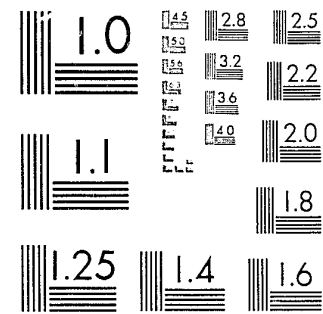


National Criminal Justice Reference Service



This microfiche was produced from documents received for inclusion in the NCJRS data base. Since NCJRS cannot exercise control over the physical condition of the documents submitted, the individual frame quality will vary. The resolution chart on this frame may be used to evaluate the document quality.



MICROCOPY RESOLUTION TEST CHART  
NATIONAL BUREAU OF STANDARDS-1963-A

Microfilming procedures used to create this fiche comply with the standards set forth in 41CFR 101-11.504.

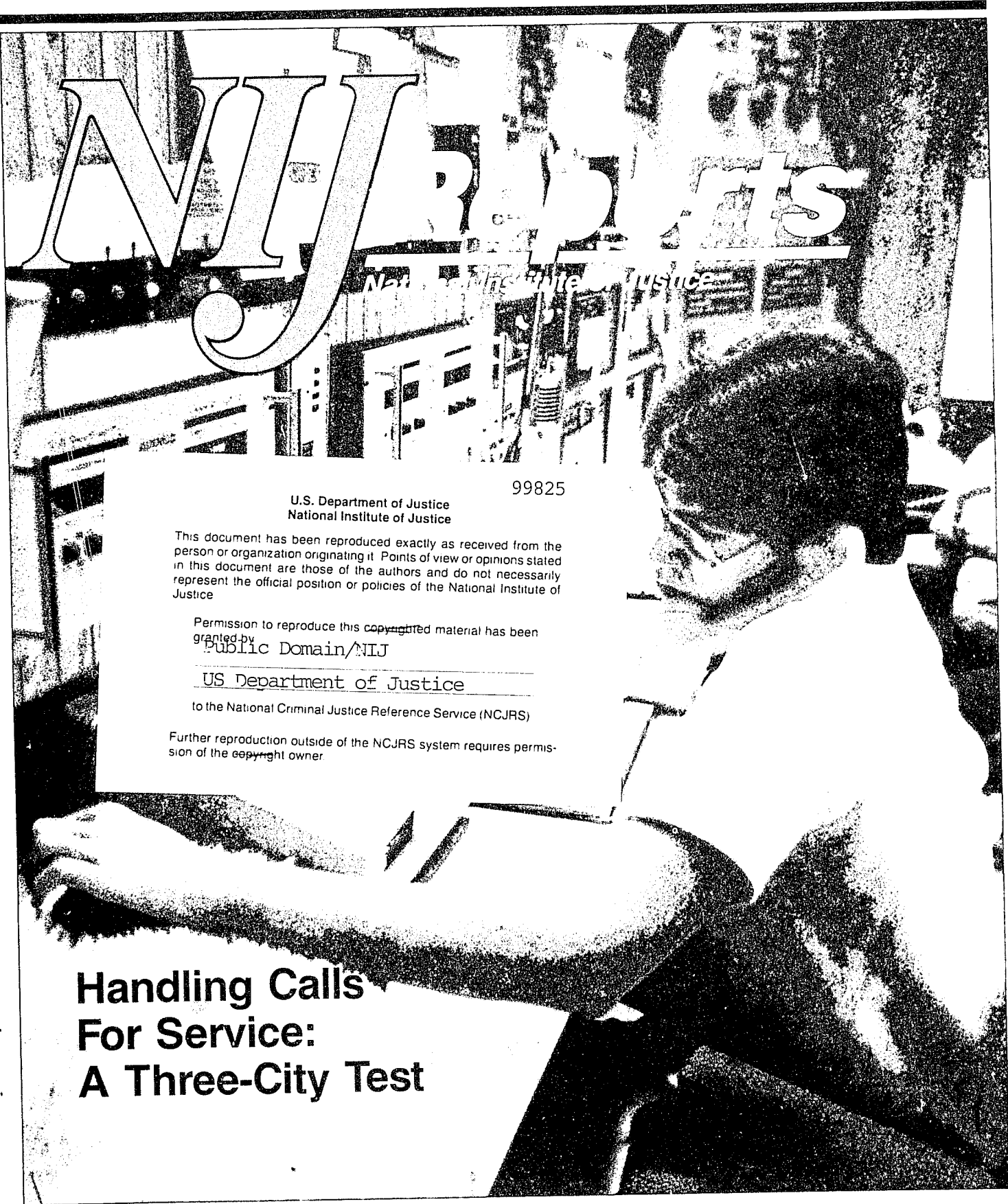
Points of view or opinions stated in this document are those of the author(s) and do not represent the official position or policies of the U. S. Department of Justice.

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

8/7/86

99825





99825

U.S. Department of Justice  
National Institute of Justice

This document has been reproduced exactly as received from the person or organization originating it. Points of view or opinions stated in this document are those of the authors and do not necessarily represent the official position or policies of the National Institute of Justice.

Permission to reproduce this copyrighted material has been granted by  
Public Domain/NIJ

US Department of Justice

to the National Criminal Justice Reference Service (NCJRS)

Further reproduction outside of the NCJRS system requires permission of the copyright owner.

# Handling Calls For Service: A Three-City Test



## International Summaries

"Great teaching aid."

"I appreciate not having to read through excess material to gain the information I want."

That's what two of your colleagues say about *International Summaries* from NCJRS. Educators, law enforcement officers, court psychologists, students, and others use them daily in research and to gain practical information.

The three latest offerings in the International Summaries Series give you information about *police effectiveness, education and juvenile delinquency, and white-collar crime.*

The documents summarized for the International Summaries Series have been published outside the United States; they are often hard to obtain and may be written in a foreign language. NCJRS carefully screens the foreign literature for current, topical publications, translates non-English selections, and prepares 2,500-to 3,500-word summaries ready to be filed in a three-ring binder.

**ORDER YOURS TODAY—only \$3 each\***  
**Just check the appropriate box on the order form and include payment.**

### From Great Britain...

*Crime and Police Effectiveness* by Ronald V. Clark and Mike Hough.

This 1984 report by the British Home Office summarizes research into why increased police manpower has not brought

about reduction in crime—that more manpower engaged in conventional police strategies is not enough. The report covers conventional and innovative techniques and offers suggestions for improved utilization. Check box 01.

### From The Netherlands...

*Education and Delinquency: The Relationship Between Performance at School and Delinquency* by J. A. Nijboer and F. P. H. Dijksterhuis.

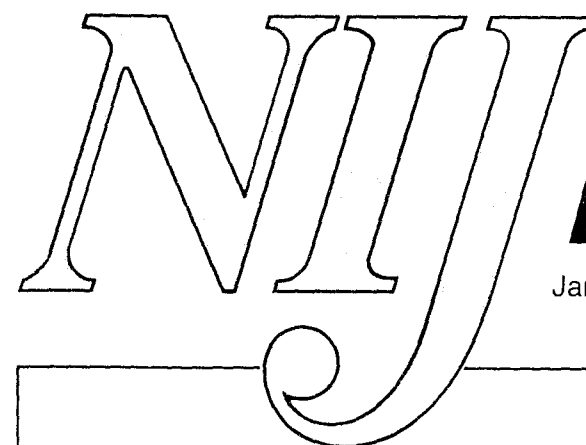
This is a 1983 report from the University of Groningen about a questionnaire study that is part of an ongoing research program. It examines the role of education from a theoretical standpoint and presents the results of the study in a model. The report shows students' experiences within the educational system and demonstrates how labeling of low achievers results in negative attitudes, rebellion, and alliance with deviant or delinquent role models. Check box 02.

### From West Germany...

*Prevention of White-Collar Criminality: Possibilities and Limitations* by Edwin Kube.

This is a 1983 government report that discusses practical issues in white-collar crime, including the availability of suitable targets for criminal behavior, the energy required to commit illegal acts, and the perceived risks; the need for primary, secondary, and tertiary preventive efforts; and means of improving information exchange among police, justice officials, and administration officials. Check box 03.

\*\$3.20 from Canada and \$3.90 from all other countries. All prices include first-class postage.



**Reports**

## Director's Notes

James K. Stewart, Director, National Institute of Justice

**F**or far too long, the news in criminal justice has generally been bad. Steadily increasing crime rates coupled with diminished resources available to law enforcement created a bleak climate for both criminal justice professionals and citizens alike.

More recently, the picture has brightened. Statistics show that reported crime dropped 4 percent in 1982, followed by a 7 percent decline last year. And victimization surveys reveal that the percentage of households touched by crime declined by 2 percent, the sharpest drop in 9 years.

A number of factors no doubt contribute to the increase in public safety: stiffer penalties, greater citizen involvement, fewer persons in the crime-prone ages. Advances in police practices, too, are enabling law enforcement to serve the public better while gaining new flexibility in dealing with public safety problems.

This month's feature article describes one such innovation. Research, in collaboration with progressive police agencies, has resulted in a new system for responding to citizens' calls for service.

Even with the decrease in crime rates, police are answering more calls than they can respond to immediately. In the past, police have been able to add more personnel to handle increased workload. With the continuing fiscal crunch, this is no longer an answer.

Equally important, however, research has shown that only a limited number of calls are urgent enough to require

the traditional—and costly—response of immediate dispatch of a patrol car. For the most part, a carefully orchestrated set of alternative responses can be matched to the range of nonemergency calls for service. Based on the National Institute's field test in three cities, it appears that up to 45 percent of calls can be handled by such alternatives as delayed response, appointments, or telephone and mail reports. Citizens are highly satisfied with alternative responses as long as the new procedures are clearly explained to them.

A system of alternative responses yields tangible benefits. The citizen can be sure that emergency calls receive the priority and prompt response they deserve. The police administrator gains greater management control over setting priorities among calls, deciding the most appropriate response, and using the extra time available to patrol units for new crime-fighting activities that might otherwise not have been possible with existing resources.

Practical research like this makes an impact on the streets and in the lives of citizens. It forms the basis for important policy choices: how to respond to calls for service. It is an example of how the Federal Government can work with local agencies in meeting public safety needs. Local police chiefs and public safety directors are accountable and must make the decisions. However, research can lend authority and confidence to those decisions.

A new and especially significant example of this creative partnership at work is the creation of the National Center for Analysis of Violent Crime, which the Attorney General announced recently. The Center represents an unprecedented joint effort linking local, State, and Federal resources to combat those violent crimes that defy traditional investigative techniques and generate so much fear in the public mind.

The center, operated by the FBI at its Academy in Quantico, Virginia, will conduct research and provide training, technical assistance, and information sharing for agencies faced with serial murders, sexually related violence, adult or juvenile kidnapping, and arson of unknown origins. The National Institute of Justice and the Office of Justice Assistance, Research, and Statistics have each contributed funds to help underwrite the first year of the program.

In the coming months, readers of *NIJ Reports* will be hearing more about the work of the center. As a former chief of criminal investigators, I am particularly gratified that the National Institute of Justice is actively involved in this important endeavor.

James K. Stewart  
Director  
National Institute of Justice

NIJ Reports/SNI is issued bimonthly by the National Institute of Justice/NCJRS. To register for this service, write: NCJRS, User Services, Box 6000, Rockville, MD 20850. NIJ Reports/SNI is prepared for the National Institute of Justice, U.S. Department of Justice, by Aspen Systems Corporation, under contract OJARS-84-C-001. Material selected for announcement does not necessarily represent the position of the U.S. Department of Justice.

# ANNOUNCING...

## The National Institute of Justice/NCJRS Announces Two New Services

### Library Collection Building

The National Institute of Justice/NCJRS announces a new service to organizations and agencies interested in building criminal justice library collections for the use of their staff or clients. The reference and acquisition staff of NCJRS will identify documents of interest, acquire them, and, if desired, catalog them and prepare them physically for circulation and shelving. The service is available for a fee on a one-time or continuing basis.

Over the past few months, NCJRS has been providing this kind of assistance to a law enforcement agency. Reference staff conducted a search of the NCJRS data base to identify documents on subjects chosen by the field office staff. After these had been selected, the acquisition staff took over the details of ordering the documents from publishers, following up when necessary, and sending in payment.

The service relieves requesting agencies of many tedious and time-consuming details. Ordering a hundred documents, for instance, may involve twice that number of phone and mail contacts, a heavy burden to tightly staffed agencies not normally doing such work.

Once the documents have been acquired, they can be sent to the agency for cataloging, preparation of spine labels, and other physical preparation, or the work can be done at NCJRS. Agencies may wish to receive a listing of documents indexed by title, author, or subject. Some may want to arrange for continued identification, ordering, and processing of new documents by NCJRS.

A primary benefit of this service is expected to be the identification of the most relevant documents, through targeted searches of the 77,000-document NCJRS data base. From this largest criminal justice collection in the world can be culled resource libraries on drug-related crime, community crime prevention, deinstitutionalization, and a host of other specialized topics.

The NCJRS fee schedule takes into account the scope of the services and the number of documents to be collected on a case-by-case basis. The service fulfills part of the National Institute of Justice's responsibility to make criminal justice information as widely available as possible. Helping agencies and organizations across the country build up their own information resources is a step in that direction. Interested organizations are invited to call NCJRS at (301) 251-5500 for more information, or to write the Na-

tional Institute of Justice/NCJRS Document Ordering Service, Box 6000, Rockville, MD 20850.

### Online Searching

In order to meet the research needs of criminal justice practitioners and researchers, the National Institute of Justice/NCJRS now offers searches of other criminal-justice-related data bases. If the specific information or document needed is not in the NCJRS data base, experienced information specialists will search for it, using online systems with data bases such as:

- ASI (American Statistics Index)
- PSYCINFO
- Child Abuse and Neglect
- NTIS (National Technical Information Service)
- ERIC (Educational Resource Information Center)
- Legal Resources Index
- Sociological Abstracts
- and many more.

The purpose of the new service is to expand the research capability of criminal justice practitioners and researchers. For cost estimates and information about the new search service, call (301) 251-5500 or write National Institute of Justice/NCJRS Search Service, Box 6000, Rockville, MD 20850.

## Call for Literature From Grantees and Contractors

To ensure the comprehensiveness of its reference collection, the National Institute of Justice/NCJRS asks all persons and organizations that have performed criminal justice research with National Institute of Justice funds to send publications stemming from their research to NCJRS. The documents will be added to the NCJRS Library collection and entered into our computerized data base to be shared with others. If the documents are no longer available, please send us the citations.

NCJRS is the official repository for final reports of Institute-sponsored research. These are regularly entered into our collection. Often, however, much research receives wider attention and is reported in subsequent journal articles, books, book chapters, monographs, proceedings, conference speeches, in-house

technical reports, and other published and unpublished documents. The cooperation of Institute grantees and contractors is particularly sought for identifying and acquiring this derivative literature that can often be of great interest to professionals and practitioners in the field. The secondary literature may emphasize a particularly interesting aspect of the research or be in a form that is accessible to a wider group of users.

Please help us disseminate the results of your research as widely as possible. Send materials to:

Acquisition Supervisor  
National Institute of Justice/NCJRS  
Acquisition DL Department  
Box 6000  
Rockville, MD 20850

### Technology Assessment Program

Two new documents in this ongoing series—*Continuous-Recording Voice-Logging Tape Recorders* and *38/357 Caliber Revolvers*—are now available from the National Institute of Justice/NCJRS for \$3.40 each. Please check the order form on the back cover.

### National Victims Resource Center

NVRC is collecting information on victim service programs in the United States and Canada in order to expand its program data base and publish a comprehensive directory. If you would like your program listed (and have not already been contacted), write National Victims Resource Center, Box 6000, Rockville, MD 20850.

# Contents

Director's Notes .....	1	Offenses .....	16
Research in Action .....	4	Theft By Employees in Work Organizations—Executive Summary	
Handling Calls for Service: Alternatives to Traditional Policing		Police .....	17
Dispute Resolution Resource Center .....	11	Black Police, White Society	
SPIDR: A Network of Dispute Resolution Professionals		Police Images of a City	
Selective Notification of Information .....	12	Understanding Police Agency Performance	
Courts .....	12	Probation and Parole .....	17
Classification-Based Sentencing—Some Conceptual and Ethical Problems		Being Troublesome—Women on Probation	
Reform and Punishment—Essays on Criminal Sentencing		Reference and Statistics .....	17
Telephone Conferencing in Civil and Criminal Court Cases		Bibliography on Crime Forecasting and Related Topics	
Crime Prevention and Deterrence .....	12	Family Violence	
Computers Plus Business Equals Liabilities—A Preventive Guide for Management		Library in the Correctional Setting—A Selective, Annotated, Classified Bibliography of the Literature of Prison Librarianship, 1958-1983	
Evaluation of the Urban Crime Prevention Program—Executive Summary		National Jail and Adult Detention Directory, 1983-85, Third Edition	
Security Design for Maximum Protection		Political Terrorism—A Research Guide to Concepts, Theories, Data Bases and Literature	
Security for You and Your Home—A Complete Handbook		Prisoners in State and Federal Institutions on December 31, 1982	
Taking a Bite Out of Crime—The Impact of a Mass Media Crime Prevention Campaign		Proceedings of the Second Workshop on Law and Justice Statistics 1984	
Criminalistics and Forensics .....	13	State Court Caseload Statistics—Annual Report, 1979	
Investigation of Serological Evidence—A Manual for Field Investigators		Staff Resource Development .....	18
Criminology .....	13	Opportunities in Law Enforcement and Criminal Justice	
Consumerist Criminology		System Policy and Planning .....	19
Crime and Mental Disorder		Assessing Criminal Justice Needs	
Legal Homicide—Death as Punishment in America		Correctional Crisis—Prison Populations and Public Policy	
Symposium on Current Death Penalty Issues		Drug Use and Pretrial Crime in the District of Columbia	
Violence and Crime in Cross-National Perspective		Information Policy and Crime Control Strategies	
Dispute Resolution .....	14	Technology .....	19
Health and Job Retention—The Arbitrator's Perspective		Mobile Radio Guide	
Resolving Community Conflict—An Annotated Bibliography		Police Handgun Ammunition: Incapacitation Effects—Volume I: Evaluation	
Small Claims Court Reform		Police Handgun Ammunition: Incapacitation Effects—Volume II: Experimental Data	
Facility Design .....	15	Victim Services .....	20
Design Guide for Secure Adult Correctional Facilities		Economic Cost of Crime to Victims	
Fraud/Waste and Abuse of Public Funds .....	15	Treating Child-Abusive Families—Intervention Based on Skills-Training Principles	
Responses to Fraud and Abuse in AFDC (Aid to Families With Dependent Children) and Medicaid Programs—Executive Summary		Victimization and Fear of Crime: World Perspectives	
Institutional Corrections (Adult) .....	15	Criminal Justice Calendar of Events .....	Centerfold
Corrections and the Private Sector		How to Use This Publication .....	Following page 10
Local Corrections—A Profile of Inmate Concerns			
Time to Build? The Realities of Prison Construction			
Institutional Corrections (Juvenile) .....	16		
Children in Custody—Advance Report on the 1982 Census of Public Juvenile Facilities			
Juvenile Justice System .....	16		
Juvenile Delinquency—Trends and Perspectives			
Theories of Delinquency—An Examination of Explanations of Delinquent Behavior			
Western Systems of Juvenile Justice			

# R Research in Action

## Handling Calls for Service: Alternatives to Traditional Policing

By Marcia Cohen and J. Thomas McEwen

Budgets are down and demands for service are up for police departments in most American cities. The pressure is on to improve service, reduce response time for urgent calls, and develop new crime-fighting strategies. For most departments, the old answer of adding manpower is gone.

But a new remedy has been found. It's called "Differential Police Response"—the technical name for new and more effective strategies to meet service demands. The alternative responses developed have demonstrated the double benefits of increasing police manpower efficiency and maintaining or increasing citizen satisfaction.

The premise: it's not always necessary to rush a patrol car out in response to a call. A delayed response is often just as effective—and just as satisfactory to the caller as long as he or she knows what to expect. But there are other alternatives—referrals, telephone response, the use of nonsworn crime scene technicians—for responding to calls.

In 1980, the National Institute of Justice began research to see just how effective these alternatives were. Called the Differential Police Response (DPR) Field Test Program, its objective was a three-city scientific test of the various methods for selecting and implementing new response strategies. Though use of some alternatives is not new in police work, this was the first time a wide range of strategies was developed at the same time that citizen satisfaction was measured and the number of diverted calls maximized.

Marcia Cohen is Senior Research Associate at Research Management Associates, Inc., in Alexandria, Virginia. J. Thomas McEwen is President of RMA.

In 1981, Garden Grove, California, Greensboro, North Carolina, and Toledo, Ohio, were selected to participate as test sites. Chosen from cities with populations over 100,000, the three sites differed in several ways. Greensboro and Garden Grove both used civilian calltakers in communications, and both

had computer-aided dispatch (CAD) systems.

Toledo, on the other hand, staffed its communications center with sworn personnel and did not have a CAD system. Toledo and Greensboro already took some crime reports of a minor nature

### The Myth of the Need for Rapid Response

Police work has traditionally emphasized the ability to respond rapidly to calls for service with a patrol unit. Law enforcement officials have shared a feeling that citizen satisfaction would be jeopardized if police response time were lengthened and if calls were handled other than by mobile units.

In the push to keep response time to a minimum, departments purchased 911 systems, computer-aided dispatch systems, and vehicle locator systems, and required field officers to take reports quickly and return to service promptly.

But in the 1970's a number of studies (Meyer, 1976; Bercal, 1970; Maxfield, 1979; Reiss, 1971) began to question the importance of rapid response to all calls. Researchers pointed to several reasons why speedy response is seldom necessary.

First, the vast majority of calls for service do not relate to criminal matters or emergencies. Several studies found that less than 20 percent of all calls to large metropolitan police departments were related to criminal matters. More recent research (Antunes and Scott, 1981) confirmed these findings and found that in 47 percent of these noncriminal cases, callers were promised response by a patrol car anyway. Research also found

that emergency calls accounted for fewer than 15 percent of all calls.

Second, rapid response may have little impact. Research (Farmer, 1981; Spelman and Brown, 1981) showed that police response time had no effect on the chances of on-scene arrest in 70 to 85 percent of serious crime cases. The reason? Too much time elapses between the occurrence of the crime and the point when it is reported to police. Unless crimes are reported in progress or within 3 to 5 minutes after commission, the likelihood of arrest will not be influenced by response time.

Third, the fear that citizens would be dissatisfied with response delays contributed to the overemphasis on rapid response to all calls. Yet a number of studies (Percy, 1980; Tien et al., 1978; Pate et al., 1976) found that satisfaction is related to expectation. If citizens were led to believe that police would respond in a certain length of time and the actual response took longer, some dissatisfaction resulted.

However, if callers were told to expect a delay, their satisfaction did not significantly decrease if response was slower. The responsibility of informing citizens and shaping their expectations falls to the calltaker, who plays an integral role in a system of response alternatives.

over the phone, while Garden Grove did not. The DPR test design required all three cities to implement alternatives under controlled, experimental conditions to ensure the validity of the evaluation findings.

During the first 8 months of the project, each department developed new call classification schemes and call intake procedures. During the 10-month test phase, the departments put a variety of alternative responses into use and randomly assigned nonemergency calls to the new alternatives.

### Developing New Call Classification Schemes: The Key to DPR

The three police departments in the study, like most departments, operated with a traditional "10 code" classification system in their communications centers. This system provides only the criminal code designation of the type of call.

Previous research by the Police Executive Research Forum (Farmer, 1981), in its joint study with the Birmingham, Alabama, Police Department, showed that calltakers and dispatchers need additional information if they are to choose the most appropriate response to a call.

As part of the planning for DPR, each department created an internal planning committee, and the cities met periodically to hash out a new generic call classification system.

While each city eventually developed its own unique classifications and call intake procedures, all the systems were similar and contained many of the same elements: presence of injuries, time of occurrence, likelihood of apprehension, suspicious circumstances, and availability of witnesses.

Figure 1. Garden Grove Call Classification Codes

FIRST CHARACTER — CALL CATEGORY		FOURTH CHARACTER — RESPONSE	
1. Crimes Against Persons		0. Immediate Mobile Response	
2. Disturbances		1. Mobile Response Due to Override	
3. Assistance		2. Expeditor Unit (Telephone Report Unit)	
4. Crimes Against Property	B — Burglary		
5. Traffic Accidents	T — Traffic Problems		
6. Suspicious Circumstances			
7. Public Morals			
8. Miscellaneous Service			
9. Alarms			
SECOND CHARACTER — TIME		PRIORITIES	
1. In-Progress		99. Immediate — Injury	
2. Just Occurred		98. Immediate — Crimes Against Persons	
3. Cold		97. Immediate — Crimes Against Property	
		96. Fifteen (15) Minutes	
		95. Thirty (30) Minutes	
		94. One Hour	
		93. Exceeds One Hour or When Available	
		92. Non-Mobile Response	
THIRD CHARACTER — INJURY			
0. No Injury			
1. Actual, Probable, or Potential Injury			

Example. A "3110" is an Assistance call, in-progress, with injuries, which requires an immediate mobile response. A priority of "99" would automatically be assigned to this call by the CAD system.

It is these bits of information about the incident that enabled calltakers to select the most appropriate response, whether it was immediate unit response, delayed mobile response, routine response by nonsworn personnel, or telephone response.

To make the new systems more workable, the type of information solicited from the caller was boiled down into codes that pulled all the information together quickly for dispatching.

For example, Garden Grove developed a four-character call code, shown in Figure 1, that gave the general type of call as the first character, time of occurrence as the second, injury information as the third, and selected response as the fourth. For example, a code "1210" signified a crime-against-persons call, with injuries, that had just occurred and required an immediate patrol unit response.

The final digit included an "override" code, which meant that a patrol unit was to be dispatched either because

the citizen demanded it or because a State statute, local ordinance, or department policy required police presence at the scene.

For example, at the field test sites a minor larceny ordinarily invoked a telephone report alternative; however, a citizen had the right to reject this alternative and request that a patrol unit be sent.

Implementing the call classification system meant devising new call intake procedures to ensure that all calltakers asked uniform questions, correctly classified the call, and told citizens of the prescribed response.

Each department issued guidelines for the new classification procedures. The calltakers took several days training in the new procedures and, as a pretest, spent about 4 months selecting the appropriate responses but not dispatching them. Based on the pretesting and suggestions from communications staff, a number of revisions were made in intake procedures.



Evaluation of the new system showed that calltakers:

- Accurately and consistently classified calls.
- Increased the amount of information obtained from callers.
- Increased patrol officer satisfaction by providing additional call information.
- Gave callers more accurate information on the type of response to expect.

### Alternatives Tested

Each test site developed from six to eight alternative response strategies. Figure 2 shows the types of responses implemented at each site. All three set priorities for the use of immediate mobile response, delayed mobile response, telephone report units, external referrals, and walk-ins (in which the caller was asked to come to the station).

Garden Grove and Greensboro solicited mail-in responses. Greensboro also set appointments and made internal referrals. Toledo used a communications call-back procedure, an innovative alternative in which an officer called the offending party with a warning. This was used for "noisy party" and "barking dog" calls. The officer would tell the party that a patrol car would be sent if the offensive behavior was not stopped.

The actual experimental designs for testing the alternatives differed at each site, but all were handled so that calls were dispatched either with traditional responses or experimental alternatives.

Toledo accomplished randomization by designating one calltaker position "experimental." In Garden Grove, the CAD system automatically alternated eligible nonemergency calls for service between traditional dispatching and experimental alternatives. The design in Greensboro was more elaborate and involved dividing four shifts of calltakers into two groups, one experimental—using the new procedures—and the other a control group.

Figure 2. Alternatives Implemented During DPR Field Test

TYPE OF RESPONSE	GARDEN GROVE	GREENSBORO	TOLEDO
Immediate Mobile <ul style="list-style-type: none"><li>• Priorities</li></ul>	X	X	X
Delayed Mobile	X	X	X
Telephone Report <ul style="list-style-type: none"><li>• Sworn</li><li>• Civilian</li></ul>	X	X	X
Communications Call Back			X
Referrals <ul style="list-style-type: none"><li>• Internal</li><li>• External</li></ul>	X	X	X
Walk-in	X	X	X
Mail-in	X	X	
Appointment		X	

### Evaluating DPR

To provide an objective assessment of the field test, the National Institute selected Research Management Associates, Inc. The experiments were monitored by onsite personnel from the evaluation team. Subsequent analysis showed that the design was carried out as planned, and the control and experimental groups proved comparable.

The evaluation also assessed the impact of alternative responses on patrol time, changes in arrests and reports taken, citizen satisfaction, calltakers and dispatchers, patrol officers, and resources. Key findings from each of these areas are presented below.

**Calls Handled by Alternatives.** All sites sizably reduced the number of non-emergency calls handled by immediate dispatch of mobile units. In Greensboro, for example, only 10.4 percent of dispatched calls were handled by alternative responses on nonexperimental days. But the use of alternatives almost

doubled on experimental days—19.5 percent of all calls were handled by non-patrol responses, primarily the telephone report unit.\*

Larceny reports constituted the major type of calls taken by the telephone report units, but there were also increases in burglary, public nuisance, and more than 30 other call types not handled by telephone on control days.

In addition, 26.9 percent of all calls on experimental days were classified as eligible for the alternative of a delayed mobile response. Thus, a total of 46.4 percent of all calls could have received an alternative response to immediate dispatch of a patrol car. Figure 3 presents information on the use of alternatives in Greensboro. Similar results were found at the other two sites.

\* This percentage is based on the total number of citizen calls for service into the department; the percentage of total crime reports taken was much higher. For example, during experimental days in Greensboro, alternatives accounted for more than 35 percent of total crime reports, including 61 percent of larcenies, 68 percent of thefts from autos, and 35 percent of burglaries.

One alternative successfully employed in Garden Grove and Greensboro was the use of evidence technicians. In Greensboro, nonsworn personnel were dispatched to handle the initial call, write the crime reports, and gather evidence. They were able to handle more than 18 percent of alternative responses, primarily for burglary, vandalism, and larceny, which are normally reported long after their occurrence.

Mail-in reports, on the other hand, did not prove successful. The departments found that the volume of calls eligible for mail-in response was lower than anticipated, and problems were encountered in getting citizens to complete and return the forms.

Elimination of certain services was an additional alternative used in Greensboro. By analyzing its calls for service, Greensboro found it was providing a considerable number of unnecessary police escort services (primarily accompanying merchants or their employees to make bank deposits).

Prior to the test phase, such services averaged about 100 per week. The department made the decision to eliminate these services as much as possible, and reduced them to 20 per week during the test phase. The businesses were given ample notice of this change in procedure.

**Redirecting Resources.** In this era of fiscal constraints, one objective of the DPR project was to increase the time available for patrol units by diverting a proportion of nonemergency calls to alternative responses.

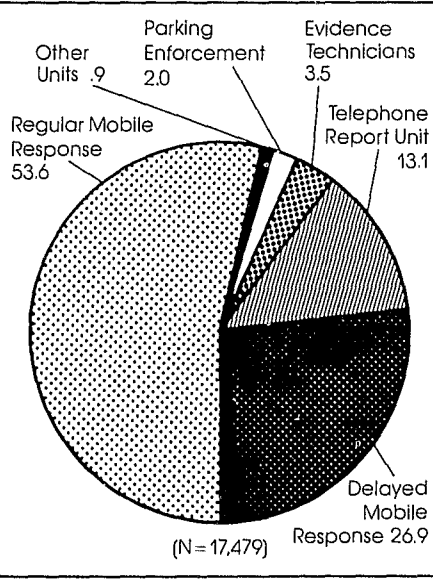
These resources could then be applied to other important police activities, such as directed patrol or increased on-scene investigation, without increasing personnel. All three sites met this objective.

A special study in Toledo, for example, found that patrol units would have been required to handle some 6,325 more calls during the test period if the DPR

project had not been in operation. Chief John Mason said Toledo's Police Department "has picked up thousands of hours we can apply towards better investigations, preventive patrol, and enforcement."

In Garden Grove, the telephone report unit took 541 reports in one month. Each report averaged 18 minutes, for a total of 162 hours. For each of these calls, a patrol unit would have taken about 45 minutes, resulting in 405 hours of effort.

Figure 3. Use of Alternative Responses in Greensboro During Test Period



Thus, use of telephone reports saved the city 243 hours per month in patrol time. In fact, Garden Grove police chief Francis Kessler says the recouped patrol time made it possible to launch a new experiment in directed patrol, which was so successful it has now been expanded citywide. Greensboro is also developing new, more structured patrol activities.

Garden Grove also showed an increase in field-initiated activities: a 40 percent increase in field-initiated arrest reports

taken and a 15 percent increase in field interrogations.

**Citizen Satisfaction.** A major objective of the field test was to maintain or improve citizen satisfaction with the implementation of alternative responses. To assess this, RMA conducted two sets of citizen surveys. The first obtained baseline data prior to implementation of alternatives; the second did it during the test phase.

A total of 7,351 citizens were surveyed in the baseline phase, and 4,411 during the test period. Only citizens who actually received service were contacted, instead of the more common practice of randomly surveying an entire community.

Findings from the baseline phase revealed that citizens expressed an overall high willingness to accept alternatives to immediate dispatch of a patrol unit for nonemergency calls. Citizens were asked about their willingness to accept specific alternatives: telephone reports, appointments, mail-in reports, or reports filed in person at the police department.

In Garden Grove, 61.8 percent reported that at least one alternative was acceptable. In Greensboro, 42.4 percent and in Toledo, 29.2 percent said at least one alternative was acceptable. At all sites, the most acceptable alternative was setting an appointment and the least acceptable was mailing in a report.

Citizens were also asked whether they would have been willing to wait longer for a response. Nearly half the respondents in Garden Grove were willing to wait more than an hour longer. In all cities, citizens accepted alternatives for non-personal crime-related calls, such as burglary or larceny, more than for "personal" events, such as assaults or domestic calls.

During the test period, citizen satisfaction with the alternatives was high, exceeding more than 90 percent for all options. The exception was in Garden

Grove, where the walk-in response had an 88 percent satisfaction level.

In some cases, satisfaction with some alternatives was higher than with mobile response. In Toledo, for example, 96 percent of the citizens surveyed were satisfied with telephone report unit service compared to 90 percent who were satisfied with mobile response service.

**Impact on Calltakers and Dispatchers.** The procedural and policy changes necessary to implement the DPR project had their greatest impact on the telephone operators in the communications departments. The calltakers and dispatchers at each site were surveyed three times during the project to assess the effect of the DPR changes on their operations, job satisfaction, and other areas.

Communications personnel felt that the project increased the detail and complexity of their work and gave them more responsibility. They felt the new DPR manuals were helpful in carrying out their jobs. They saw the increased standardization of call intake procedures as highly useful.

Many calltakers liked the new discretion they had in choosing alternative responses and felt that DPR was a positive way of freeing up patrol units for other important law enforcement activities.

One of the most significant findings in the study was the importance of environment in job satisfaction among communications center personnel. For the most part, communications staff had not been happy with their physical environment, and the attention they received as a result of this study led to improvements in lighting, ventilation, maintenance, furniture, temperature control, and noise level at all of the sites.

**Patrol Officer Satisfaction.** RMA conducted two surveys of patrol officers to evaluate the new call procedures. The

surveys found that patrol officer satisfaction with calltakers and dispatchers improved with the changes in call classification and intake procedures.

Officers believed that there had been significant improvements in the level of detailed information on in-progress Part I crime calls: suspicious activity calls, and domestic disputes.

## The Future of DPR

One testimonial to the success of the DPR project is the fact that all of the changes made in each police department have been kept in place since the end of the project. Each site has gone on to develop programs (for example, directed patrol in Garden Grove) to maximize the use of time saved by the alternatives.

Further, the chiefs from each of the sites, as well as other staff involved in the project, remain enthusiastic about the benefits of DPR. Each site has presented Technology Transfer Conferences for police agencies in surrounding jurisdictions, reaching more than 200 top members from other departments.

What advice do the test cities have for other jurisdictions interested in exploring the use of alternative responses? All agree that the lengthy planning phase was important to successful implementation, permitting adequate time for training and changing often ingrained attitudes toward traditional ways of doing things.

In the near future, training on DPR will be held at the International Association of Chiefs of Police Annual Conference in Salt Lake City, October 22 to 24. The National Institute of Justice Professional Conference Series will present a training seminar on Differential Police Response. Training seminars on DPR are also available to regional clusters of departments nationwide upon request. For information on attending or arranging these seminars, contact the National Institute of Justice at (202) 272-6004.

The final evaluation report and an executive summary of the evaluation findings on the DPR project are available for \$15 from Research Management Associates, 911 Duke Street, Alexandria, VA 22314, (703) 836-6777. The report contains recommendations and conclusions for police and communications administrators interested in implementing differential police response in their departments.

Tailoring responses to local needs is also key. Captain Stan Knee, project director in Garden Grove, points out, "It is important to get all levels of personnel involved in developing a model that fits the needs of the department."

Recently retired Greensboro police chief William Swing echoes that view: "Other departments considering developing alternatives to traditional responses need to look at what all three sites have done and come up with a program that best suits their own needs."

Please turn to page 20 for a list of research documents cited in this article.

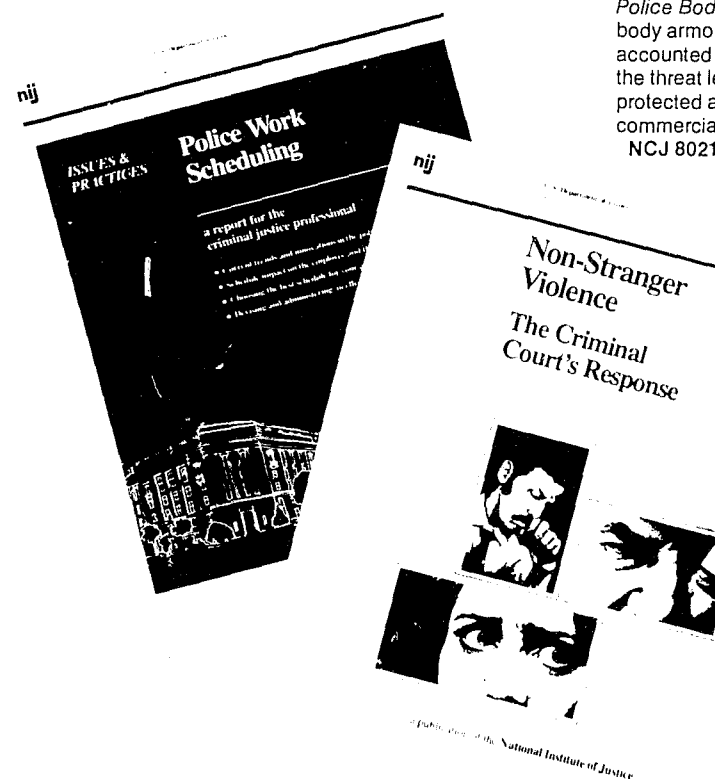
# Previously Announced Reports from the National Institute of Justice

Keep up to date with these research reports from the National Institute of Justice. Just check the appropriate box on the SNI order form on back cover.

- |    |   |    |  |    |  |
|----|---|----|--|----|--|
| 21 | <i>Alcohol Use and Criminal Behavior: Executive Summary.</i> A report on the way alcohol consumption increases the likelihood of serious crime, with a focus on social, cultural, and psychological explanations for the relationship.<br>NCJ 80274, 45 p., \$4.50.                                   | 27 | <i>Compensating Victims of Crime.</i> Cited by the President's Task Force on Victims of Crime as the cornerstone of their inquiry into victim compensation, this report presents the results of a national survey and onsite analysis of six victim compensation programs.<br>NCJ 86442, 200 p., \$9.95.                                 | 32 | <i>Governmental Responses to Crime: Crime and Governmental Responses in American Cities.</i> A volume focusing on the crime responses of police, courts, prosecutors, and correctional institutions.<br>NCJ 81622, 150 p., \$7.50.   |
| 22 | <i>Arrest Convictability as a Measure of Police Performance.</i> A study that identified policy changes that could lead to an increase in the quality of arrests made by police officers.<br>NCJ 80954, 56 p., \$6.95.  | 28 | <i>The D.C. Pretrial Services Agency, Washington, D.C. - Exemplary Project Manual.</i> A description of one agency's experience that shows courts can grant nonfinancial release to most defendants without increasing rearrest or failure-to-appear rates.<br>NCJ 84508, 127 p., \$7.50.  | 33 | <i>Governmental Responses to Crime: Crime on Urban Agendas.</i> An examination of the aspects of urban politics that may be affected by the urban crime problem, based on data from 10 large American cities between 1948 and 1978.<br>NCJ 81623, 144 p., \$7.50.  |
| 23 | <i>Basic Issues in Corrections Performance.</i> A report on theoretical and statistical models for measuring corrections performance and the effects of corrections programs on postrelease criminal activity and employment.<br>NCJ 84405, 168 p., \$8.50.   | 29 | <i>Employment and Crime: A Review of Theories and Research.</i> A review of economic and sociological literature on the relationship between employment and crime, covering both the economic model of crime and the more structured approach of segmented labor market theorists.<br>NCJ 81540, 226 p., \$9.95.                         | 34 | <i>Governmental Responses to Crime — Legislative Responses to Crime: The Changing Content of Criminal Law.</i> An analysis of enactments to State and city codes in 10 large American cities from 1948 to 1978, measuring trends in criminalization, severity of penalties, and administrative and judicial discretion.<br>NCJ 81624, 158 p., \$8.50.  |
| 24 | <i>Basic Issues in Court Performance.</i> A study that presents a framework and methodology for constructing performance measures for metropolitan, adult felony courts, applied to the pretrial release stage.<br>NCJ 84430, 204 p., \$9.95.   | 30 | <i>Fraud in Government Benefit Programs.</i> A monograph that describes the conditions that give rise to fraud and abuse in welfare and other programs and presents practical prevention and training approaches.<br>NCJ 81671, 91 p., \$6.95.   | 35 | <i>Grand Jury Reform: A Review of Key Issues.</i> An examination of the views of proponents and opponents of grand jury reform and an overview of the extent to which States have enacted grand jury reform legislation.<br>NCJ 87645, 140 p., \$7.50.   |
| 25 | <i>Basic Issues in Police Performance.</i> A review of conventional police measurement practices and an exploration of ways to improve the management value of performance information, with emphasis on what police actually do and how they affect their communities.<br>NCJ 84429, 217 p., \$9.95. | 31 | <i>Governmental Responses to Crime — Executive Summary.</i> A report based primarily on data from 10 representative U.S. cities summarizing findings of the Governmental Responses to Crime Project's investigation of crime control measures adopted by municipal governments during the period 1948-1978.<br>NCJ 81621, 67 p., \$6.95. | 36 | <i>Implementation of the California Determinate Sentencing Law — Executive Summary or Full Report.</i> An examination of determinate sentencing in three county criminal courts—San Bernardino, San Francisco, and Santa Clara—and the effects on incarceration rates, plea bargaining, and judicial discretion.<br>NCJ 81531, Summary, 53 p., \$4.50.<br>NCJ 82726, Full Report, 267 p., \$11.50. |
| 26 | <i>Basic Issues in Prosecution and Public Defender Performance.</i> An outline of performance measurement theory and suggestions for integrating data about decisionmaking systems into agency level planning and operations.<br>NCJ 84431, 115 p., \$7.50.   |    |  | 38 | <i>Measuring the Costs of Police Services.</i> Guidelines for improving the collection and utilization of cost information in police management and budgeting.<br>NCJ 82758, 232 p., \$9.95.   |

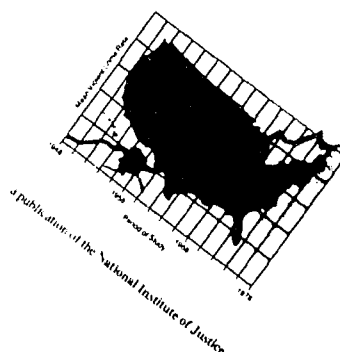
- 39 *National Assessment of Police Command, Control, and Communications Systems.* An evaluation of the use of computer technology in police command, control, and communications, based on a literature review, surveys, and site visits to police departments nationwide. NCJ 87679, 144 p., \$7.60.
- 40 *Neighborhood Crime, Fear and Social Control: A Second Look at the Hartford Program—Executive Summary.* A reevaluation of an effort to curb burglary, robbery, and the fear of these crimes in an urban neighborhood in Hartford, Conn. NCJ 80950, 40 p., \$4.50.
- 41 *The Neighborhood Fight Against Crime: The Midwood-Kings Highway Development Corporation.* A description of a community project in Brooklyn, N.Y., that linked crime prevention with neighborhood revitalization efforts. NCJ 87609, 98 p., \$7.50.
- 42 *Non-Stranger Violence: The Criminal Court's Response.* An analysis of characteristics of nonstranger violence and responses to such violence in four diverse jurisdictions. NCJ 85091, 207 p., \$9.40.
- 43 *Partnerships for Neighborhood Crime Prevention.* A guidebook that stresses the importance of designing crime prevention programs that fit the individual neighborhood and are carried out by a partnership between the police and existing neighborhood organizations. NCJ 87389, 74 p., \$6.95.
- 44 *Physical Fitness Programs for Law Enforcement Officers: A Manual for Police Administrators.* The final report of a study on the development of methods and programs to promote fitness among police officers. NCJ 44817, 469 p., \$19.50.
- 45 *Police-Prosecutor Relations in the United States—Executive Summary.* A description of relations between police and prosecutors in jurisdictions of less than 100,000 persons. Analyzes the main problems and examines potential remedies. NCJ 77829, 53 p., \$4.50.
- 46 *Police Work Scheduling: Management Issues and Practices.* An examination of the ways work schedules may enhance or hinder police management objectives, agency operations, and individual officer performance, with suggestions for effective scheduling techniques. NCJ 88719, 242 p., \$9.95.
- 47 *Racketeering in Legitimate Industries: Two Case Studies—Executive Summary.* An analysis using case studies of two New York/New Jersey area industries reputed to be vulnerable to infiltration by organized crime: the solid waste disposal industry and the vending machine industry. NCJ 87678, 46 p., \$4.60.
- 48 *Robbery in the United States: An Analysis of Recent Trends and Patterns.* A framework for analyzing the potential effects of a variety of policy interventions aimed at robbery. NCJ 91149, 32 p., \$4.00.
- 49 *Selection and Application Guide to Police Body Armor.* A guide to lightweight body armor that discusses the factors accounted for in developing body armor, the threat levels that officers should be protected against, and the types of armor commercially available. NCJ 80217, 28 p., \$3.95.

- 50 *Use of Mediation and Arbitration in Small Claims Disputes.* Practical information and recommendations for judges, court administrators, and other justice policy-makers, based on a literature review and onsite study of six different mediation and arbitration programs. NCJ 89106, 181 p., \$8.50.
- 51 *Victims of Crime: A Review of Research Issues and Methods.* Eight papers from a National Institute of Justice workshop. NCJ 80216, 243 p., \$9.95.
- 52 *Victims and Helpers: Reactions to Crime—Summary.* An examination of the effects of burglaries, robberies, and assaults on victims in an inner city, a middle-class, and a mixed-income neighborhood in New York. NCJ 82040, 39 p., \$4.50.
- 53 *Weapons, Crime, and Violence in America—An Annotated Bibliography.* More than 200 citations from the 1960's to 1980. NCJ 79975, 44 p., \$4.50.
- 54 *Women Employed in Corrections.* An exploration of the structural and social factors affecting recruitment, placement, and advancement of women in the field of corrections. NCJ 88255, 149 p., \$8.20.



ni  
The Implementation of  
the California Determinate  
Sentencing Law

ni  
Governmental  
Responses to Crime  
Crime on Urban Agendas



NIJ Reports

SNI

## How to Use This Publication

*NIJ Reports* is a program of the National Institute of Justice/NCJRS. NCJRS—the National Criminal Justice Reference Service—is a national and international clearinghouse of criminal justice and juvenile justice information. Each issue of *NIJ Reports* announces important developments in criminal justice research sponsored by the National Institute, as well as the most significant additions to the NCJRS data base during the previous 2 months.

### Sequence of Citations

Each issue of *NIJ Reports* contains a Selective Notification of Information section arranged by major topics (see Table of Contents). Under each topic, documents are arranged in alphabetical order; the NCJ number preceding each title is an identification number assigned to each item as it is entered into the NCJRS data base. Documents that can be ordered through the SNI order form on the back cover are indicated by ■.

### How to Obtain Documents

For documents available through the SNI order form, just check the appropriate box and return the form to NCJRS. When payment is required, enclose a check for the exact amount or provide necessary information for charged items—VISA, MasterCard, or NCJRS Deposit Account (see below).

When you order items that require payment, we will notify you by mail if we cannot fulfill your order within 30 days. For free documents, we publish announcements in *NIJ Reports* if our limited supply has been depleted.

Please use the order form to obtain listed items only. All other requests to NCJRS should be submitted separately.

Except for journal articles, ordering information is provided for every item. The librarian in your agency, academic, or public library should be able to assist you in obtaining journal articles.

All publication prices are subject to change without notice. NCJRS does not guarantee that documents will continue to be available at the prices indicated.

### Microfiche from NCJRS

When the National Institute of Justice/NCJRS Microfiche Program is given as a document source, write to:

National Institute of Justice/NCJRS  
Microfiche Program  
Box 6000  
Rockville, MD 20850

Specify the title and NCJ number of the document and include a self-addressed mailing label. You may obtain up to 10 titles without charge. For orders of more than 10, the charge per title is \$1.05 plus \$4.30 postage and handling (for up to 25 titles).

DO NOT USE THE SNI ORDER FORM TO ORDER MICROFICHE.

### Document Loan Program

All publications in the NCJRS collection may be borrowed on interlibrary loan. To take advantage of this program, request a loan through your public, organizational, or academic library. When loan requests include the NCJ number, there is no charge for this service; there is a \$2.50 search fee for requests without NCJ numbers. Submit standard ALA interlibrary loan forms to:

National Institute of Justice/NCJRS  
Document Loan Program  
Box 6000  
Rockville, MD 20850

DO NOT USE THE SNI ORDER FORM TO REQUEST LOAN DOCUMENTS.

### Deposit Accounts

If you frequently order publications or services from the National Institute of Justice/NCJRS, you may wish to set up a Deposit Account. The minimum deposit is \$50 (US\$100 for international subscribers). You may use VISA, MasterCard, check, or money order. Note: International subscribers, see below for payment methods.

For further information or assistance in opening a Deposit Account, call NCJRS Customer Service—301-251-5500.

### For International Subscribers

A postage and handling surcharge is added to all documents sent outside the United States—this includes publications described as “free” as well as those with a price specified. Enclose a check in U.S. dollars or charge authorization to cover this surcharge: \$2.60 for first document to Canada; \$4.30 other countries. For postage and handling of more than one document, please contact the NCJRS International Service Bureau.

There is no charge for 1 to 5 documents on microfiche. For 6 to 10 microfiche documents, the charge is \$2.00, payable in advance in U.S. dollars.

When contacting NCJRS, direct correspondence or calls to the International Service Bureau. This special office will assist you and explain the ordering process if necessary.



**October 23-24** Anaheim, California  
**The Adolescent Sex Offender: Treatment and Public Protection.** Fee: \$90. Contact: Sharon English, California Youth Authority, 250 South El Camino Real, Suite 212, Tustin, CA 92680. Telephone: (714) 558-4556.

**October 23-26** Orlando, Florida  
**Rape Investigation.** Fee: \$125. Contact: see Oct. 5-7, Valencia Community College.

**October 24-25** Sacramento, California  
**The Adolescent Sex Offender: Treatment and Public Protection.** Fee: \$90. Contact: see Oct. 23-24, California Youth Authority.

**October 24-26** Los Angeles, California  
**Internal Discipline Seminar.** Fee: \$125. Contact: Art Ruditsky, Police Training Services Company, Terminal Annex, PO Box 60627, Los Angeles, CA 90060. Telephone: (805) 526-7435.

**October 25-26** Chicago Heights, Illinois  
**Crisis Intervention and the Management of Aggression and Violence Training Workshop.** Fee: \$65. Contact: April Bisaga, Emergency Health Education Department, St. James Hospital, 1423 Chicago Rd., Chicago Heights, IL 60411. Telephone: (312) 756-1000.

**October 26-28** Liberty, New York  
**Patrol Skills Course With Field Assessment and Advanced Officer Survival.** Contact: see Oct. 10-11, DanCor Ltd.

**October 28-31** Portland, Oregon  
**Space Management and Facilities Planning.** Tuition: \$415. Contact: see Oct. 7-10, Institute for Court Management.

**October 28-November 2** Reno, Nevada  
**Issues in Family Law and Domestic Relations.** Contact: see Oct. 21-Nov. 2, National College of Juvenile Justice.

**October 29-31** Jacksonville, Florida  
**Introductory Microcomputer Workshop for the Police Manager.** Fee: \$295. Contact: see Oct. 1-5, IPTM.

#### October 29-November 2

Las Vegas, Nevada  
**Fire Investigation Seminar.** Fee: \$125. Contact: Capt. Robert James, Clark County Fire Dept., 707 E. Desert Inn Rd., Las Vegas, NV 89109. Telephone: (702) 732-1916.

**October 29-November 2** Orlando, Florida  
**Management Control of the Police Use of Deadly Force.** Tuition: \$375 members, \$425 nonmembers. Contact: see Oct. 1-5, IACP.

**October 31-November 2** San Jose, California  
**California Sexual Assault Investigators Association Training Seminar.** Fee: \$100. Contact: Tom Purrington, CSAIA, P.O. Box 1070, Los Angeles, CA 90053. Telephone: (213) 485-4175.

#### NOVEMBER

**November 5-9** Louisville, Kentucky  
**Internal Affairs.** Tuition: \$300. Contact: Shirley Beck, Southern Police Institute, University of Louisville, Louisville, KY 40292. Telephone: (502) 588-6561.

**November 5-9** Orlando, Florida  
**Solving Unsolved Crimes.** Fee: \$150. Contact: see Oct. 5-7, Valencia Community College.

**November 9** Baltimore, Maryland  
**Hostage Incidents in Medical Settings.** Fee: \$135. Contact: see Oct. 19, LifeStyle Management Associates.

**November 11-15** Atlanta, Georgia  
**Records Management.** Tuition: \$590. Contact: see Oct. 7-10, Institute for Court Management.

**November 11-16** Reno, Nevada  
**Court Management—Managing Delay.** Tuition: \$300. Contact: see Oct. 7-19, National Judicial College.

**November 11-16** Reno, Nevada  
**Search and Seizure.** Tuition: \$300. Contact: see Oct. 7-19, National Judicial College.

#### November 12-13

Huntsville, Texas  
**Interrogation for Arson Investigators.** Fee: \$225. Contact: see Oct. 22-24, Sam Houston State University.

**November 12-15** Daytona Beach, Florida  
**Managing for Effective Discipline.** Tuition: \$375 members, \$425 nonmembers. Contact: see Oct. 1-5, IACP.

**November 12-16** Jacksonville, Florida  
**Police Executive Development.** Fee: \$295. Contact: see Oct. 1-5, IPTM.

**November 12-16** New Haven, Connecticut  
**Computer Fraud Investigation.** Tuition: \$375 members, \$425 nonmembers. Contact: see Oct. 1-5, IACP.

**November 12-16** Atlanta, Georgia  
**Police Records Management.** Tuition: \$375 members, \$425 nonmembers. Contact: see Oct. 1-5, IACP.

**November 12-16** Evanston, Illinois  
**Legal Liability of Police Administrators.** Fee: \$330. Contact: see Oct. 1-5, The Traffic Institute.

**November 12-16** Louisville, Kentucky  
**Supervision of Police Personnel.** Tuition: \$300. Contact: see Nov. 5-9, Southern Police Institute.

**November 12-16** New Orleans, Louisiana  
**The Many Roles of a Judge—and Consequences.** Tuition: \$375. Contact: American Academy of Judicial Education, Suite 903, 21-25 1 St. NW, Washington, DC 20006. Telephone: (202) 775-0083.

**November 12-16** St. Petersburg, Florida  
**Management Training (Corrections).** Fee: \$125. Contact: see Oct. 8-12, Florida Institute for Law Enforcement.

**November 13-14** Albuquerque, New Mexico  
**Child Sexual Abuse: Assessment and Treatment of Victims and Offenders.** Health Associates.

**November 13-15** Washington, D.C.  
**Special Weapons and Tactics.** Tuition: \$375 members, \$425 nonmembers. Contact: see Oct. 1-5, IACP.

#### November 14-16

Daytona Beach, Florida  
**Police Fleet Management.** Tuition: \$375 members, \$425 nonmembers. Contact: see Oct. 1-5, IACP.

**November 19-20** Evanston, Illinois  
**High Risk Incident Management.** Fee: \$175. Contact: see Oct. 1-5, The Traffic Institute.

**November 19-21** Orlando, Florida  
**Police Manager Development.** Fee: \$125. Contact: see Oct. 5-7, Valencia Community College.

**November 26-29** San Diego, California  
**Motor Vehicle Theft Investigation and Prevention.** Tuition: \$375 members, \$425 nonmembers. Contact: see Oct. 1-5, IACP.

**November 26-30** St. Petersburg, Florida  
**Introduction to Investigative Techniques.** Fee: \$125. Contact: see Oct. 8-12, Florida Institute for Law Enforcement.

**November 28-30** Orlando, Florida  
**Arrest, Search, and Seizure: An Update.** Fee: \$145. Contact: see Oct. 5-7, Valencia Community College.

#### November 28-December 1

Alexandria, Virginia  
**Strengthening the Executive Component of the Court.** Tuition: \$415 per team (court administrator/chief judge). Contact: see Oct. 7-10, Institute for Court Management.

### Special Services and Programs

**Call for Papers.** *Police and Law Enforcement*, an annual review of critical issues in law enforcement, is currently accepting papers for Volume 4, to be published by AMS Press in 1985. Final papers are due by Dec. 15, 1984. Send prospective papers or detailed abstracts to Dr. Daniel Kennedy, Center for Criminal Justice Studies, University of Detroit, 4001 W. McNichols, Detroit, MI 48221.

## SPIDR: A Network of Dispute Resolution Professionals

By Eileen B. Hoffman

The Society of Professionals in Dispute Resolution (SPIDR), founded in 1973 in recognition of the growing professionalism in the field of conflict resolution, now represents more than 1,100 members in this diverse and expanding field.

SPIDR members apply the full range of conflict resolution techniques in such areas as labor-management, employment, community, family, environment, corporate, civil, consumer, regulatory, and international disputes, using the established processes of mediation, conciliation, arbitration, fact-finding, and adjudication, as well as such newer versions as med-arb, minitrials, advisory arbitration, grievance mediation, and ombudsman procedures.

SPIDR is dedicated to publicizing alternative dispute resolution procedures as well as publishing, providing a network for jobs and information, and holding conferences on the national, regional, and local levels. SPIDR's aims include:

- Enhancing professional skills of mediators, conciliators, hearing officers, trial examiners, and other neutrals in dispute resolution.
- Promoting recruitment and educational development of dispute resolution personnel.
- Aiding the development of structures and institutions through which dispute resolution services are provided.
- Sponsoring research leading to development of innovative techniques and procedures.
- Serving as a clearinghouse for information and research data in the field.
- Increasing public understanding of dispute resolution.
- Representing professional interests of dispute resolvers.

As an information collector and disseminator, SPIDR seeks to inform the public and practitioners of developments in the conflict resolution field through its role as a link in the information network between the American Bar Association's Special Committee on Dispute Resolution, the National Institute of Justice/NCJRS, and other groups, and through publications (such as the quarterly *SPIDR-NEWS*), occasional papers, and annual proceedings. Other SPIDR efforts to expand and enhance the body of dispute resolution knowledge include:

- A cooperative effort with several groups to develop a lexicon of dispute resolution terminology.
- The compilation of a list of training programs and the development of a companion bibliography of books, articles, and research materials.
- The institution of an award program for recognition of public-sector dispute resolution through putting research into action.

SPIDR's membership is organized into eight regions, with local chapters in New York, Boston, Philadelphia, Washington, D.C., Chicago, San Francisco, Minneapolis, Los Angeles, and western New York, as well as a growing membership in Canada, England, Australia, and Israel. Recent local activities have included a breakfast conference with the mayors of Minneapolis and St. Paul, sponsorship of the Mid-Atlantic Conference on Community Mediation, and a meeting of community and labor mediators in Boston. In addition to educating the public, SPIDR's local activities provide a forum for the exchange of views among "generic" dispute resolvers, who may come from the disciplines of law, economics, sociology, political science, medicine, and so on.

To enable members to work with colleagues in their specific fields of expertise, SPIDR has developed several ad hoc committees—Ethics, Labor Mediation, Environmental Mediation, Court-Annexed Arbitration, Community Disputes, Consumer Dispute Resolution, and others.

# Dispute Resolution Resource Center

SPIDR's national activities include an annual international conference each October (open to both members and nonmembers). The 1984 conference will be held October 14-17 in San Francisco. It features a plenary session on "The Elements of Good Practice in Dispute Resolution" presented by Madeleine Crohn, President of the National Institute for Dispute Resolution, and Sam Kagel, arbitrator and mediator. Harold Newman, New York Public Employment Relations Board Chairman, will give a luncheon address on "The Elements of Bad Practice: Notes of a Passionate Observer." Workshops will address the following topics:

- Teaching of conflict resolution at law schools and universities.
- Mediation of community and industrial disputes.
- Key issues in family mediation.
- Developments in court-annexed arbitration.
- Developments in labor arbitration.
- Equal opportunity dispute resolution.
- Research and evaluation of dispute resolution processes and funding.

As confrontation and time-consuming litigation yield to solutions reached through simpler, less costly, more peaceful means, the professionalism of neutrals in various arenas of dispute resolution is increasingly being recognized. A result is tremendous growth in the number of persons functioning as neutrals. SPIDR members are ready to share their knowledge and learn more about applying the proven techniques of dispute resolution to the tremendous variety of existing conflicts. Readers are encouraged to write or call Laurie Hughes Church, Executive Secretary, Society of Professionals in Dispute Resolution, 1730 Rhode Island Ave. NW, Suite 509, Washington, DC 20036. Telephone: (202) 833-2188.

*Eileen B. Hoffman is President of the Society of Professionals in Dispute Resolution.*

# 187 Sni Selective Notification of Information



## Courts

Ball and Bond, Court Management and Operations, Court Structure, Judicial Process, Support Services (Provided by Courts)

**NCJ 93767 CLASSIFICATION-BASED SENTENCING—SOME CONCEPTUAL AND ETHICAL PROBLEMS.** By H.A. Bedau.

*New England Journal on Criminal and Civil Confinement*, V 10, N 1 (Winter 1984), P 1-26.

This essay evaluates "classification" schemes as a technique of determinate sentencing, basing the analysis on ethical considerations in contrast to economic, political, and administrative perspectives. A classification scheme, as part of a program of punitive sentencing, should ensure that only (though perhaps not all) factors ethically relevant to a sentence determine that sentence, and that offenders convicted of the "same" offense get the "same" punishment, while those convicted of "different" offenses get "different" punishments. The author analyzes the 1980 proposals by the Pennsylvania Commission on Sentencing, arguing that under the Pennsylvania system, considerations of utility, cost/benefit, and efficiency may creep back into the sentencing system to such an extent that retributive concerns based on moral considerations may be diluted. Appendix, footnotes.

**NCJ 93553 REFORM AND PUNISHMENT—ESSAYS ON CRIMINAL SENTENCING.** M. Tonry and F.E. Zimring, Ed.

212 p., 1983.

Supplementary Note: Studies in Crime and Justice.

Six essays portray sentencing systems in the Scandinavian countries, West Germany, and the United States. The first essay outlines Scandinavian sentencing systems and explains why disparity is not regarded as a serious problem; the essay on sentencing in West Germany explains the types of sentences authorized by German law and the distribution of sentencing authority, procedure, and principles. Essays on sentencing in the United States attempt to link future debate on sentencing to recent reforms and

discuss the evolution of determinate sentencing. An essay on sentencing the mentally ill offender attempts to develop principles for when to mitigate and when to aggravate punishment, and the proper limits of both. The final essay considers the problem of eliciting compliance with major changes in substantive sentencing policies. Chapter references, index. For individual essays, see NCJ 93554-57.

Availability: University of Chicago Press, 5801 Ellis Ave., Chicago, IL 60637. Book \$25.00.

**NCJ 93782 TELEPHONE CONFERENCING IN CIVIL AND CRIMINAL COURT CASES.**

*Institute for Court Management; American Bar Association Action Commission to Reduce Court Costs and Delay*, 120 p., 1984.

Sponsoring Agency: U.S. Department of Justice, National Institute of Justice.

Grant Number: 81-IJ-CX-0011.

An evaluation of pilot projects in Colorado and New Jersey that used telephone instead of in-court conferences between the judge and attorneys indicated that a high proportion of all participants benefited from the procedure. A telephone hearing is a three-way conversation among the judge and the two attorneys located at their respective offices; the range of matters handled by telephone was extraordinarily wide. Attorneys saved both travel and waiting time. Civil litigants and criminal defendants paid lower fees when their attorneys participated in telephone conferences. Judges felt that such conferencing provided greater scheduling flexibility and reduced the length of hearings; court staff accommodated the new procedure without increasing their overall workload. Tables, footnotes, 24 references. (Author abstract modified)

■ SEE SNI ORDER FORM: Check order No. 13.

**Your Input Is Needed**  
NCJRS would like to include both published and unpublished research and evaluation reports in the document collection. This is your chance to broaden the knowledge base your colleagues depend on. To submit candidate documents to the NCJRS data base, direct them to:

National Institute of Justice/NCJRS  
Acquisition Department  
Box 6000  
Rockville, MD 20850



## Crime Prevention and Deterrence

Community Involvement (for Crime Prevention), Crime Deterrence and Prevention, Environmental Design (Effects of), Security Systems (Effects of)

**NCJ 93974 COMPUTERS PLUS BUSINESS EQUALS LIABILITIES—A PREVENTIVE GUIDE FOR MANAGEMENT.** By A. Bequai.

*Washington Legal Foundation*, 35 p., 1984.

Supplementary Note: One of a series of papers published by Constitutional Institute of America, a project of Washington Legal Foundation and Union Mutual Foundation.

This paper reviews the role business management can play in limiting potential legal liabilities that could arise from computer operations. Computer-connected litigation is on the increase and can prove both costly and time-consuming to management. Litigation can emanate from numerous sources, including disasters, thefts and abuses, negligence, and disputes; the author discusses management's recourse in each case. Computer crimes include theft of data, diversion of property, unauthorized use, vandalism, and financial fraud; securing access to the computer, monitoring use, and performing background checks can frequently prevent such problems. Management must ensure compliance with State laws and be careful of the privacy of citizens; litigation can also arise out of misappropriating information and systems belonging to others. Risk assessment, a security program, periodic audits, and an inhouse code of ethics will help managers safeguard their operations. Tables, notes, glossary, reading list, appendixes.

Availability: Washington Legal Foundation, 1705 N St. NW., Washington, DC 20036. Document free.

**NCJ 93568 EVALUATION OF THE URBAN CRIME PREVENTION PROGRAM—EXECUTIVE SUMMARY.** By J.A. Roehl and R.F. Cook.

*Institute for Social Analysis*, 29 p., 1984.

Sponsoring Agency: U.S. Department of Justice, National Institute of Justice.

Contract Number: J-LEAA-002-81.

The Urban Crime Prevention Program (UCPP), initiated in 1980 by ACTION and the

Law Enforcement Assistance Administration, was designed to combat crime through the establishment of 85 innovative neighborhood-based crime prevention projects in 9 cities. The program attempted to increase citizen participation in crime prevention, bolster the capabilities of neighborhood groups, and forge partnerships between these groups and related agencies and institutions. The 2-year evaluation focused on property crime prevention, victim/witness services, arson prevention, and dispute settlement. Property crime and arson prevention projects were most effective; however, many of the UCPP projects had difficulty with more complex approaches, particularly if the project was located in a deteriorating neighborhood. Research recommendations and suggestions for supporting neighborhood-based crime prevention projects are presented. References.

■ SEE SNI ORDER FORM: Check order No. 12.

**NCJ 93549 SECURITY DESIGN FOR MAXIMUM PROTECTION.** By R.J. Gigliotti and R.C. Jason.

357 p., 1984.

Sixteen chapters discuss the various components that, when combined in the right proportions, result in maximum security. Topics considered include levels of physical security, the psychology of maximum security, and the value of planning. The authors discuss physical security devices such as barriers, locking devices, alarm systems, lighting, closed-circuit television, and access controls. Qualifications and training for security forces (for both routine and unforeseen contingencies) are reviewed. Additional chapters discuss management and supervision, planning, coordination with local law enforcement agencies, transit security, and protection of proprietary information. Tables, figures, index, chapter notes and appendixes, references.

Availability: Butterworths Publishers, 10 Tower Office Park, Woburn, MA 01801. Book \$34.95.

**NCJ 93375 SECURITY FOR YOU AND YOUR HOME—A COMPLETE HANDBOOK.** By C.M. Kelley and C.A. Roper.

394 p., 1984.

A handbook designed to reduce the potential for crime against individual citizens provides detailed information on various devices and

measures to ensure home and personal security. The authors describe the advantages and disadvantages of various systems for physical protection of houses, apartments, and condominiums, as well as special measures for property protection. Chapters discuss issues relating to personal safety (eliminating home hazards, vacation security, and self-protection), auto theft prevention, and insurance. Devices discussed in the book are illustrated with pictures and diagrams. Appendixes, list of manufacturers.

Availability: Tab Books Inc., P.O. Box 40, Blue Ridge Summit, PA 17214. Paperback \$16.95.

**NCJ 93350 TAKING A BITE OUT OF CRIME—THE IMPACT OF A MASS MEDIA CRIME PREVENTION CAMPAIGN.** By G.J. O'Keefe et al.

*Center for Mass Communications Research and Policy, University of Denver*, 78 p., 1984.

Sponsoring Agency: U.S. Department of Justice, National Institute of Justice.

Grant Number: 81-IJ-CX-0050.

An evaluation of the "Take a Bite Out of Crime" national media campaign suggests that the campaign had a marked and consistent influence on citizen perceptions, attitudes, and actions regarding crime prevention. The campaign, sponsored by the Crime Prevention Coalition and conducted by the Advertising Council, has been running since 1979, and uses a cartoon dog (McGruff) in public service announcements (PSA) and materials distributed by community service projects throughout the country. It promotes citizen involvement in crime prevention through increased burglary self-protection and neighborhood cooperative activities. Individuals exposed to the campaign exhibited significant increases in their knowledge of crime prevention, how effective they thought such efforts were, and their confidence in their ability to protect themselves. Exposure to the campaign was significantly related to increases in preventive activities emphasized in televised PSAs. The authors discuss interactive effects of the various dissemination efforts and implications for future progress of the campaign. Tables, references, appendix.

Availability: A limited number of free copies are available on a first-come, first-served basis. Write: National Institute of Justice/NCJRS, Box 6000, Rockville, MD 20850.



## Criminalistics and Forensics

Criminalistics, Forensics

**NCJ 93570 INVESTIGATION OF SEROLOGICAL EVIDENCE—A MANUAL FOR FIELD INVESTIGATORS.** By S.M. Hunt.

84 p., 1984.

Intended for uniformed officers and field investigators, this text presents the latest methodology for the investigation, analysis, and individualization of serological evidence. Following a discussion of general techniques for the recovery of physical evidence, the author discusses characteristics of blood, semen, and saliva and provides techniques for identifying and interpreting this evidence at crime scenes. Notetaking, crime scene sketching, photography, and the legal and scientific requirements of evidence collection are discussed. Appendix, glossary, tables, figures, 170 notes, index.

Availability: Charles C. Thomas, Publisher, 2600 South First St., Springfield, IL 62717. Book \$16.75.



## Criminology

Behavioral and Social Sciences, Crime Causes, Criminology, Research and Development, Victimization

**NCJ 93567 CONSUMERIST CRIMINOLOGY.** By L.T. Wilkins.

191 p., 1984.

Although research has produced little to support the policies of deterrence, rehabilitation, and incapacitation, there is justification for retribution, based on the public demand that offenders be punished for the harm they have done to their victims. Such a basing of criminal justice policy in dominant public attitudes and perspectives can be called "consumerist" criminology. A criminology based on retribution and the views of consumers of criminal justice services must use market research techniques to determine public attitudes toward aggravating and mitigating factors associated with particular crimes. The



focus for this criminal justice market is protection of society from harm and improvement in the quality of life. The author develops macro and micro models for crime control and suggests some practical consequences of the "consumerist" concept. Appendix, chapter notes, subject index.

**Availability:** Barnes and Noble Books, 81 Adams Dr., Box 327, Totowa, NJ 07511. Book \$28.50.

**NCJ 94074 CRIME AND MENTAL DISORDER.** By J. Monahan and H.J. Steadman.

*U.S. Department of Justice, National Institute of Justice, 5 p., 1984.*

**Supplementary Note:** Research in Brief.

This paper reports on a six-State study on crime and mental illness. While mental disorder does not seem to predispose people to criminality, the amount of mental disorder among criminals (and the amount of criminality among those mentally disordered) is higher than in the population at large. The explanation, according to the study's findings, lies in the fact that both criminality and mental disorder are associated with the same demographic factors—age, gender, social class, and race. However, these findings refer to the relationship between crime and mental disorder in groups, not individuals. The authors conclude that the deinstitutionalization of State mental hospitals does not seem to have been the prime factor in the increase in State prison populations; however, the release of mental patients may have affected the population of local jails. Tables, bibliography.

■ SEE SNI ORDER FORM: Check order No. 07.

**NCJ 93781 LEGAL HOMICIDE—DEATH AS PUNISHMENT IN AMERICA, 1864-1982.** By W.J. Bowers.

632 p., 1984.

After examining America's experience with capital punishment during the century prior to the Furman decision (1972), this book presents and analyzes recent factual evidence pertaining to the fairness, utility, and adherence to contemporary values of States' post-Furman capital punishment statutes. The text examines how homicide rates were affected by the unprecedented national moratorium on executions that began in 1967. The issue of fairness is considered by using data from the States responsible for most of the death sentences in the first 5 years after Furman. The author examines the short-term effects of executions, using data on the incidence of homicides in the months immediately following an execution, and suggests that executions may actually stimulate the behavior they are supposed to deter. Appendixes, tables, footnotes, 880 references, index.

**Availability:** Northeastern University Press, P.O. Box 116, Boston, MA 02117. Book \$35.00.

**NCJ 93751 SYMPOSIUM ON CURRENT DEATH PENALTY ISSUES.** M. Meltsner and M.E. Wolfgang, Ed.

*Journal of Criminal Law and Criminology, V 74, N 3 (Fall 1983), complete issue.*

Articles in this symposium focus upon the application of State capital punishment statutes since the U.S. Supreme Court's Furman decision, research on deterrent effects of capital punishment, and other issues. A study of the Georgia Supreme Court's comparative review of death sentences found that the review procedure fails to identify presumptively excessive sentences. Another study found that both race of victim and location of crime are independent influences on prosecutors' decisions to seek the death penalty in South Carolina; killers of whites are significantly more likely to be charged with capital murder than killers of blacks. One essay argues that rigorous appellate review, including proportionality review, should be constitutionally required in cases involving a death sentence. Reports of research on deterrence, including a cross-national longitudinal study and an examination of the short-term effect of particular executions, fail to support the theory that capital punishment deters crimes. Other studies address issues pertaining to psychiatric testimony, the fifth amendment privilege, and the adequacy of procedures for dealing with death row inmates who resist pursuing legal efforts to avoid the imposition of the death sentence. For individual articles, see NCJ 93752-62.

**NCJ 93684 VIOLENCE AND CRIME IN CROSS-NATIONAL PERSPECTIVE.** By D. Archer and R. Gartner.

343 p., 1984.

This collection of data on major crimes for 110 nations and 44 international cities from 1900 to 1970 permits the analysis of significant issues regarding the patterns and causes of violent crime. The book provides case studies of the kinds of investigation made possible by comparative research on violence and furnishes a large data set for investigators—the Comparative Crime Data File (CCDF). The CCDF provides some comparative insights into specific questions about the pattern and etiology of violent crime—the deterrent effect of the death penalty; the relationship between war and homicide rates; the effects of city size and growth rates on homicide; whether unemployment, recession, and depression affect rates of violent crimes; and how changes in gun ownership are related to levels of violence. Tables, about 200 references, index.

**Availability:** Yale University Press, 92A Yale Station, New Haven, CT 06520. Book \$30.00.



**Dispute Resolution**

Arbitration, Conciliation, Dispute Resolution (public and private, nonadjudicatory). Mediation, Ombudsman, Neighborhood Justice, Small Claim Courts

**NCJ 93873 HEALTH AND JOB RETENTION—THE ARBITRATOR'S PERSPECTIVE.** By T.L. Leap.

60 p., 1984.

**Supplementary Note:** Key issues number 26.

This monograph discusses the role of labor arbitration in resolving grievances related to the employment rights of employees with chronic or age-related health problems who are presumed unable to meet their job requirements. The social and medical context of such cases encompasses the nature of advances in medicine and technology and criteria used in evaluating employability: the nature of the disease or handicap, the nature of treatment, personal factors, the nature of the work, and environmental or socioeconomic factors. The contractual and legal setting encompasses courts' postures in relation to arbitration and the application of laws pertaining to age and handicap as well as the Vocational Rehabilitation Act. The report analyzes 144 published arbitration decisions (1967 to 1983) and makes recommendations for arbitrators. Appendix, bibliography.

**Availability:** ILR Press, Cornell University, Box 1000, Ithaca, NY 14853. Paperback \$6.00.

**NCJ 93777 RESOLVING COMMUNITY CONFLICT—AN ANNOTATED BIBLIOGRAPHY.** By A.O. Kilpatrick.

*University of Georgia, Institute of Community and Area Development, 88 p., 1983.*

Developed to serve as a resource in community conflict management and conflict resolution, this document contains a selected annotated bibliography of 156 citations and a multidisciplinary bibliography of more than 620 citations on aspects of conflict. The annotated bibliography is organized alphabetically and cataloged in matrixes. Most publications are dated from 1974, but important earlier works are also included. Books, law review articles, government documents, monographs, and professional journal articles are included. The multidisciplinary bibliography emphasizes works published since 1974, but includes key works from earlier years. (Author summary modified)

**Availability:** University of Georgia, ICAD Publications Dept., 300 Old College, Athens, GA 30602. Document \$5.00.

**NCJ 93351 SMALL CLAIMS COURT REFORM.** By W. DeJong.

*Abt Associates, Inc., 25 p., 1983.*

**Sponsoring Agency:** U.S. Department of Justice, National Institute of Justice.

**Supplementary Note:** National Institute of Justice Policy Brief.

This monograph reviews major criticisms leveled against small claims courts, reforms suggested to improve their accessibility and effectiveness, and the need for State legislative action to reform these courts. Inconvenient court hours, excessive delays between case filing and trial, and high court costs discourage many potential claimants from filing legitimate claims. Other problems include inadequate assistance for defendants, hurried case processing due to crowded dockets, and the large percentage of judgments that are never paid. The report examines recommendations addressing these deficiencies, noting practical or legal restrictions that might limit their implementation. Suggestions include adopting a claims limit of \$1,000, offering bilingual services, publishing forms and brochures in layman's language, restricting attorney fees for such cases, and experimenting with mediation or arbitration. Appendixes, 42 references.

**Availability:** A limited number of free copies are available on a first-come, first-served basis. Write: National Institute of Justice/NCJRS, Box 6000, Rockville, MD 20850.



**Facility Design**

Environmental Design (Technology)

**NCJ 93923 DESIGN GUIDE FOR SECURE ADULT CORRECTIONAL FACILITIES.**

*American Correctional Association, 214 p., 1983.*

**Sponsoring Agency:** U.S. Department of Justice, National Institute of Corrections.

**Grant Number:** EA-O.

In presenting design guidelines for secure adult correctional facilities, this book takes into account advanced correctional practices that encourage greater interaction between staff and inmates, the use of decentralized forms of inmate management, reduction of physical barriers separating staff and inmates, and greater reliance on professional supervision of inmates rather than mere observation or purely reactive policies. Topics discussed include planning, design, and construction; inmate housing; services and programs; administrative functions; service facilities; and security. The guidelines give

full consideration to American Correctional Association and U.S. Department of Justice standards. Black and white and color photographs are included throughout. Appendixes, subject index.

**Availability:** American Correctional Association, 4321 Hardwick Rd., Suite L-208, College Park, MD 20740. Book \$40.00.



**Fraud/Waste and Abuse of Public Funds**

Audit, Detection, Investigation, Prevention, Internal and Management Control Systems, Inspector General, Legislative Audit, Other Control Units, Offenses (including Corruption, White Collar Crime, Fraud on the Government, and Computer Related Crime and Abuse)

**NCJ 89537 RESPONSES TO FRAUD AND ABUSE IN AFDC (AID TO FAMILIES WITH DEPENDENT CHILDREN) AND MEDICAID PROGRAMS—EXECUTIVE SUMMARY.** By J.A. Gardiner and T.R. Lyman.

*SRI International, 350 p., 1983.*

**Sponsoring Agency:** U.S. Department of Justice, National Institute of Justice.

**Grant Number:** 80-IJ-CX-0110.

This study considers opportunities for welfare fraud in the Aid to Families with Dependent Children and Medicaid programs, the nature and extent of fraud and abuse, case studies of fraud control programs, and perspectives on fraud control. No data systems exist that specifically measure fraud, but "client errors" identified by quality control systems indicate that misrepresentations by recipients amount to millions of overpaid dollars annually. While no similar data exist on Medicaid provider fraud and abuse, it is believed that such losses far exceed those due to recipient fraud. The authors discuss fraud control from the perspectives of recipients, providers, program administrators, and control agencies; procedures for improving fraud control include focusing prevention efforts, targeting limited resources, focusing responsibilities for fraud control, and developing alternative sanctions. Tables, notes, references, appendix.

**Availability:** A limited number of free copies are available on a first-come, first-served basis. Write: National Institute of Justice/NCJRS, Box 6000, Rockville, MD 20850.



**Institutional Corrections (Adult)**

Classification of Offenders, Correctional Institutions (Adult), Correctional Management (Adult), Jails, Prison Disorders, Rehabilitation and Treatment (Adult Institutions)

**NCJ 94071 CORRECTIONS AND THE PRIVATE SECTOR.** By J. Mullen.

*U.S. Department of Justice, National Institute of Justice, 7 p., 1984.*

**Supplementary Note:** Research in Brief.

This study outlines the issues surrounding new proposals for private financing, construction, and operation of prisons and jails. Faced with continually escalating prison and jail populations, governments are searching for alternatives to the traditional ways of meeting needs for prisoner housing. The author discusses lease/purchase agreements, confinement service contracts, and political issues in facility management contracting (the propriety of delegating social control, effects on public policy, staff resistance, management opposition, and public attitudes). Possible advantages of private sector participation in corrections are rapid mobilization of resources, experimentation, decentralization, specialization, and regionalization. One figure, two tables.

■ SEE SNI ORDER FORM: Check order No. 04.

**NCJ 93829 LOCAL CORRECTIONS—A PROFILE OF INMATE CONCERNS.** By D.E. Smith.

*Criminal Justice and Behavior, V 11, N 1 (March 1984), P 75-99.*

This study assesses detainees' preferences—for privacy, safety, structure, support, emotional feedback, social stimulation, activity, and freedom—as observed within three jail settings. A modified version of Toch's "Prison Preference Inventory" was administered to individuals who had been detained for 5 days or less. The responses revealed a pattern of preferences similar to that obtained among prison inmates. Preferences were found to vary as a function of respondents' race and prior confinement; little variation was found across the three sites surveyed. Among the eight concerns assessed, "support" (via program opportunities) was most highly preferred, in each facility and each category of detainee. (Author abstract modified)

**NCJ 93911 TIME TO BUILD? THE REALITIES OF PRISON CONSTRUCTION.** By B. Cory and S. Gettinger.

*Edna McConnell Clark Foundation, 63 p., 1984.*

In focusing on issues associated with the problem of prison and jail crowding, this booklet considers the costs and benefits of

constructing new jails and prisons, managing the criminal justice system to reduce incarcerated populations, and planning future prison and jail construction. Planning a prison or jail that will be useful for several decades requires both forward-thinking architectural design and a clear sense of what society's needs will be in the next century. The authors discuss the true costs of prison construction as well as monies diverted from other public services. Various strategies for reducing prison and jail populations are reviewed; the authors suggest that while building new facilities is part of the long-term solution to the crowding crisis, in many cases this costly and problematic step can be avoided. A resource guide is included.

**Availability:** Edna McConnell Clark Foundation, 250 Park Ave., New York, NY 10017. Single copies free by written request only.



### Institutional Corrections (Juvenile)

Correctional Institutions (Juvenile), Correctional Management (Juvenile), Rehabilitation and Treatment (Juvenile Institutions)

#### NCJ 93805 CHILDREN IN CUSTODY—ADVANCE REPORT ON THE 1982 CENSUS OF PUBLIC JUVENILE FACILITIES.

*U.S. Department of Justice, Office of Juvenile Justice and Delinquency Prevention, 7 p., 1983.*

Following a narrative summary of general findings from the 1982 Census of Public Juvenile Detention, Correctional, and Shelter Facilities, this report presents tabular data on public juvenile custody residents for 1982 and selected years in the 1970's, as well as data on the facilities. For each annual period, data show the average daily number of residents, number of admissions and departures, expenditures, and per capita operating costs. Numbers of offenses are tabulated by offense category (violent crime, property crime, alcohol-related, drug-related, and public order) as well as by sex. Characteristics of public juvenile custody residents and facilities are also tabulated, as are characteristics of juvenile custody systems.

■ SEE SNI ORDER FORM: Check order No. 14.



### Juvenile Justice System

Juvenile Court, Juvenile Delinquency

#### NCJ 93874 JUVENILE DELINQUENCY—TRENDS AND PERSPECTIVES. By M. Rutter and H. Giller.

427 p., 1984.

This detailed analysis focuses on theories and explanations of juvenile delinquency, approaches for prevention and intervention, and

implications for research, policy, and practice. An examination of the measures of delinquency considers self-report studies, victim surveys, observation methods, behavioral characteristics of offenders, and subclassification of delinquency and conduct disorders. A chapter is devoted to the impact of various historical trends, including changes in society and family, that may have contributed to an increase in delinquency; research pertaining to the impact of sex, class, and race is reviewed. Individual characteristics (somatotype, personality, scholastic attainment, etc.) and psychosocial factors (family, schools, films and television, geography) are reviewed, as well as influences that appear to counter the development of delinquent patterns. More than 1,000 references; author and subject indexes.

**Availability:** Guilford Press, 200 Park Ave., New York, NY 10003. Book \$18.95.

#### NCJ 93685 THEORIES OF DELINQUENCY—AN EXAMINATION OF EXPLANATIONS OF DELINQUENT BEHAVIOR. By D.J. Shoemaker.

296 p., 1984.

This book discusses the underlying assumptions of major theories of delinquency, key terms and how the theory builders have used and defined them, and empirical tests used to validate or invalidate each theory. The discussion of biological and biosocial theories focuses on somatotyping and genetic inheritance, as well as emerging trends in biology. Psychological factors discussed include the relationship between intelligence and delinquency, general personality characteristics, and the influence of psychiatry. The relationship of social disorganization and anomie to delinquency is discussed in another chapter. Class-based theories, interpersonal and situational explanations of delinquency, control theories, labeling theory, and radical and Marxist theories are also examined. Chapters are devoted to the special theoretical problems of female and middle-class delinquency; a summary chapter argues for a synthesis that incorporates both social and individualistic explanations of delinquency. Chapter notes, references, indexes.

**Availability:** Oxford University Press, 200 Madison Ave., New York, NY 10016. Paperback \$8.95.

#### NCJ 93558 WESTERN SYSTEMS OF JUVENILE JUSTICE. M.W. Klein, Ed.

232 p., 1984.

Representatives of eight North American and Western nations—the United States, Canada, England and Wales, Israel, Holland, the Federal Republic of Germany, Denmark, and Sweden—describe the policies and procedures of their nations' juvenile justice systems, highlighting the systems' common

and unique elements and comparing them structurally, legally, and philosophically. Each presentation includes a chart describing the structure of that nation's juvenile justice system. Core concerns are the minimum and maximum ages of juveniles under jurisdiction, handling of status offenders, and discretion exercised in juvenile processing. Other topics include interaction with community services and welfare systems, diversion, bias in selection or treatment, and cross-national trends in the practice and philosophy of juvenile justice. Chapter notes, references. For individual presentations, see NCJ 93559-66.

**Availability:** Sage Publications Inc., 275 South Beverly Dr., Beverly Hills, CA 90212. Book \$25.00.



### Offenses

Classification of Crime, Gambling, Organized Crime, Riot Control and Urban Disorders, Student Disorders, Terrorism, Victimless Crimes, White Collar Crime, Domestic Violence

#### NCJ 92293 THEFT BY EMPLOYEES IN WORK ORGANIZATIONS—EXECUTIVE SUMMARY. By J.P. Clark and R.C. Hollinger.

*University of Minnesota, 48 p., 1983.*

**Sponsoring Agency:** U.S. Department of Justice, National Institute of Justice.

**Grant Numbers:** 78-NI-AX-0014; 79-NI-AX-0090.

This study into the prevalence and correlates of employee theft and other forms of counterproductive behavior by employees involved 16 retail department store chains, 21 general hospitals, and 10 electronic manufacturing firms located in Minneapolis-St. Paul, Cleveland, and Dallas-Ft. Worth. In each of the three sectors surveyed, about one-third of the employees reported some involvement in taking company property during the prior year. Additionally, two-thirds of the sample reported such behavior as long lunches and breaks, slow or sloppy workmanship, sick leave abuse, and use of alcohol or drugs while at work. The employee's perception of the risk of getting caught was the most accurate predictor of involvement in theft. The study indicates that theft and counterproductive behavior can be minimized through a conspicuous and consistent climate of management control. Figures, tables, references. (Author summary modified)

**Availability:** Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402. GPO Stock No. 027-000-01180-2. Document \$2.25; National Institute of Justice/ National Criminal Justice Reference Service, Box 6000, Rockville, MD 20850. Microfiche free.



### Police

Criminal Investigation, Police Internal Affairs, Police Management, Police Organization, Police Patrol Function, Police Resource Allocation, Police Traffic Function

#### NCJ 93975 BLACK POLICE, WHITE SOCIETY. By S. Leinen.

282 p., 1984.

This book presents an historical overview of black police in the New York City Police Department (NYPD) and the working conditions experienced by black officers today, based on interviews with 46 officers. The author examines the racial barriers that black officers historically faced regarding promotion and career advancement and considers social, political, and legal events of the 1960's and 1970's that shaped American race relations. Particular attention is given to the efforts of the Guardians Association in New York City to establish through the Federal courts a racial quota system in hiring and promotion. Chapters explore the working relationships between white and black officers and the social processes involved in police relations with the black community, especially in assigning black officers to racially sensitive areas. The last chapter addresses the various meanings policing seems to hold for black officers as well as the black community. Chapter notes, index.

**Availability:** Columbia University Press, 562 West 113th St., New York, NY 10025. Book \$20.00.

#### NCJ 93683 POLICE IMAGES OF A CITY. By P. McGahan.

222 p., 1984.

**Supplementary Note:** American University Studies, Series 11, Anthropology/Sociology, Volume 4.

Using St. John's, Newfoundland, as a specific case, this study explores how the police interpret physical and social aspects of a city, how they perceive crime patterns, how their urban images evolve, and what trends in the community's evolution they identify as significant for their own organization. Changes in the community became particularly meaningful to the sample study of officers when translated into increased calls. Police identified specific sections of the community as the sources of calls, as the locations of known and suspected criminals, and as repeatedly causing problems. Awareness of trouble areas, the physical structure of neighborhoods, street networks, population characteristics, and land-use patterns was derived from various sources, notably through answering calls and routine patrol. Images of the community that officers held before joining the force were supplemented through police academy training, interaction

with senior officers, and personal observation. Though officers perceived an increase in the overall crime rate as well as a rise in violence, they were basically confident in their ability to maintain an acceptable level of control over criminal activities. Bibliography.

**Availability:** Peter Lang Publishing Inc., 34 E. 39th St., New York, NY 10016. Paperback \$22.65.

#### NCJ 93967 UNDERSTANDING POLICE AGENCY PERFORMANCE. G.P. Whitaker, Ed.

*University of North Carolina, 182 p., 1984.*

**Sponsoring Agency:** U.S. Department of Justice, National Institute of Justice.

**Grant Number:** 80-IJ-CX-0040.

Twelve studies examine the measurement of police service production and the modeling of social impacts of police activities. Studies in the first group test a model that assesses and compares the efficiency of police agencies, test a hypothesis that officers permanently assigned to small beats more often perform "service-style policing" in urban residential neighborhoods, and analyze patrol response times to determine whether police discriminate against disadvantaged groups or invoke bureaucratic decisionmaking rules in responding to calls. Other studies explore the utility of officers' knowledge of their beats as a performance measure, examine the effect of situational variables on arrests in domestic disturbances, and identify factors affecting dissemination of crime prevention information to victims. Papers dealing with social impacts of police activities focus on use of citizen surveys to determine the effectiveness of police performance, perceptions of police-citizen encounters, and the relationship between policing and the fear of victimization. Appendixes.

**Availability:** Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402. GPO Stock No. 027-000-01188-8. Document \$5.50; National Institute of Justice/ National Criminal Justice Reference Service Microfiche Program, Box 6000, Rockville, MD 20850. Microfiche free.



### Probation and Parole

Pardon, Probation and Parole (Adult), Probation and Parole (Juvenile), Rehabilitation and Treatment (Probation and Parole)

#### NCJ 93831 BEING TROUBLESOME—WOMEN ON PROBATION. By S. Norland and P.J. Mann.

*Criminal Justice and Behavior, V 11, N 1 (March 1984), P 115-135.*

This paper examines violations reported against women probationers and compares them with those filed against males. A study

of 339 reports reveals that a greater proportion of violations for men than for women is based on new criminal charges. In contrast, charges against women are disproportionately technical violations of probation. Analysis suggests that, from probation agents' perspective, some women were troublesome for two reasons: they made time-consuming demands that tended to be organizationally disruptive, and the kinds of problems they experienced tended to lie beyond the agents' interests. In the face of pressures to revoke parole only for serious problems, these administrative complications made women troublesome enough to warrant violation reports. (Author abstract modified)



### Reference and Statistics

Reference Material, Statistics

#### NCJ 91971 BIBLIOGRAPHY ON CRIME FORECASTING AND RELATED TOPICS. By K. Johnson et al.

*School of Justice, University of Alaska, 37 p., 1984.*

**Sponsoring Agency:** U.S. Department of Justice, Bureau of Justice Statistics.

**Grant Number:** 82-BJ-CX-K420.

This comprehensive list of available works on crime forecasting and related topics includes 55 citations for crime forecasting, 45 for prison population projection models, 58 for criminal statistics, 54 for crime causation models, and 7 for social forecasting methodology. Most crime forecasting citations are annotated.

**Availability:** National Institute of Justice/ National Criminal Justice Reference Service Microfiche Program, Box 6000, Rockville, MD 20850. Microfiche free.

#### NCJ 93449 FAMILY VIOLENCE. By P.A. Klaus and M.R. Rand.

*U.S. Department of Justice, Bureau of Justice Statistics, 5 p., 1984.*

**Supplementary Note:** Bureau of Justice Statistics Special Report.

Despite obstacles a victim faces in acknowledging family violence, a significant amount of domestic assault is reported to National Crime Survey (NCS) interviewers, even in response to questions not specifically designed to explore this subject. Basic difficulties in developing accurate statistical information on family violence include variable definitions of what is to be measured, estimating methods, and the type of records differing jurisdictions keep. NCS findings indicate that family violence may be significantly under-reported, both for methodological reasons and because of the subject's sensitive



nature. Information on child abuse is particularly difficult to obtain. Crimes by spouses or ex-spouses comprised 57 percent of all crimes committed by relatives; of these family crimes, 88 percent were assaults, 10 percent robberies, and 2 percent rapes. Women were victims of family violence at a rate three times that of men. The report also discusses reporting patterns and characteristics of violent crimes in families. Tables, footnotes.

■ SEE SNI ORDER FORM: Check order No. 17.

**NCJ 93779 LIBRARY IN THE CORRECTIONAL SETTING—A SELECTIVE, ANNOTATED, CLASSIFIED BIBLIOGRAPHY OF THE LITERATURE OF PRISON LIBRARIANSHIP, 1958-1983.** By F.R. Hartz.

86 p., 1984.

Following a general discussion of the functions of the prison library, this annotated bibliography presents 119 entries on prison libraries published from 1958 through 1983. The listings are classified under 18 categories, including administration, censorship, postsecondary education, rehabilitation, funding, law libraries, materials selection, training for correctional librarianship, service to female prisoners and youthful offenders, public library service to correctional institutions, and library standards. Author index.

**Availability:** Rue Chien Press, Box 52, Athens, GA 30436. Paperback \$8.95.

**NCJ 93922 NATIONAL JAIL AND ADULT DETENTION DIRECTORY, 1983-85, THIRD EDITION.**

*American Correctional Association, 354 p., 1983.*

Data on Federal and State jails and adult detention centers cover starting salaries for staff, fiscal information, the nature of the physical plant, and the average daily population (Fiscal Year 1983). Fiscal data include the last annual budget, the last annual capital budget, and construction money appropriated for FY 1984. Information on the physical plant includes year constructed, year of last renovation, security levels, and inmate rated capacity. Number of adult and juvenile males as well as racial composition are listed for inmate populations. Appendixes, bibliography.

**Availability:** American Correctional Association, 4321 Hardwick Rd., College Park, MD 20740. Paperback \$35.00.

**NCJ 93778 POLITICAL TERRORISM—A RESEARCH GUIDE TO CONCEPTS, THEORIES, DATA BASES AND LITERATURE.** By A.P. Schmid.

599 p., 1983.

This compendium explains the main concepts and theories of terrorism, describes data bases in this field, and presents a

bibliography of almost 5,000 references as well as an international directory of terrorist and revolutionary groups. Questionnaires completed by 50 scholars from 11 nations provided information for the volume. Following an outline of theoretical work on terrorism, the guide to data bases identifies chronologies and other data collections compiled by governments and private research organizations in the United States and several European countries. The directory of organizations and movements involved in political violence covers some 1,500 groups in about 125 nations and territories; the bibliography is divided into 20 major categories. Tables, diagrams, indexes.

**Availability:** Transaction Books, Rutgers, The State University, New Brunswick, NJ 08903. Paperback \$34.95.

**NCJ 87933 PRISONERS IN STATE AND FEDERAL INSTITUTIONS ON DECEMBER 31, 1982.**

*U.S. Department of Justice, Bureau of Justice Statistics, 55 p., 1984.*

This report presents data on the number and movement of prisoners in all State and Federal correctional institutions. It assesses the sharp growth in prison population in 1982 and surveys developments in the correctional field that might have influenced this growth. As in past reports, it examines changes in the geographic distribution of prisoners; composition of inmate population by sex, race, and Hispanic origin; incarceration rates for minorities; and the rates of various types of admissions and releases. Data were collected and analyzed by the U.S. Bureau of the Census for the Bureau of Justice Statistics. Tabular data, appendixes.

■ SEE SNI ORDER FORM: Check order No. 15.

**NCJ 93310 PROCEEDINGS OF THE SECOND WORKSHOP ON LAW AND JUSTICE STATISTICS 1984.** A.E. Gelfand, Ed.

*American Statistical Association, 108 p., 1984.*

**Sponsoring Agency:** U.S. Department of Justice, Bureau of Justice Statistics.

**Grant Number:** 82-BJ-CX-K044.

These proceedings of a 1983 conference document presentations on statistics in the policy process, methodology for law and justice statistics, statistical issues at the State level, statistical examination of the courts, and the statistician as expert witness. The workshop was developed by the American Statistical Association's Committee on Law and Justice; attending were more than 80 academicians, attorneys, government employees, and private consultants in the areas of statistics, law, criminology, sociology, economics, and political science.

■ SEE SNI ORDER FORM: Check order No. 16.

**NCJ 93910 STATE COURT CASELOAD STATISTICS—ANNUAL REPORT, 1979.**

*National Center for State Courts, Conference of State Court Administrators, 494 p., 1984.*

**Sponsoring Agency:** U.S. Department of Justice, Bureau of Justice Statistics.

**Grant Number:** 83-BJ-CX-K018.

This annual report is the fifth in a series containing statistical caseload data compiled from the annual reports of each State court system and from other available data. A profile of the courts in each State contains a chart depicting the organization of the court system, the jurisdiction and route of appeal for each court, number of judges, and types of trials, as well as tables containing case-related data from each court or court system. A narrative section indicates that the number of cases filed increased from 1978 to 1979. The courts have managed to handle the increase fairly well, with most courts disposing between 90 and 100 percent of the cases filed. Appendixes.

**Availability:** National Center for State Courts, 300 Newport Ave., Williamsburg, VA 23185. Paperback \$14.75; price includes postage and handling.



#### Staff Resource Development

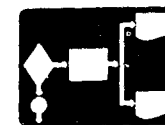
Civil Rights, Education (Career), Indian Affairs, Training, Personnel Administration

**NCJ 93912 OPPORTUNITIES IN LAW ENFORCEMENT AND CRIMINAL JUSTICE.** By J.D. Stinchcomb.

160 p., 1984.

Following a review of the history and scope of law enforcement in America, this book discusses aspects of law enforcement career opportunities at the city, county, and State levels as well as in the military and Federal services; separate chapters are devoted to salaries, employment conditions, and educational requirements. A chapter on related careers in criminal justice and public safety briefly considers corrections, court and legal positions, private security and loss prevention, criminalistics, polygraphics, document examination, and laboratory work. Addresses are provided for national and Federal agencies that provide information on criminal justice careers. Appendixes.

**Availability:** National Textbook Company, 8259 Niles Center Rd., Skokie, IL 60076. Book \$8.95; paperback \$5.95.



#### System Policy and Planning

Costs of Crime, Financial Management, Laws and Statutes, Planning and Evaluation (Planning), Privacy and Security

**NCJ 94072 ASSESSING CRIMINAL JUSTICE NEEDS.** By S. Gettinger.

*U.S. Department of Justice, National Institute of Justice, 4 p., 1984.*

**Supplementary Note:** Research in Brief.

This study reviews the key findings of a survey of more than 1,400 criminal justice officials from State and local governments in all 50 States. Leaders of the criminal justice system agree that the most important issue facing them today is prison and jail overcrowding. Narcotics are a prime concern among police and prosecutors, who said they lacked the sophisticated resources to reduce either usage or trafficking. Judges, court administrators, public defenders, and probation and parole officials all regarded excessive caseloads as their primary problem. Professionals in all areas worried about the lack of consensus and coordination in anticrime activities. Funding research received mixed responses, with some supporting it and others saying that all available funds should go to immediate needs.

■ SEE SNI ORDER FORM: Check order No. 05.

**NCJ 92423 CORRECTIONAL CRISIS—PRISON POPULATIONS AND PUBLIC POLICY.** By S.D. Gottfredson and R.B. Taylor.

*Center for Metropolitan Planning and Research, Johns Hopkins University, 33 p., 1983.*

**Sponsoring Agency:** U.S. Department of Justice, National Institute of Justice.

**Grant Numbers:** 79-NI-AX-0063; 80-IJ-CX-0104.

This study was an effort to understand why correctional reforms vigorously undertaken in the late 1970's failed by the early 1980's. Based primarily on large-scale surveys of correctional policymakers, the general public, and the criminal justice system in Maryland, the study focused on goals and philosophies for correctional systems, attitudes toward reform strategies and their efficacy, and causes underlying the prison crowding problem. The reforms pursued in Maryland in the late 1970's (such as community-based alternatives to institutionalization) had the support of correctional policymakers, the public, and the majority of persons working in the criminal justice system; failure to perceive this support was probably responsible, in part, for the failure of the reform efforts. Police officers and prosecutors may have been able to form an effective coalition to oppose such changes. The authors suggest

that crowding is a crisis of the entire criminal justice system rather than just corrections; they present a short-term strategy designed to reduce crowding without endangering public safety. Figures, 60 notes.

■ SEE SNI ORDER FORM: Check order No. 10.

**NCJ 94073 DRUG USE AND PRETRIAL CRIME IN THE DISTRICT OF COLUMBIA.** By M. A. Toborg and M. P. Kirby.

*U.S. Department of Justice, National Institute of Justice, 4 p., 1984.*

**Supplementary Note:** Research in Brief.

This paper describes an experiment using advanced technology to more accurately detect drug use by those arrested in the District of Columbia. Using the Emit mechanism, an automated urinalysis device, arrestees are being tested for heroin, amphetamines, methadone, cocaine, and phencyclidine (PCP). In the initial month of the test, nearly 60 percent of defendants tested showed use of one or more of these drugs. Results of this long-term study should yield dependable measures of rearrest and court appearance rates of drug users on pretrial release, compared to rates of nonusers similarly released. In the meantime, findings from an analysis of data from the District of Columbia reveal relationships between drug use, rearrest, and appearance in court. Figures.

■ SEE SNI ORDER FORM: Check order No. 06.

**NCJ 93926 INFORMATION POLICY AND CRIME CONTROL STRATEGIES.** By J.Q. Wilson et al.

*U.S. Department of Justice, Bureau of Justice Statistics, 101 p., 1984.*

Based on a 2-day conference in 1982, this volume discusses the impact of criminal justice information policies on the development of effective crime control strategies. Topics addressed include selective incapacitation and the implications of current requirements for segregation of juvenile and adult records for career criminal, juvenile offender, and correctional programs. Attention is also directed to the new types of information systems that may be required for recently developed victim/witness programs. Public attitudes toward crime, criminal justice records, and governmental use of information technology are discussed, as is the role of data in criminal justice program development. Summaries of current trends in criminal justice and privacy legislation are included.

■ SEE SNI ORDER FORM: Check order No. 20.



#### Technology

Communications (Equipment, Data, Visual, Voice), Explosives and Weapons, Information Systems, Information Systems Software, Police Equipment, Security Systems (Technology)

**NCJ 92645 MOBILE RADIO GUIDE.** By W.W. Scott, Jr.

*U.S. Department of Commerce, National Bureau of Standards, 44 p., 1983.*

**Sponsoring Agency:** U.S. Department of Justice, National Institute of Justice.

**Supplementary Note:** Technology Assessment Program Standards Laboratory.

This guide provides information on the choice of mobile radio equipment, addressing factors that law enforcement purchasers should consider, test results of selected equipment, tradeoffs in system and equipment performance, and Federal Communications Commission regulations. Information is provided for mobile radios, antennas, power sources, microphones and speakers, and accessories such as repeaters, voting receiver systems, voice privacy systems, automatic vehicle location systems, and scanning receivers. Suggestions on purchasing, servicing, and safety are offered. Photographs, diagrams, 39 footnotes, 22 references.

■ SEE SNI ORDER FORM: Check order No. 11.

**NCJ 93839 POLICE HANDGUN AMMUNITION: INCAPACITATION EFFECTS—VOLUME 1: EVALUATION.** By W.J. Bruchey, Jr., and D.E. Frank.

*U.S. Department of Commerce, National Bureau of Standards, 51 p., 1983.*

**Sponsoring Agency:** U.S. Department of Justice, National Institute of Justice.

**Supplementary Note:** Technology Assessment Program.

This volume discusses the development of new methods and theories used to rank bullet effectiveness and examines the ricochet potential/characteristics for handgun bullets. The testing considered the ability of the average police officer to deliver effective fire, the relative effectiveness of hits at different locations and depths of penetration into a human target, rapid incapacitation as the preferred effect (independent of eventual death), the performance of bullets in a reproducible target medium (ordnance gelatin), and a method to extend the ranking system to variations in cartridge loadings without an extensive new test program. The report introduces a new measure of handgun bullet effectiveness, the Relative Incapacitation Index. Appendixes. For experimental data, see NCJ 93840.

**Availability:** Superintendent of Documents, U.S. Government Printing Office, Washington,

DC 20402. GPO Stock No. 027-000-01190-0. Document \$2.25; National Institute of Justice/ National Criminal Justice Reference Service Microfiche Program, Box 6000, Rockville, MD 20850. Microfiche free.

NCJ 93840 POLICE HANDGUN AMMUNITION: INCAPACITATION EFFECTS—VOLUME II: EXPERIMENTAL DATA. By W.J. Bruchey, Jr., and D.E. Frank.

U.S. Department of Commerce, National Bureau of Standards, 123 p., 1983.

Sponsoring Agency: U.S. Department of Justice, National Institute of Justice.

Supplementary Note: Technology Assessment Program.

This volume provides empirical data from tests of the effects of such bullet parameters as geometry, construction, mass, velocity, and manufacturer on penetration through tissue simulant, and the ultimate effect of these parameters on wound formation and relative stopping power. The method for calculating a Relative Incapacitation Index is described. Appendixes. For test evaluations, see NCJ 93839.

Availability: Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402. GPO Stock No. 027-000-01191-8. Document \$4.75; National Institute of Justice/ National Criminal Justice Reference Service Microfiche Program, Box 6000, Rockville, MD 20850. Microfiche free.



#### Victim Services

Victim Advocacy, Victim Assistance, Compensation, Prevention, Public Education, Victim Research

NCJ 93450 ECONOMIC COST OF CRIME TO VICTIMS. By J.F. Shenk and P.A. Klaus.

U.S. Department of Justice, Bureau of Justice Statistics, 8 p., 1984.

This report presents crime costs measured by the National Crime Survey (NCS) and identifies those crime costs NCS does not measure; it also considers why the total cost of crime to society is so difficult to determine. Since 1973, the NCS has included questions on economic losses from rape, robbery, assault, personal and household larceny, burglary, and motor vehicle theft. Those victimized were asked a series of questions about the event, including the extent of medical expenses, cash and property losses, and property damage. These data are presented for 1975, 1980, and 1981, in current and adjusted dollars. The aggregate economic loss is presented for various crime categories and victim categories; median and quartile loss statistics are also given. NCS data are limited in not covering a broader

range of crimes that involve economic loss and in not measuring indirect costs to society and psychic costs to victims.

■ SEE SNI ORDER FORM: Check order No. 18.

NCJ 93806 TREATING CHILD-ABUSIVE FAMILIES—INTERVENTION BASED ON SKILLS-TRAINING PRINCIPLES. By J.A. Kelly.

226 p., 1983.

Supplementary Note: Applied Clinical Psychology.

Written to assist mental health practitioners, the text summarizes current knowledge about child-abusive behavior and outlines specific intervention techniques. A social-learning model of child abuse views abuse as one extreme of a spectrum of parenting, with the other extreme being parents who are never physically punitive. The model explores the learning of abusive parenting, abusive parents' anger-control and coping-skill deficits, and implications for treatment. Several chapters look at such intervention techniques as training abusive parents to use nonviolent child discipline strategies and positive reinforcement skills. Intervention team coordination (including judicial authorities, medical personnel, social welfare authorities, and community support groups)

is discussed. Figures, tables, appendixes, indexes, about 235 references.

Availability: Plenum Publishing Corp., 227 West 17th St., New York, NY 10011. Book \$22.50.

NCJ 93872 VICTIMIZATION AND FEAR OF CRIME: WORLD PERSPECTIVES. R. Block, Ed.

135 p., 1984.

Sponsoring Agency: U.S. Department of Justice, Bureau of Justice Statistics.

Grant Number: 78-SS-AX-0045.

This volume details research findings on victimization from eight countries: Canada, Israel, The Netherlands, Mexico, Germany, Australia, Finland, and the United States. The research methods trace their ancestry to American research on victimization, particularly the National Crime Survey. Most research reported has not previously been available in the United States; the data lends support to empirical results of American research and to the ongoing development of theories of victimization. Among significant findings: most victimization is not reported to the police; victimization varies by sex, social class, and urbanization; reasons for nonreporting are similar in many cultures; much variation in victimization seems to result from variations in the opportunity to commit crimes.

■ SEE SNI ORDER FORM: Check order No. 19.

Research in Action, continued from page 8.

#### Handling Calls for Service — Research Cited

- George Antunes and Eric Scott, "Calling the Cops: Police Telephone Operators and Citizen Calls for Service," *Criminal Justice*, Vol. 9 (1981), p. 165-179. NCJ 78328
  - Thomas E. Bercal, "Calls for Police Assistance: Consumer Demands for Public Service," *American Behavioral Scientist*, Vol. 13, No. 5 and 6 (May/June 1970), p. 681-691.
  - Michael T. Farmer, Ed., *Differential Police Response Strategies*. Washington, D.C.: Police Executive Research Forum, 1981. NCJ 76693
  - Michael G. Maxfield, *Discretion and the Delivery of Police Services: Demand, Client Characteristics, and Street-Level Bureaucrats in Two Cities*. Ann Arbor, Michigan: University Microfilms International, 1979.
  - John C. Meyer, "Empirical Analysis of Police Service Tasks: Antecedent for Management Planning," *Journal of Police Science and Administration*, Vol. 4, No. 3 (September 1976), p. 264-273. NCJ 38091
  - Tony Pate et al., *Police Response Time: Its Determinants and Effects*. Washington, D.C.: Police Foundation, 1976. NCJ 37686
  - Stephen L. Percy, "Response Time and Citizen Evaluation of Police," *Journal of Police Science and Administration*, Vol. 8, No. 1 (March 1980), p. 75-86. NCJ 66602
  - Albert J. Reiss, Jr., *The Police and the Public*. New Haven: Yale University Press, 1971. NCJ 10730
  - Eric J. Scott, *Calls-For-Service: Citizen Demand and Initial Police Response*. Washington, D.C.: U.S. Government Printing Office, 1981. NCJ 78362
  - William Spelman and Dale K. Brown, *Calling the Police: Citizen Reporting of Serious Crime*. Washington, D.C.: Police Executive Research Forum, 1981. NCJ 82276
  - James M. Tien, James W. Simon, and Richard C. Larson, *An Alternative Approach in Police Patrol: The Wilmington Split-Force Experiment*. Washington, D.C.: U.S. Government Printing Office, 1978. NCJ 43735
- Note: Citations followed by a five-digit NCJ number indicate materials available in the collection of the National Criminal Justice Reference Service.

## Research in Brief

Brings Busy Criminal Justice Professionals TARGETED, INFORMATIVE, and BRIEF SUMMARIES of MAJOR RESEARCH on:

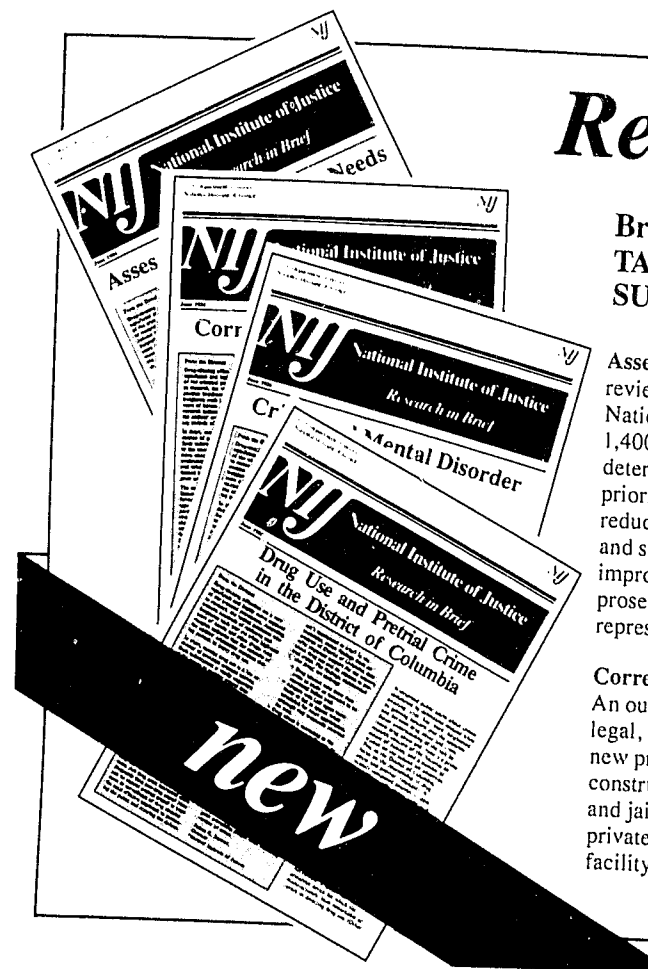
**Assessing Criminal Justice Needs.** A review of the key findings from a National Institute of Justice survey of 1,400 criminal justice officials to help determine national research and training priorities. Urgent needs included reduction of crowding, better design and security for prisons and jails, improved narcotics investigation and prosecution, and more effective felony representation for indigent defendants.

**Corrections and the Private Sector.** An outline of political, administrative, legal, and financial issues surrounding new proposals for private financing, construction, and operation of prisons and jails. Special attention is given to private financing arrangements and facility management contracting.

**Crime and Mental Disorder.** An analysis of available research which helps to dispel some myths about the relationship between mental disorder and criminality, indicating that the link between the two conditions relates more to demographic factors than to any direct causal factors.

**Drug Use and Pretrial Crime in the District of Columbia.** A summary of 1979 to 1981 findings reveals some striking relationships between drug use and pretrial arrest and failure to appear for court. Further research currently underway promises to provide additional information on defendants' prior or current drug histories.

Send for your FREE copies now! See Order Form.



FOLD, TAPE, AND MAIL. DO NOT STAPLE.

PLACE  
FIRST  
CLASS  
STAMP  
HERE

**NIJ Reports**

National Institute of Justice/NCJRS

Box 6000  
Rockville, MD 20850



**END**