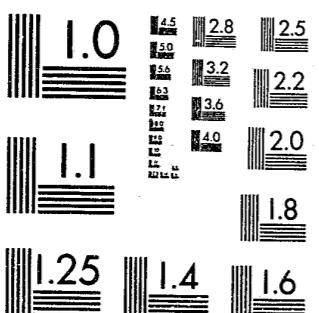


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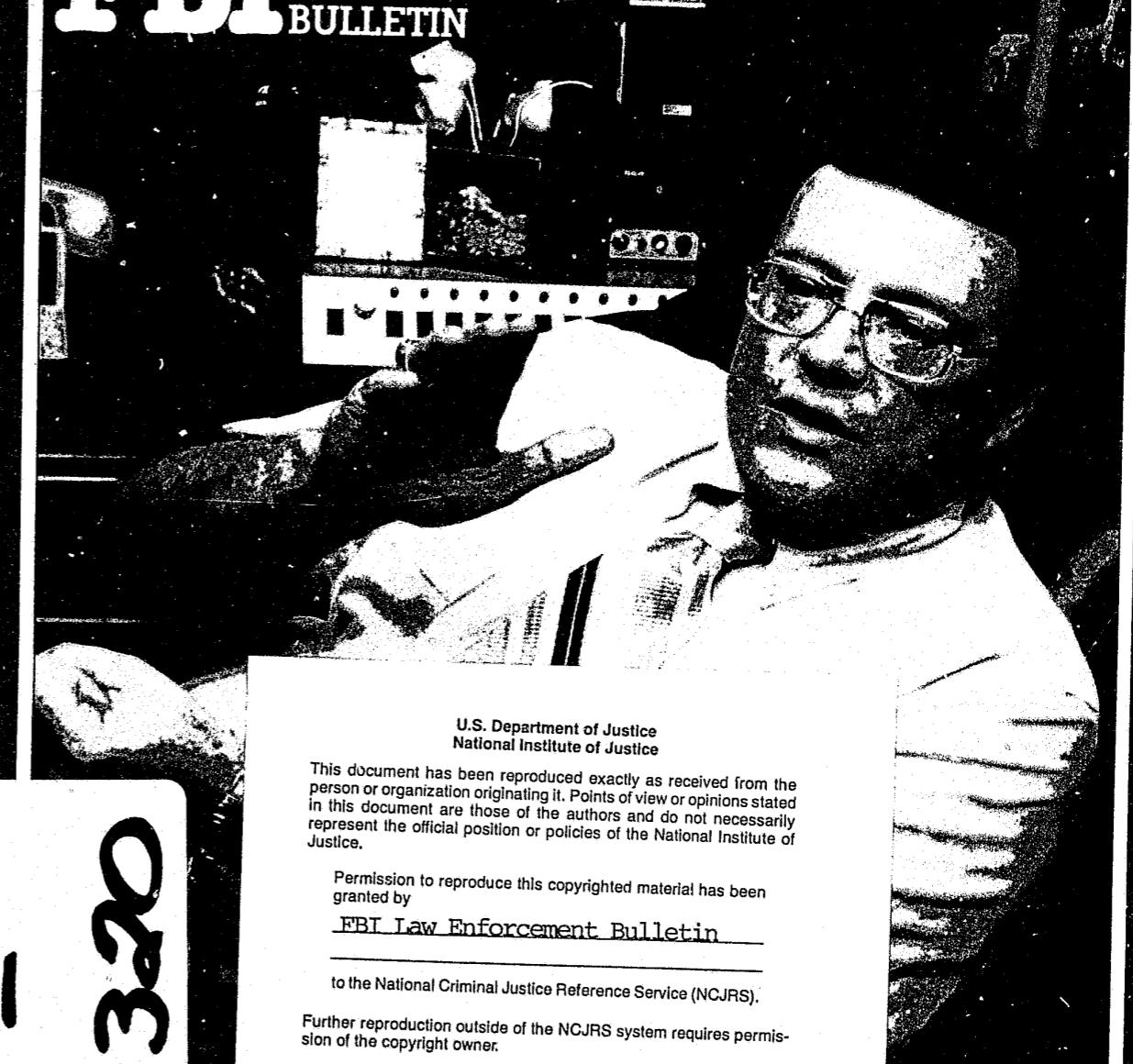
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National Institute of Justice
United States Department of Justice
Washington, D.C. 20531

12/11/85

FBI LAW ENFORCEMENT BULLETIN

NOVEMBER 1984



U.S. Department of Justice
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Employee A program

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NOVEMBER 1984, VOLUME 53, NUMBER 11

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ACQUISITIONS

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Federal Bureau of Investigation
United States Department of Justice
Washington, D.C. 20535

William H. Webster, Director

The Attorney General has determined that the publication of this periodical is necessary in the transaction of the public business required by law of the Department of Justice. Use of funds for printing this periodical has been approved by the Director of the Office of Management and Budget through June 6, 1988.



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Director's Message

The FBI has historically regarded legal training as a necessary and important facet of the law enforcement profession. In addition to the legal training afforded our own Special Agents, since 1935 we have furnished legal training to law enforcement agencies of all jurisdictions through the FBI National Academy, as well as through guest appearances of FBI legal instructors.

Such training of sworn officers continues to be an important part of our ongoing programs; however, the complexity of legal issues encountered by law enforcement officers, managers, and administrators in recent years highlights the need for each law enforcement agency to have ready and continuous access to a qualified legal advisor.

Efforts to meet this need have been made in a variety of ways. For example, some agencies rely on city attorneys or retained counsel from the private sector for legal advice and assistance. Others now have full- or part-time legal advisors, and many more are actively seeking such help. In order to foster the growth of this concept and to assist those who already serve in this capacity, this Bureau has established the FBI National Law Institute.

The institute, which will be held at the FBI Academy in Quantico, VA, will consist of an intensive 1-week program addressing such topics as the role of the law enforcement legal advisor, organization and management of the legal advisor's office, current legal problems facing law enforcement agencies, recent developments in constitutional criminal procedure, labor relations

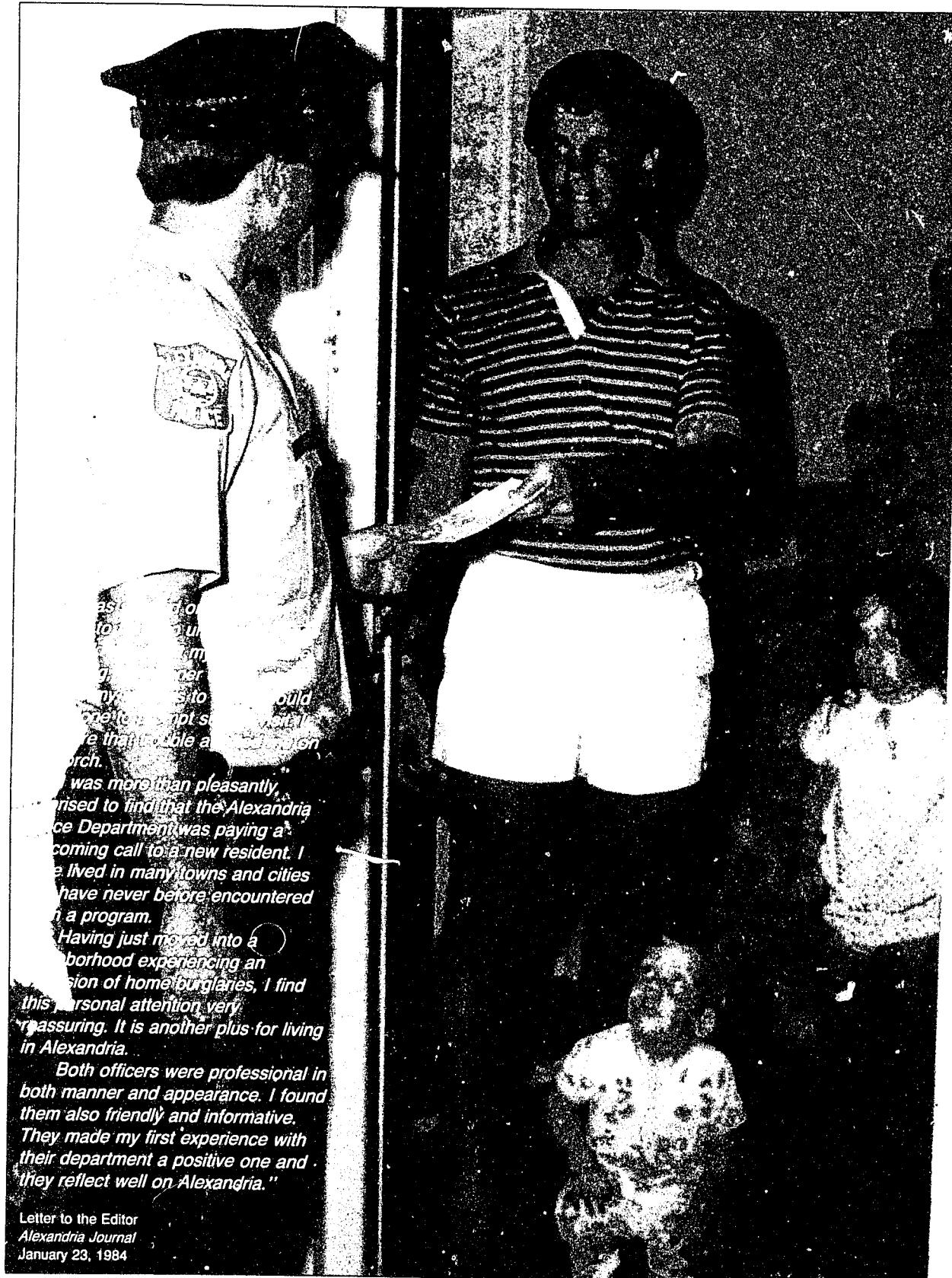
issues in law enforcement management, first amendment freedom of speech and press, constitutionally based employment rights, and race, sex, and age discrimination matters. The institute will feature well-known guest lecturers and will include a trip to the U.S. Supreme Court for a tour, explanation of the history and function of the Court, and attendance at oral arguments scheduled for that day.

Two 1-week institutes have already been scheduled. The first is being held this month at Quantico, and the second has been scheduled for March 1985. It is anticipated that succeeding programs will be scheduled at 6-month intervals. Each session will accommodate 50 attorneys with the FBI funding all cost for travel, room, and board. Further information concerning the institute and applications for attendance can be obtained from the Principal Legal Advisor assigned to the FBI field office in your area.

Apart from the direct benefits of the institute, our hope is that the program will foster a spirit of cooperation among legal advisors from different agencies so that information and problems will be shared on a continuing basis. As evidenced by the FBI National Academy and other multi-agency programs, continuing cooperation and assistance can only serve to enhance the overall professionalism of the law enforcement community.

William H. Webster

William H. Webster
Director
November 1, 1984



Letter to the Editor
Alexandria Journal
January 23, 1984

Both officers were professional in both manner and appearance. I found them also friendly and informative. They made my first experience with their department a positive one and they reflect well on Alexandria."

Having just moved into a neighborhood experiencing an invasion of home burglaries, I find this personal attention very reassuring. It is another plus for living in Alexandria.

was more than pleasantly surprised to find that the Alexandria Police Department was paying a coming call to a new resident. I have lived in many towns and cities have never before encountered a program.

An Alexandria police officer delivers a CAP information packet to a new homeowner on his beat.

"... the Citizen Awareness Program . . . can be a very positive factor in strengthening the police/citizen relationship, and . . . can have a positive impact on crime prevention."

During the course of their workday, patrol officers have contact with many people. Unfortunately, many of these contacts occur while dealing with citizens' problems, maintaining order, or fighting crime. As a result, patrol officers may develop over a period of time a negative attitude toward the public.¹ The normal workload often prevents patrol officers from becoming involved in community relations projects, and in many departments, a separate Community Relations Unit exists to pursue better relationships between the community and the police.

In August 1979, an officer in the evening patrol division approached his commander with an idea for a project that would afford officers "positive" contacts with citizens and build better police/community relations in the process. The officer embarked on this project in his own beat area and believed it would benefit the officers and the department if implemented on a citywide basis.

The officer called his project the "Police Welcome Wagon Program," since it entailed visiting new home-

owners on his beat. After checking a local newspaper for the weekly listing of property transfers within his beat, he would gather literature about the police department and city, and at some time during his tour of duty, visit the new residents. What occurred was a discussion about items of concern in the neighborhood regarding crime and the citizen's responsibility to assist the police in helping them. The visits lasted approximately 15 minutes.

The concept received immediate attention from the evening division management, since it appeared to be an excellent way to expose the patrol officer to a "positive" contact with a citizen as a part of directed patrol. Further, any substantial and lasting impact on crime seems to be directly related to the amount of assistance received from the community. The idea of having patrol officers talking to new residents *before* they became crime victims seemed to be a worthwhile, proactive project.

Pilot Program Implementation

After discussions involving the

evening division management staff and the initiating officer, a 10-week, citywide pilot program was implemented during the evening division's hours (4:00 p.m. to midnight) for single family detached, rowhouses, and semidetached townhouses.² The originator of the idea coordinated the project, and policy and procedure were developed and communicated to the patrol officers at rollcall. Emphasis was placed on the favorable impact this program could have on the officer/citizen relationship.

Rather than obtaining property transfer data from the newspaper, the coordinator visited the clerk of the circuit court weekly to obtain this information. The new property owner's name and address was then placed on duplicate 3 x 5 cards, and a packet of information was assembled for each address. Each packet contained:

- A luminous sticker with emergency telephone numbers,
- A self-addressed postcard the citizen can send to the Crime Resistance Section to request a security survey.

Alexandria's Citizen Awareness Program

By
CAPT. JOSEPH M. SEIFFERT

Department of Public Safety
Alexandria, VA

An Alexandria police officer delivers a CAP information packet to a new homeowner on his beat.



Captain Saffert



Charles T. Strabel,
Public Safety Director

- A city map,
- A booklet about the city government and services, and
- The visiting officer's business card.

The coordinator kept one 3 x 5 card and delivered the second card and the information packet to the patrol officer working the area in which the dwelling was located. The officer was to visit the new resident within 4 working days, deliver the information packet, obtain the resident's new phone number and write it on the 3 x 5 card, and return the card to the coordinator who would match it with the card on file. The original card was then destroyed and the card from the officer was filed.

Pilot Program Results

At the end of the 10-week period, the coordinator submitted a staff study which revealed that 16 different officers visited 21 homes for an average visit of 15 minutes. Five homeowners and five officers were interviewed by the coordinator for their opinion of the program. All believed the program to be worthwhile and beneficial, and the direct contact between the officers and new residents did not place additional burden on staffing. It was determined that visits should be made only during evening hours when residents were more likely to be home. Division personnel generally agreed that the Citizen Awareness Program (CAP) can be a very positive factor in strengthening the police/citizen relationship, and over a period of time, can have a positive impact on crime prevention.

Restructured Citizen Awareness Program

As a result of the pilot program, the CAP was incorporated into the evening division's goals and objectives and implemented with several modifications:

- 1) The Crime Resistance Section obtains the home transfer information weekly from the Tax Assessment Office and assembles information packets, which are forwarded to the coordinator³ in the evening patrol division.
- 2) The coordinator records the beat number and date assigned on two 3 x 5 cards and sends both cards and the information packet to the section supervisor. The section supervisor writes the assigned officer's name and due date on both cards. One card and packet are given to the beat officer. After contact with the resident is made and the telephone number noted on the card, it is reviewed by the supervisor, who sends both back to the coordinator. The coordinator's tickler file is then updated, and one set of all completed cards are sent monthly to the division commander.
- 3) If the officer finds no one home after three attempts, the information packet will be left at the residence and "mailboxed" is written on the card.
- 4) The division commander or a section lieutenant telephones a random 10-percent sample of the new residents contacted in order to obtain the citizen's perception of the program and the officer.

TABLE 1 SURVEY CITIZEN AWARENESS PROGRAM

Now that the origins of the CAP have been explained to you, I would like you to take a few moments to give me your views of the program. You do not have to put your name on this form. Please complete the survey and hand it in before you leave rollcall. Thanks for your help.

1. HAVE YOU EVER VISITED A CITIZEN WITH A CAP?

(If no, please stop and turn the form in.)

YES 23 No 2

2. HOW MANY CAP'S, ON THE AVERAGE, DO YOU GET EACH MONTH?

NUMBER Varied Response

3. WHAT IS YOUR IMPRESSION OF HOW THE CITIZENS GENERALLY VIEW THE CAP? (Check one)

Very positive responses.....	11
They like the program	12
Indifferent.....	0
They dislike being bothered.....	0
Very negative responses.....	0

4. DO YOU SEE A POSITIVE VALUE TO THE DEPARTMENT IN MAKING THESE CITIZEN CONTACTS?

YES 21 NO 0 UNDECIDED 2

5. HOW DO YOU FEEL ABOUT YOUR INVOLVEMENT IN THE CAP PROGRAM? (Check one)

Really enjoy participating in the program	4
Like being involved.....	2
Don't mind being involved	14
Can take it or leave it.....	3
Do not like being involved	0
Hate being involved.....	0



A police officer discusses neighborhood crime problems, city services, and crime prevention with new Alexandria residents.

Problems Encountered

The management audits have uncovered several problems. First, the officers are, on occasion, interrupting the citizen at mealtime or some other inopportune time. Second, a few officers simply hand the resident the information packet and leave without any discussion of the neighborhood, crime prevention, etc. This feedback is relayed to the officer through the supervisor for adjustments in technique. Another factor that has occurred occasionally is that the officer discovers the building is a rental dwelling and the current resident may have been living there for years even though the ownership of the house changed. If this happens, the information packet is still left with the resident. And finally, certain beats have a higher turnover of homeowners. In this case, adjoining beat officers share the workload.

Officer Attitudes

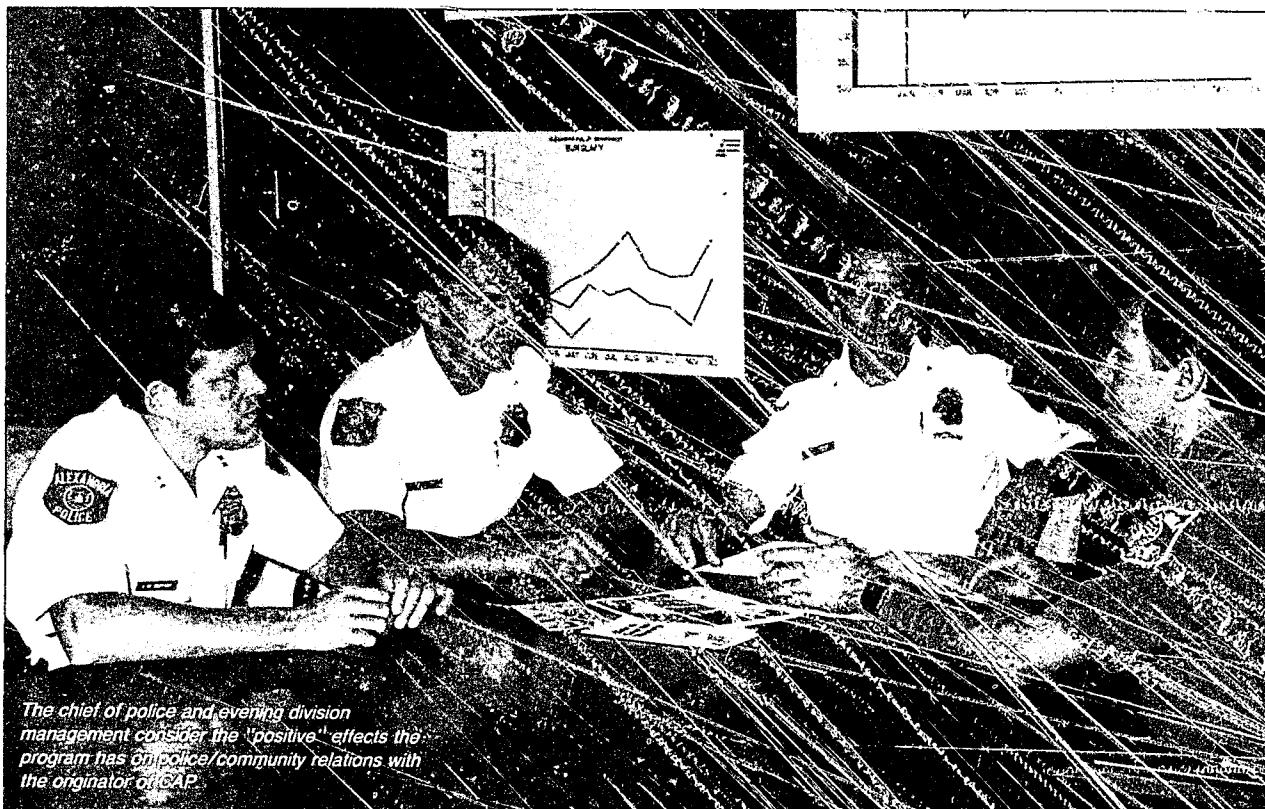
In order to assess officers' attitudes about the community awareness program, a questionnaire was devised and given to 25 officers on the evening shift to be completed anonymously. The results show that such contacts are positive in the officers' opinions, and the officers do not mind being involved in the program. (See table 1.)

Summary

Patrol officers working the evening shift in the Alexandria Police Operations Bureau are involved in a program where they visit new homeowners residing on their beat. They talk about the neighborhood, city services, and crime prevention responsibilities of the citizen. Since June 1980,

96.320

"The Alexandria Citizen Awareness Program affords the patrol officer the opportunity to make a few positive contacts . . . which counter the negative perceptions he or she must deal with daily in their order maintenance and crime fighting role encounters."



The chief of police and evening division management consider the positive effects the program has on police/community relations with the originator of CAP.

approximately 68 information packets per month have been distributed with 83 percent of the residents being contacted personally by an officer. Twelve percent of the packets are left in mailboxes if the officer finds no one home after three attempts. Five percent of the homes were found to be vacant.

All of the residents sampled by a 10-percent monthly management audit have appreciated the department's efforts to inform them of the neighborhood crime problems and the city in general. Although some officers were described by residents as being "less than enthusiastic" about the program, most have been praised for being very informative and interested

in the safety of the citizens. A very positive impression of the department has been formulated in the minds of these new residents. Crime Resistance Section officers also report receiving many favorable comments at civic association meetings from the new residents and from neighbors of the new residents.

The Alexandria Citizen Awareness Program affords the patrol officer the opportunity to make a few positive contacts during the month, which counter the negative perceptions he or she must deal with daily in their order maintenance and crime fighting role encounters.

FBI

Footnotes

¹ Larry Tift, "The Cop Personality," *Reconsideration: Journal of Police Science and Administration*, vol. 2 No. 3, September 1974, p. 266-278.

² Alexandria has a population of 106,700 with over 48,000 households, of which 16,447 are single family detached, semidetached, or rowhouses. The large number of apartments and condominiums in Alexandria preclude their inclusion due to volume and no existing method to determine when new tenants move in.

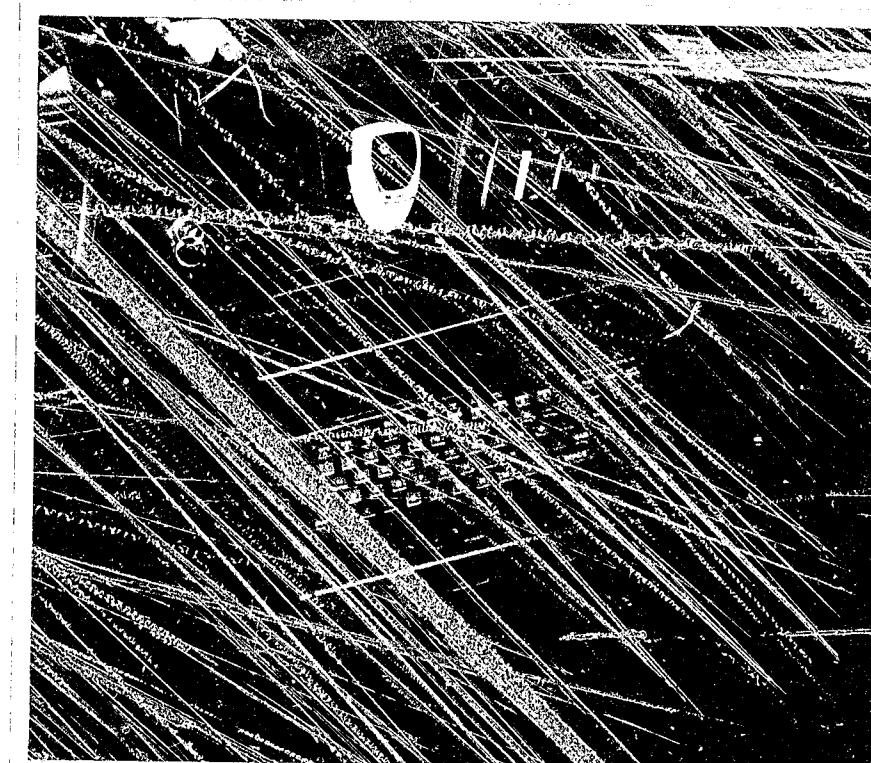
³ The coordinator is a volunteer patrol officer and performs the CAP duties in addition to regular patrol assignments.

Communications

MOBILE COMPUTER TERMINALS

By
SGT. JAMES CALDWELL

*Police Department
Arlington County, VA*



Police officers in Arlington County, VA, a suburban community across the Potomac River from the Nation's capital, have added a new weapon to their arsenal. This new weapon is not a gun, a new type of ammunition, or tear gas, but a computer terminal. Typing in a few codes on the terminal, they tell the dispatcher that they are ready for service and what radio designation they will be using. During the course of the day, they will use these terminals to keep the dispatcher informed of their status; to make wanted checks on subjects, vehicles, and tags they encounter during their tour; to determine operator permit status of motorists, both in-state and

When they leave rollcall, the officers go to their squad cars and turn on a compact computer terminal. By

END