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From Great Britain . . .

Crime and Police Effectiveness by Ronald V. Clark and Mike Wough.

This 1984 report by the British Home Office summarizes research into why increased police manpower has not brought about reductions 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. Nijhuis and R.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 Kolbe.

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.

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

More recently, the picture has brightened. Statistics show that 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 contributed to the increase in public safety: stiffer penalties, greater citizen involvement, fewer persons in the crime-prone ages. Advances in police techniques, 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 option.

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 citizens 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 NCJRS Reports will be hearing more about the work of the center. As a former chief of criminal investigations, 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
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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 add to the National Institute of Justice’s bibliographic listing only those documents that can be culled resource libraries on crime and criminal justice practitioners and researchers. For cost estimates and information about the new search service, call (202) 251-5500 or write National Institute of Justice/NCJRS Document Ordering Service, Box 6000, Rockville, MD 20850.

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A primary benefit of this service is expected to be the identification of the most relevant documents, through targeted searches of the 7,000+ documents in the NCJRS data base. From this largest criminal justice collection in the world can be culled resource libraries on drug-related crime, community crime prevention, internationalization, 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 (202) 251-5500 for more information, or to write the National Institute of Justice/NCJRS Document Ordering Service, Box 6000, Rockville, MD 20850.

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Traffic TIME on to improve service, reduce response time for urgent calls, and develop new crime-fighting strategies. For most police departments, the old answer of adding manpower is gone. But a new remedy has been found. It's called "Differential Policing," the technical name for new and more effective strategies to meet service demands. The alternative responses developed have demonstrated the double benefit of increasing police manpower efficiency and maintaining or increasing citizen satisfaction. The premise: it's not always necessary to expect. But there are other alternatives—referrals, telephone response, the use of nonsworn crime scene technicians, and vehicle locator systems, and computer-aided dispatch (CAD) systems. Toledo, on the other hand, eschewed its communications center with sworn personnel and did not have a CAD system. Toledo and Greensboro already took some crime reports at a minor nature over the phone, while Garden Grove did not. The DPR test design required all three cities to implement all alternatives under controlled, experimental conditions to ensure the validity of the evaluation findings. During the first 8 months of the project, each department developed and implemented new call classification schemes and call intake procedures. During the 12-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 legal code designation of the type of call. 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 "1120" signified a crime against persons call, with injuries, that had just occurred and required an immediate patrol unit response.

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 "1120" signified a crime against persons call, with injuries, that had just occurred and required an immediate patrol unit response.

The final digit indicated 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 incident ordinarily involved 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 developing new intake procedures to ensure that all calltakers received the same training, 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 result, spent an average of five weeks sorting the appropriate responses but not dispatching them. Based on the testing and suggestions from communications staff, a number of revisions were made in initial procedures.

Figure 1. Garden Grove Call Classification Codes

<table>
<thead>
<tr>
<th>FIRST CHARACTER — CALL CATEGORY</th>
<th>FOURTH CHARACTER — RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Crimes Against Person</td>
<td>1. Mobile Response Due to Override</td>
</tr>
<tr>
<td>2. Burglary</td>
<td>2. Expedited Unit (Telephone Report Unit)</td>
</tr>
<tr>
<td>3. Assist</td>
<td>3. Mobile Response to Reports</td>
</tr>
<tr>
<td>4. Mobile Response Due to Override</td>
<td></td>
</tr>
<tr>
<td>5. Sussex Circumstance</td>
<td>5. Personnel, Equipment, or Property</td>
</tr>
<tr>
<td>7. Public Order</td>
<td>7. Mobile Response Due to Override</td>
</tr>
<tr>
<td>8. Miscellaneous Service</td>
<td>8. Expedited Unit (Telephone Report Unit)</td>
</tr>
<tr>
<td>9. Alarms</td>
<td>9. Mobile Response Due to Override</td>
</tr>
</tbody>
</table>

**Priority:**

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>99</td>
<td>Injuries</td>
<td>Injuries</td>
<td>Injuries</td>
</tr>
<tr>
<td>98</td>
<td>Crimes Against Persons</td>
<td>Crimes Against Persons</td>
<td>Crimes Against Persons</td>
</tr>
<tr>
<td>97</td>
<td>Crimes Against Property</td>
<td>Crimes Against Property</td>
<td>Crimes Against Property</td>
</tr>
<tr>
<td>96</td>
<td>Fifteen (15) Minutes</td>
<td>Fifteen (15) Minutes</td>
<td>Fifteen (15) Minutes</td>
</tr>
<tr>
<td>95</td>
<td>Thirty (30) Minutes</td>
<td>Thirty (30) Minutes</td>
<td>Thirty (30) Minutes</td>
</tr>
<tr>
<td>94</td>
<td>One Hour</td>
<td>One Hour</td>
<td>One Hour</td>
</tr>
<tr>
<td>93</td>
<td>Eighteen (18) Hours</td>
<td>Eighteen (18) Hours</td>
<td>Eighteen (18) Hours</td>
</tr>
<tr>
<td>92</td>
<td>Non-Mobile Response</td>
<td>Non-Mobile Response</td>
<td>Non-Mobile Response</td>
</tr>
</tbody>
</table>

Marcia Cohen is Senior Research Associate, World Training Associates, Inc., Alexandria, Virginia. Thomas McIven is President of RMA.

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Evaluation of the new system showed that call-takers:
- Accurately and consistently classified calls.
- Increased the amount of information obtained from callers.
- Increased patrol officer satisfaction by providing additional information.
- Gave callers more accurate information regarding 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 issued in Toledo; Figure 3 shows the types of responses used in Greensboro, Greensboro also tested mail-in responses.

Garden Grove and Greensboro solicited mail-in responses. Greensboro also set appointment and made internal referrals. Toledo used a communications call-back procedure, an innovative alternative in which an officer called the referring party with a warning. This was used for "snoopy parties" and "barking dogs." Callers were asked to come to the station. In Greensboro, nonsworn personnel were dispatched to handle the initial calls; in the control group, Patrol officers were dispatched to handle the initial calls, while in the experimental group, civilians were handled by telephone on control days.

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

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

Evaluating DPR

To provide an objective assessment of the field test, the National Institute of Justice used a Research Management Association, 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. In addition to the baseline data, call-takers were asked to group calls by type in one case, and to group calls by type in another case. The effects of the more common practice of randomly assigning calls to experimental alternatives were also evaluated.

Calls Handled by Alternatives. All sites slightly reduced the number of nonemergency 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 nonpatrol 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, 25.9 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 sites.

One alternative successfully employed in Garden Grove and Greensboro was the use of nonemergency personnel. 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, theft, 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 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.

Reducing Resources. In this era of fiscal constraints, one objective was to increase the 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 been expanded citywide. Greensboro is also developing new, more structured patrol activities.

Garden Grove also showed an increase in field-initiated activities as a result of these changes, increasing by 70 percent. In Greensboro, the 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 9,846 hours. For each of these calls, a patrol unit would have taken about 45 minutes, resulting in 450 hours of effort.

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

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 satisfaction surveys. The first obtained baseline data prior to implementation of experimental alternatives; the second did so during the test phase.

A total of 7,361 citizens were surveyed in the baseline phase, and 4,471 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 indicated that citizens displayed 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, 34.2 percent said at least one alternative was acceptable. At all sites, the most acceptable alternative was filing an appointment and the least acceptable was mailing a report.

Citizens were also asked whether they would have been willing to wait longer for a response. Nearly half the response in Greensboro was willing to wait more than an hour longer. In all cities, citizens were willing for non-personal crime-related calls, such as burglary or broken windows, but less for "personal" events, such as assaults or domestic calls.

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

Table: TypsofResponse

<table>
<thead>
<tr>
<th>TYPE OF RESPONSE</th>
<th>GARDEN GROVE</th>
<th>GREENSBORO</th>
<th>TOLEDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate Mobile</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Delayed Mobile</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Telephone Report</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Callers</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communications Call-Back</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Referrals</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Internal</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>External</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walk-in</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Mail-in</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointment</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

Table: Use of Alternative Responses in Greensboro During Test Period

<table>
<thead>
<tr>
<th>Alternative</th>
<th>During Test Phase</th>
<th>During Baseline Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Report</td>
<td>541, 18 minutes</td>
<td>100</td>
</tr>
<tr>
<td>Mail-in</td>
<td>100, 15 minutes</td>
<td>100</td>
</tr>
<tr>
<td>Appointment</td>
<td>100, 15 minutes</td>
<td>100</td>
</tr>
<tr>
<td>Reports filed in person at police department</td>
<td>100, 15 minutes</td>
<td>100</td>
</tr>
</tbody>
</table>

Figure 2. Alternatives Implemented During DPR Field Test
Grove, where the waltz's percentage level was above 80 percent satisfaction level. In many cases, satisfaction with some alternatives was higher than with mobile response in Oakland, for example. 96 percent of the citizens surveyed were satisfied with写字楼's new record. 98 percent of those surveyed 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 telephonic 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 use of alternatives as highly important in choosing alternative ways of freeing up patrol units for other purposes.

The Future of DPR

One testimonial to the success of the DPR project is the fact that all of the changes made at 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 changes from each of the sites, as well as other staff (involved in the project), remain enthusiastic about the benefits of DPR. Each site has included Technology Transfer Conferences for police agencies in surrounding jurisdictions, reaching more than 200 officer members from other departments.

What advice do the desert cities have for other jurisdictions interested in exploring the use of alternative responses? All agree that the lengthy planning stage was important to successful implementation, permitting adequate time for testing 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 Responses, training seminars on DPR are 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 $8.00 from Research Management Associates, 2355 SA, 76Q 30-3477. The report contains recommendations and conclusions for police and communications administrators interested in implementing differential police response in their departments.

Talking responses to local needs is also key. Captain Stan Kne, patrol 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 Greenboro police chief William Scott 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 sum to page 20 for a list of research documents cited in this article.

21 Alcohol Use and Criminal Behavior: Executive Summary. A report of the way alcohol consumption increases the likelihood of serious crime, with a focus on social, cultural, and psychological explanations.

22 Arrest Convictability as a Measure of Police Performance. A study that identified policies that could lead to an increase in the quality of arrests made in a community.


24 Basic Issues in Court Performance. A report that presents recommendations and methodology for constructing performance measures for metropolitan, judicial, county, and state levels, with suggested guidelines for the estimates.

25 Basic Issues in Police Performance. A report that presents a framework and methodology for constructing performance measures for metropolitan, judicial, county, and state levels, with suggested guidelines for the estimates.

26 Broad-based Evaluations of Police and Probation Performance. An overview of performance measurement theory and suggestions for integrating data about decision-making into agency-level planning and operations.

27 Comparing Measures of Crime, Crime by the President's Task Force on Victims of Crime as the consequences of their inquiry into victim compensation, this report presents the results of a national survey and a multi-division analysis of six victim compensation programs.

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31 Measuring the Costs of Police Services. Guidelines for improving the collection and utilization of cost information in police management and budgeting.

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Racketeering in Legitimate Industries: Two Case Studies—Executive Summary. An analysis of racketeering cases in two New Jersey industries. NCJ 84716, 5 p., $5.00.


How to Obtain Documents

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The Implementation of the California Determinate Sentencing Law


Partnerships for Neighborhood Crime Prevention. A partnership that addresses the importance of developing crime prevention programs that fit the individual neighborhood and are carried out by a partnership between the neighborhood and existing neighborhood organizations. NCJ 87888, 11 p., $6.50.
The recognition of the growing profession in conflict resolution represents more than 1,100 members in this diverse and expanding field.

Conflict resolution techniques in such areas as labor-management, corporate, civil, consumer, regulatory, community, family, environment, and international disputes, using the established processes of mediation, conciliation, arbitration, fact-finding, and adjudication, as well as such newer procedures as ombudsman procedures, grievance mediation, and other native dispute resolution procedures, are applied.

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 procedures as medi-arb, mini-trials, 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 resolution personnel.
- 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 methodologies.
- 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 news 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 extend and enhance the body of dispute resolution knowledge include:

- A cooperative effort with several members to develop a taxonomy 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 include a forum for the exchange of views among "generic" dispute resolvers, who may come from the disciplines of law, economics, sociology, political science, 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, Consensual Arbitration, Community Disputes, Consumer Dispute Resolution, and others.

SPIDR's national activities include an annual international conference each October (open to both members and nonmembers). The 1984 conference will be held October 16-17 in San Francisco. It features a plenary session on "The Elements of Good Practice in Dispute Resolution" presented by Mediator/Arbitrator Crone, President of the National Institute for Dispute Resolution, and Sam Kagen, arbitral head of the Board of Directors of the National Mediation Foundation. New York Public Employment Relations Board Chairman, will give a luncheon address on "The Elements of Fair Practice: Notes of a Professional Observer." Workshops will address the following topics:

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

As a confrontation and time-consuming litigation yield to solutions reached through simple, less costly, more peaceful means, the professionalism of dispute resolution is increasingly being recognized. A result is tremendous growth in the number of persons functioning as dispute resolution practitioners. SPIDR members are ready to share their knowledge and skills and to work with colleagues in their respective fields. SPIDR is an active and effective forum for the exchange of views among "generic" dispute resolvers, who may come from the disciplines of law, economics, sociology, political science, and so on.

Eileen B. Hoffman is President of the Society of Professionals in Dispute Resolution.
The evolution of determinant sentencing... An essay on sentencing the offender... to avoid principles that are more appropriate... and, if so, the extent to which they... The first essay considers the processes and... and the United States. The first essay outlines... The new sentencing... and Scandinavian sentencing systems... with more complex approaches, particularly if the project was located in a... essay on sentencing the... and deterrence... Community intervention for Crime Prevention... that the problem of... in televised crime prevention... the Urban Crime Prevention Program... 13 September 1984 NIJ Reports/SNI 187
constructing new jails and prisons, managing the criminal justice system to reduce incar-
ceration rates, and developing alternative future prison and jail construction. Planning a pris-
on can be a complex task, and the history of 20th-century penal architecture demonstrates that serious 
problems with overcrowding and a range of other issues can arise even in well-planned and constructed 
buildings. As a result, the study of the history of prisons is important for several reasons: it helps 
us understand the ways in which society's needs will be in the next century. The early 20th century saw 
the construction as well as a decline from other public services. Various prison construction strategies 
and innovations were developed and reviewed; the authors suggest that while building new facilities is part of the larger solution to the crowding crisis, in many cases this costs and problems, one way or another, can be avoided. A resource guide is included. 
Availability: Edward J. McShane, Correctional 
Management Foundation, 230 Park Ave., New York, NY 10017. 
Cinges copy by written request.

Institutional Corrections: Juvenile 
NCD 93165 THEORIES OF DELINQUENCY—AN EXAMINATION OF EXPLANATIONS OF DELINQUENT BEHAVIOR. By D.J. Skogan. 
296 p., 1984. This book discusses the underlying assump-
tions of major theories of delinquency, key terms, and how the theory builders have used these. It 
challenges the traditional view. The discussion of biological and biocultural theories focuses on 
hereditary inheritance mechanisms, as well as emerging trends in biology. Psychosocial theories discuss 
the role of the family and school in influencing delinquency, personality theories, and the theories 
of differential control and differential opportunity in the development of delinquency. The discussion 
of delinquency is discussed in another chapter. This book includes a summary of the current views 
on delinquency, personality theories, and the theories of differential control and differential oppor-
tunity in the development of delinquency. The discussion of delinquency is discussed in another 
chapter. This book includes a summary of the current views on delinquency, personality theories, 
and the theories of differential control and differential opportunity in the development of delinquency. 
Chapters are devoted to the special topics of juvenile delinquency; a summary chapter 
summarizes the findings from the 1982 Census of 
Juvenile Delinquency. The discussion includes topics such as juvenile delinquency trends, 
juvenile delinquency by geographical area, and the relationship between delinquency and school 
performance. The discussion also includes the impact of sex, age, and race on delinquency. 
Availability: Governor Publications Inc., 275 
Alton St., Denver Hills, CA 92212. Book $5.00.

NCD 93223 CATEGORIZATION OF CRIME, ORGANIZED CRIME, ROCKET CONTROL AND URBAN ZONING. By T.C. Stimson. Quelle 
Activities. 

NCD 93223 THEFT BY EMPLOYEES IN WORK ORGANIZATIONS—EXECUTIVE SUMMARY. By J.P. Clark and R.C. 
Grant Numbers: 78-NJ-A00-1478, 79-NI-
A00-1478. This study describes the prevalence and costs of employee theft (theft of money, 
property, and inventory) in the work organization. The study examines the relationship between 
employee theft and various factors, such as the size of the organization, the type of industry, and 
the presence of a formal theft prevention program. The study also includes a discussion of 
the costs of employee theft, including the costs of preventing and recovering from theft. 
Availability: Governor Publications Inc., 275 
Alton St., Denver Hills, CA 92212. Book $12.00.

NCD 93283 POLICE IMAGES OF A CITY. By M. McLaughlin. 
222 p., 1984. Supplementary Note: American 
Using St. John's, Newfoundland, as a case study, this book examines the images of the 
police from different perspectives, including the perspectives of the police themselves 
and the public. The book also examines the impact of police images on the 
relationship between the police and the community. 
Availability: Governor Publications Inc., 275 
Alton St., Denver Hills, CA 92212. Book $15.00.

NCD 93339 POLICE CRIMINAL INVESTIGATION, POLICE INTERRELATIONS, POLICE SECURITY, POLICE DATA SOURCES, POLICE 
RESOURCE ALLOCATION, POLICE YOUTH-FACILITY. 

NCD 93375 BLACK POLICE, WHITE SOCIETY. By B. Lelien. 
282 p., 1984. This book presents an historical overview of the role of the police in the New York City Police Department (NYPD) and the working condi-
tions experienced by black officers. The book examines the racial dynamics of the police department, including the role of race in the selection of officers, the impact of racial discrimination on the promotion process, and the effects of racial prejudice on the performance of police officers. 
Availability: Governor Publications Inc., 275 
Alton St., Denver Hills, CA 92212. Book $15.00.

NCD 93377 UNDERSTANDING POLICE AGENCY PERFORMANCE. G.R. 
Agency: U.S. Department of Justice, Bureau of Justice Statistics. 
Grant Number: 80-JC-094-0040. 

Twelve studies examine the measurement of police performance and the modeling of 
the impact of social and institutional factors on police agencies. In the first two studies a set of measures is developed and the efficiency of police agen-
cies is tested. A hypothesis that officers per-
normally exercised to small posts or often perform "service-style policing" in urban residential neighborhoods and in areas of high crime. 
Availability: National Institute of Justice/Na-
tional Criminal Justice Reference Service 
Publications Office, 300 North O Street, Rockville, MD 20850. Microfiche free.

NCD 93469 FAMILY VIOLENCE. By P.A. Kline and M.R. Grant. 
556 p., 1984. Sponsoring 
Agency: U.S. Department of Justice, Bureau of Justice Statistics. 
Grant Number: 80-HA-51-0032. 

This comprehensive report reviews the literature on family violence, including domestic violence, child abuse, and elder abuse. The report includes a review of the theoretical and empirical research on family violence, as well as a discussion of the social, economic, and legal implications of family violence. 
Availability: National Institute of Justice/Na-
tional Criminal Justice Reference Service 
Publications Office, 300 North O Street, Rockville, MD 20850. Microfiche free.

Probation and Parole 

NCD 93381 BEING TROUBLESOME—WOMEN ON PROBATION. By S. Norand and R.J. Mann. Criminal Justice and Behavior, Vol. 11, No. 4 (June 1984), P 115-135. 

This paper examines the perceptions of probation officers toward women on probation and compares these perceptions to those held by men. The paper concludes that there is a significant gender difference in perceptions of women on probation, with women receiving more lenient treatment and less supervision than men. 

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nature. Information on child abuse is per-
dicularly critical. Although current crimes by spouses or ex-spouses comprised 57 percent of crimes committed by relatives, these family
violence cases were not included in overall
violent crime statistics. The report also contains
tables showing recent trends in family violence.

By F.R. Hartz.

The English correctional system was con-
trolled by governments and private research
organizations in the United States.

The directory of organizations and services
summarizes more than 550 groups and
organizations, which the directory lists briefly.

Availability: Transaction Books, Rutgers, The State
University, New Brunswick, NJ 08903.

Paperback: $8.50.

NCJ 82572 PRISONERS IN STATE AND FEDERAL INSTITUTIONS ON DECEM-

BER 31, 1983. U.S. Department of Justice, Bureau of

Justice Statistics, 80, 1984.

This report presents data on the number of inmates in all State and Federal correctional institutions. It assesses the growth in prison population in 1982 and discusses developments in the corrections field that might have influenced this growth. In its year-end, 1983 report, the U.S. Census for the Bureau of Justice Statistics outlines data, availability, and access data.

Availability: American Correctional Associa-
tion, 821 Hadley Rd, College Park, MD
20740. Paperback: $5.00.

NCJ 82 350 PROCEEDINGS OF THE SECOND WORKSHOURNALON LAW AND

JUSTICE STATISTICS 1984. A.E. Ger-

stein.


Sponsoring Agency: U.S. Department of


Grant Number: 82-BJ-KC-R04.

This proceedings volume presents documents on the subject of fallen agents, civil liability, and the statistical sciences in the legal field. It provides useful information for the legal communities.

The workshop was developed by the American Statistical Association's Committee on Law and Justice Statistics.

Availability: American Correctional Associa-
tion, 821 Hadley Rd, College Park, MD
20740. Paperback: $5.00.

NCJ 80578 POLITICAL TERRORISM-a RAPID REFERENCE DATA SET.

THEORIES, DATA BASES AND LITER-

ATURE, 30 September 1983-89.

This compendium explains the main con-

cepts and theories of terrorism, de-

scribes the data bases in this field, and presents

a bibliography of about 500 references, as well as an international directory of terrorist and revolutionary groups. Case histories were completed by 50 scholars from 11 nations. For information on the research project, see the full text.

This study reviews the key findings of a survey of more than 1,400 criminal justice officials at all State and Federal correctional system. Leaders of the criminal justice system are finding themselves in a situation in which they have to tailor policies and practices to deal with rising crime and overcrowding. The study also discusses the influence of policies and practices on the geographic distribution of prisoners; the jurisdiction and route of prisoners; and the availability of prison space.

Availability: Transaction Books, Rutgers, The State

University, New Brunswick, NJ 08903.

Paperback: $8.50.

NCJ 84072 ASSESSING CRIMINAL JUSTICE NEEDS. By S. Getttinger.

U.S. Department of Justice, National Institute of


This study reviews the key findings of a survey of more than 1,400 criminal justice of-

ficials at all State and Federal correctional sys-

terns. The survey examines the role of policies and practices in dealing with rising crime and overcrowding. The study also discusses the influence of policies and practices on the geographic distribution of prisoners; the jurisdiction and route of prisoners; and the availability of prison space.

Availability: Journal of Corrections, 30 September

1983.

This paper describes an experiment using advanced technology to more accurately collect and store data on drug use by those arrested in U.S. Federal correctional system. The study reviews the key findings of a survey of more than 1,400 State correctional system officials.

Availability: American Correctional Associa-
tion, 821 Hadley Rd, College Park, MD
20740. Paperback: $5.00.
quartile loss statistics are also given.

Data are limited in not covering a broader range of crimes that involve economic loss and not measuring indirect costs in society and psychic costs to victims.

See SHI ORDER FORM: Check order No. 18.

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

Supplementary Note: Applied Clinical Psychology.

Written in assial mental health practitioners, the test summarizes current knowledge about child-abusive behavior and outlines specific intervention techniques. A social-learning model of child abuse views abuse as one aspect of a spectrum of problem behavior with the other extreme being parents who are never physically abusive. The model explains the labeling of abusive parenting, abusive parent anger-control and coping skill deficits, and implications for intervention.

Several chapters look at such variables as rejecting children, how to assist parents, and using cognitive techniques as teaching abusive parents to use nonviolent child discipline strategies and positive reinforcement techniques in child-abusive behavior and reduce specific intervention.

The data lends support to a number of research studies that have been done in this area and provide a method for calculating a Relative Incapacitation Index that is appropriate.

See NCJ 59560.


Research in Action, continued from page 6.

Handling Calls for Service — Research Cited


• Thomas E. Benkow, "Call for Police Assistance Consumer Demands for Public Service," American Behavioral Scientists, Vol. 13, No. 5 and 6 (March/April 1979), p. 681-691.


• Albert J. Reiss, Jr., The Police and the Public. New Haven: Yale University Press, 1971. NCJ 50700


• Notes: Clipping follows from a study by WJ. Bruchey, Jr., and D.E. Frank.

About the event, including the extent of economic loss, and the ultimate effect of tissue simulant, and the relative stopping power. The method for testing of the effects of such simulant materials is described.