazier
Sergeant of Police
Information Communication Section

END