

Dallas Crime Watch



Resource Package



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Foreword

The Dallas Crime Watch Executive Board was created in April 1994 in an effort to increase and strengthen citizens participation in crime watch. All members of the Crime Watch Executive Board (CWEB) are crime watch volunteers who recognized a need for more information and assistance for crime watch groups. We found that individual groups were “reinventing the wheel” because there was no centralization point to exchange information. Additionally, many very successful groups that learned through trail and error were not able to pass on the benefits of their experience.

This Resource Package was prepared for crime watch volunteers by crime watch volunteers, with the assistance of the Dallas Police Department. Months of volunteer work and a great deal of research went into the preparation of this Crime Watch Resource Package. The material included in this manual reflects our best estimate of the information that will be helpful to those caring citizens who are willing to devote their time and energy to make their communities safer places to live.

CWEB has drawn from the shared experience of crime watch volunteers from all areas of Dallas and other cities to create this Resource Package. Many thanks go to everyone who contributed. As mentioned throughout, there is no one right way to organize a crime watch. Each community, whether a business, apartment complex, school or neighborhood has its own special needs, concerns and history which defines its identity. Any effort to organize a crime watch must take all of this into account. Successful community crime prevention planning requires local participation – people from the community helping to define and establish priorities.

CWEB is committed to help crime watch groups achieve a lower level of crime through community involvement. We hope you find this Resource Package informative and useful.

Disclaimer

Every attempt has been made to verify the accuracy of the information in this Resource Package. However, the points of view or opinions in this manual represent the consensus of those citizens involved with its preparation and do not necessarily represent the official position or policies of the City of Dallas or the Dallas Police Department.

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How to use this Resource Package

This Resource Package does not need to be read from cover to cover. We suggest that you scan the material to become familiar with the content. Keep the manual available as a reference when you are planning crime watch activities or are answering crime watch members' questions. Don't feel that you need to implement every tool or program in your neighborhood! Every neighborhood is different, with different needs and different priorities. Pick and choose and tailor those tools that fit the needs of your area.

Which sections are most important?

Depending upon your level of expertise and your neighborhood's level of organization, you probably will be more interested in some sections than others:

Sections I, II, and III are primarily for your reference to better understand how the police department and city are organized and who to call when you have questions from neighbors. Some of this information might be useful to distribute to neighbors if you have the facilities to do so.

Just starting a crime watch? You will probably want to start with Section IV—Organizing a Crime Watch to become familiar with the basic steps involved in starting a crime watch. Scan Section VIII—Sample Crime Watch Forms to reference any forms you may need in the process of organizing.

Just organized—Now what? Review Section VI—Crime Watch Activities/Tools to find information on communication tools. Sections V and VI offer ideas on programs and other activities that you might want to implement in your neighborhood.

Have an inactive crime watch? Once you have solved or diminished some of the crime problems in your neighborhood, keeping your group active can be a challenge. See How to Maintain Interest in Crime Watch in Section IV. Section VII—Crime Prevention Programs explores new ideas for use in your neighborhood. Scan the lists of Meeting Topics/Speaker Ideas and Social Event Ideas in Section V. Crime doesn't have to be the only focus of a neighborhood group.

Active, but want to do more? Review the lists in Sections V and VII for new ideas for meetings, social events, and police presentations. Also consider volunteering to "adopt": another crime watch group. Contact your DPD crime watch officer and your Crime Watch Executive Board representative to see if you can help in some way. Contact the resource organizations listed in Section VI for more information about crime prevention.

Sample forms

Any of the information included in this Resource Package may be reproduced for use within your crime watch group. The forms included in Section VIII have been designed to be filled in by hand for those groups who do not have access to a computer. If you have a volunteer with writing, computer, or design skills, you may want to use these forms as guides to develop forms specifically for your neighborhood.

If your budget allows, we recommend copying and distributing the following information to all



neighbors:

- ◆ Section IV – Crime Watch Participant Guidelines.
- ◆ Section VI – Suspicious Activity
- ◆ Section VI – Making a Report to the Police Department.

Other important information that may be useful to your neighbors:

- ◆ Section II – Alarm Ordinance
- ◆ Section III – Helpful Telephone Numbers
- ◆ Section VII – Home Security Devices and Methods

One final note . . .

Participating in crime watch should not be looked upon as a chore, but rather as a fun and fulfilling way to unify your neighbors and your neighborhood. Don't become discouraged! And don't feel you are alone in your efforts. Let this Resource Package be your guide. Don't hesitate to call for help if you need it. Working together we can make the places we call home safer and friendlier places to be.



Conventions Used in this Resource Package

Abbreviations

In order to make this Resource Package easy to read without having to refer back to an abbreviation key, we have attempted to avoid abbreviations except when it is explained on the same page. An exception is DPD, which of course, stands for Dallas Police Department.

Who is my Crime Watch Officer?

Each of the six DPD Operations Division substations is somewhat autonomous – not in their approach to police procedures, but in their organization, manner and level of staffing, program development, and emphasis on community relations and crime watch.

Throughout this Resource Package, we refer to your DPD central point of contact as your *Crime Watch Officer*. Refer to the Information/Personnel List in Section I for the specific names, responsibilities, and telephone numbers of the officers at your substation. At some substations the Crime Watch Officer will be your only contact, at others the duties are divided differently and you may have more than one contact. Additionally, titles may vary from Crime Prevention Specialist, Community Relations Specialist, Community Policing Officer, Crime Watch Coordinator, and others. To simplify, we call this person your *Crime Watch Officer*.

What is a Crime Watch Chairperson?

Crime watch groups also vary in their form of organization. In this manual, we consistently refer to the crime watch group leader as the Crime Watch Chairperson. In your area, this person may be called Area Coordinator, Area Chair, Crime Watch coordinator, or Apartment Manager. In areas with active homeowners' associations, the crime watch leader may be a committee head, the association president, or an officer of the association.

Regardless of the title, when we refer to chairperson, we are referring to the primary crime watch group leader who acts as liaison between the police department and the community.

What is a neighborhood?

Most of the detailed material in this Resource Package is geared toward neighborhoods, where the majority of crime watch groups currently are located. Even so, much of the information can easily be applied to apartments, condominiums, shopping centers, or other businesses. However, to replace the word neighbor with neighbors, residents, tenants, business owners, or employees, and to replace the word neighborhood with neighborhood, condominium, apartment, shopping center, or business would likely double the size of this manual and not make for very pleasant reading. Keep in mind as you read that the majority of this information applies equally to all types of crime watch organizations. We encourage and support every type of crime watch organization.

He or She?

And finally, we all realize that a crime watch officer, police officer, or crime watch leader can be female or male. If any he's, she's, or –man's have slipped through editing, we sincerely apologize to the offended gender.



Crime Watch Executive Board (CWEB) Representative

The Crime Watch Executive Board (CWEB) consists of eight members. Six citizen volunteers are elected annually by the chairpersons of their respective divisions. One member represents the apartment community and the eighth member is a sworn officer of the DPD. As set forth in the CWEB guidelines, its primary purpose is as follows:

- ◆ To support and encourage a safe community in which individuals, families, and businesses thrive,
- ◆ To maximize the effectiveness of crime prevention efforts by providing support, education, unification, and expansion thereof,
- ◆ To act as liaison between members of the community and city government.

Your CWEB representative, a **citizen volunteer**, works very closely with the crime watch officers and other within the DPD to ensure that crime watch groups receive the information and support that they need to succeed in their efforts. The CWEB representative acts as a liaison and spokesperson for the Northeast Dallas crime watch groups, and as a result, is very interested in your comments and suggestions. Your Northeast representative provides the following:

- ◆ **Regular updates to the NED crime watch/homeowners group lists**, available to all Northeast crime watch chairpersons.
- ◆ **Maintenance of the NED crime watch group map** outlining all crime watch groups in the division.
- ◆ **Quarterly updates of CWEB activities** and Northeast progress reports included in the *Northeast News*.
- ◆ **Editor and contact for submissions to the *Northeast News***. Submissions of neighborhood crime watch news from chairpersons are welcome.
- ◆ **Quarterly chairperson meeting** preparations, open to all Northeast crime watch chairpersons.
- ◆ **A central point to volunteer** if you or your neighbors would like to get more involved with CWEB or the police department.
- ◆ **Assistance to new crime watch groups** as needed.
- ◆ **Maintenance of NED Crime Watch Reference Materials File** of sample newsletters, flyers, and so forth. This material is available to chairpersons who wish to review and copy any of the material.
- ◆ **Assistance to the crime watch officer** in identifying and recruiting new crime watch groups.
- ◆ **Problem resolution assistance** to chairpersons if you have difficulty in getting a question or concern resolved by the police department.

Please refer to the NED Information/Personnel List for your CWEB representative's name and voice mail telephone number.



DALLAS POLICE DEPARTMENT TELEPHONE DIRECTORY



DALLAS POLICE DEPARTMENT

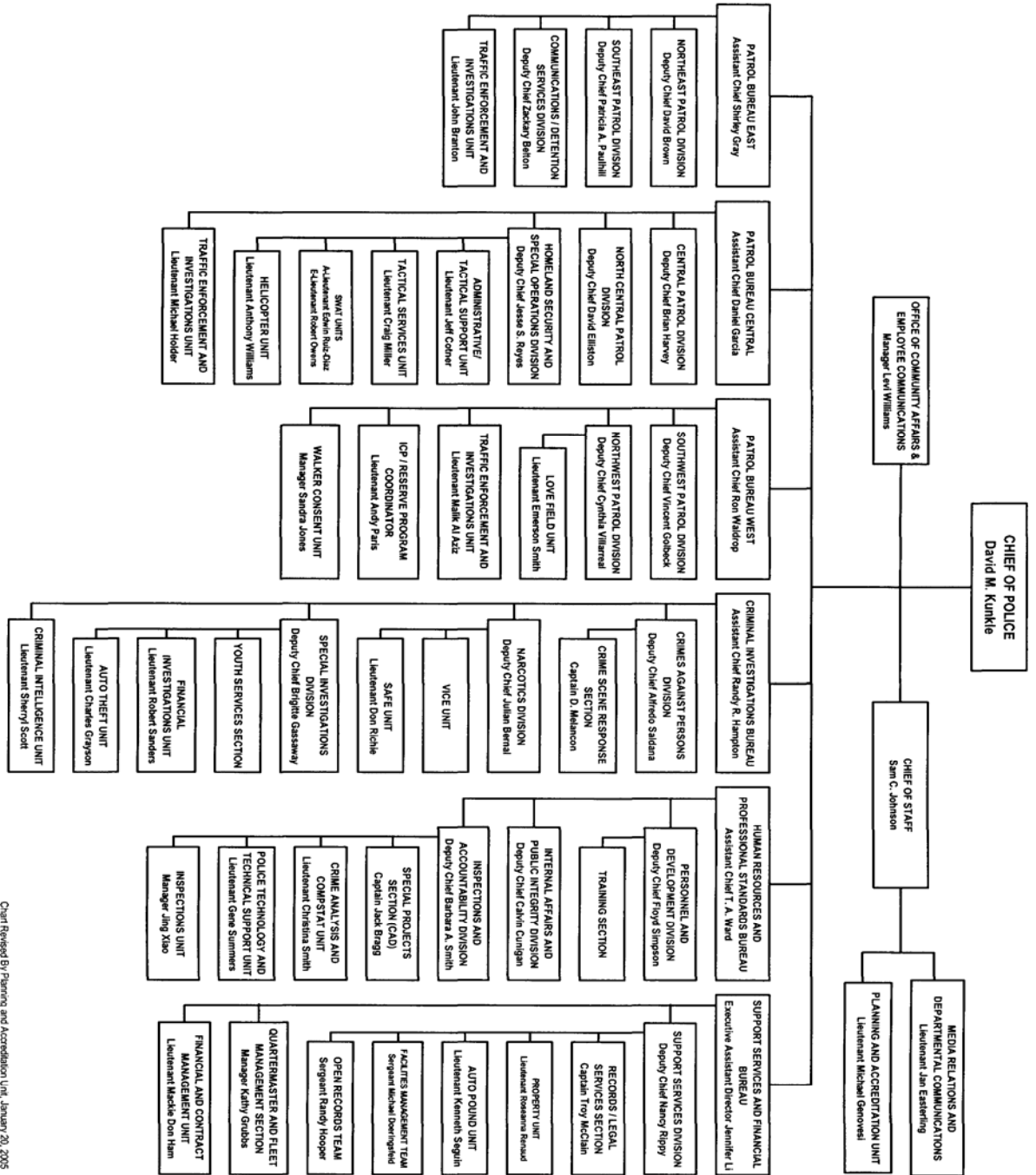


Chart Revised By Planning and Accreditation Unit, January 20, 2005



Overview of DPD Organization

The Dallas Police Department is organized into five “Offices”, the Office of the Chief, Field Operations, Investigations, Management Services, and Financial Services. A brief overview of each of these offices and its major divisions or sections are given below:

Office of the Chief of Police

Media Relations and Departmental Communications – Coordinates release of information to the news media. Handles tours of the DPD for dignitaries and visiting agencies and develops public relations projects.

ICP Coordination Unit – Responsible for the development of programs promoting citizen awareness of crime and its prevention and an understanding of police operations. Promotes citizen participation by providing a means of citizen input into the services offered by the DPD.

Internal Affairs Division (IAD) – Refer to Quality of Police Service in this section.

Office of Field Operations

This office is responsible for the patrol operations at each of the six Operations Divisions. The city is divided into three Patrol Operations Bureaus and six patrol divisions: Northeast Operations Divisions, Central Operations Divisions, Southeast Operations Divisions, North Central Operations Divisions, Northwest Operations Divisions, and Southwest Operations Divisions.

Operations Divisions – Each Operations Division (substation) has an Administrative and Investigative Unit and is responsible for the patrol operations within its individual boundaries. Uniformed personnel are assigned to four watches (shifts). The hours of the shifts are staggered but basically consist of a day, evening, and late night shift, with a fourth shift that overlaps the evening and late night shift.

Tactical Section – Handles all incidents requiring specialized police tactics such as hostage negotiations, barricaded persons, riot control, protests, and execution of hazardous warrants. This unit includes helicopter, canine, explosives, and mounted unit operations.

Traffic Section – Responsible for traffic and DWI enforcement and investigations of accidents and all vehicular crimes. This includes the Motorcycle and School Crossing Units.

Office of Investigations

Crimes Against Persons Division – Composed of the Robbery, Homicide, and Assault Units. Investigates these offenses and files cases with the District Attorney’s office.

Identification Section – Responsible for taking, classifying and preserving fingerprints and photographs. Searches crime scenes, collects and preserves evidence.

General Investigations Division – Includes the swindle and auto theft sections, forgery, financial crimes, and property recovery squads.

Youth and Family Crimes Division – Responsible for investigating juveniles taken into custody, gang activities, certain offenses against juveniles, missing persons, and family violence.



Maintains liaison with county juvenile courts, county juvenile detention centers, Texas Department of Human Resources, school districts and other organizations working with juveniles.

Narcotics Division – Develops criminal cases against dealers and suppliers of illicit drugs. Processes suspects arrested for drug violations.

Vice Section – Investigates and develops cases in all areas of prostitution. Enforces all laws concerning liquor, gambling, commercial obscenity, public lewdness, indecent conduct, and bigamy.

Abatement Unit (SAFE Team/NNRU) – Responsible for all real property abatement activities and all non-narcotic criminal seizure activities. The mission of the SAFE Team is to a) deny criminals use of real property as a base of operations, b) secure owner cooperation in removing the criminal element from target locations, c) secure owner compliance with building codes, and d) remove or seize blighted property if owners fail to cooperate.

Office of Management Services

Personnel Section – Provides personnel services and maintains personnel records. Recruits police officers, conducts background investigations, administers the employee performance evaluation system. Develops and coordinates the DPD's affirmative action programs.

Training Section – Develops and evaluates in-service programs and trains officers. Supervises and coordinates all training programs, coordinates state certifications and higher education for DPD personnel.

Legal Services Section – Files all criminal cases with District Attorney's office, administers all municipal, county, and district court subpoenas, and coordinates contact with officers scheduled to testify in court. Also provides legal services between the DPD and the City Attorney's office.

Intoxilyzer Unit – In addition to administering intoxilyzer tests to suspects arrested for driving while intoxicated (DWI), this unit also processes all arrest paper work and warrants at the county jail.

Office of Financial Services

Financial Services Section – Coordinate and prepare the police budget and handle other fiscal matters for the Department. Serves as a liaison between the Police Department and the City Budget and Research Office.

Property / Auto Pound Section – Responsible for receiving, storing and disposing of drugs, evidence, and stolen, recovered, or found property. Collecting, storing, protecting, releasing, and disposing of impounded vehicles.

Equipment Services Section – Responsible for ordering, controlling and issuing police uniform equipment and supplies.

Additional Information

Citizens who wish to learn more about the DPD may be interested in the 10 – week, one night per week course offered by the Citizen Police Academy. The phone number is included in Section III for information. More information and a Citizen Police Academy application is included in Section VII.



Scanner Frequency List

The following channels and frequencies may be of interest to persons with radio scanners.

<u>Description</u>	<u>Frequency</u>	<u>Channel</u>
DPD Central Division	460.3250	Channel 1
DPD Northeast Division	460.3750	Channel 2
DPD Southeast Division	460.5000	Channel 3
DPD Southwest Division	460.4250	Channel 4
DPD Northwest Division	460.0750	Channel 5
DPD North Central Division	460.1750	Channel 6
DPD Traffic Division	460.2750	Channel 7
DPD Tactical Unit	460.1250	Channel 8
DPD Information	460.0250	Channel 9
DPD Car-to-Car	460.2250	Channel 10
DPD Investigators	460.4750	Channel 11
DPD Special Events	460.4000	Channel 12
Dallas Fire Dispatch	450.5750	Channel 7
Dallas Fire Primary Channel	153.8900	Channel 3
Dallas Fire Medical Intensive Care Unit	154.1300	Channel 2
Dallas Fire Secondary Channel	154.4150	Channel 1
Dallas Fire-Fire Ground	154.1600	Channel 4
Medical Diagnosis (Paramedic/Hospital)	463.0250	
Dallas Civil Defense	155.0250	
Dallas Independent School District	464.1000	
Dallas Sheriff Mutual Aid North	154.9950	Channel 6
Dallas Sheriff Mutual Aid South	155.2500	Channel 7
Dallas Sheriff Mutual Aid North	155.5950	Channel 8
National Weather Service	162.4000	
Dallas Amateur Radio Races (Storm chasers)	146.8800	
DFW Airport Police Dispatch	460.3500	Channel 1
DFW Airport Police Car-to-Car	460.4500	Channel 2
DFW Airport Police EMS/Fire/Crash/Rescue	453.0500	Channel 3

Additional Information

See DPD Divisional Map in this section for division boundaries and Overview of DPD Organization for a brief description of specialized units within the DPD. Refer to the following page for a list of the Signal Codes used by the DPD in dispatching or reporting police activities.



DPD Radio Signal Codes

The following signal codes are used by the DPD in dispatching or reporting police activities on the radio.

<u>Code</u>	<u>Description</u>	<u>Code</u>	<u>Description</u>
DH	Drug House	33	Poisoning
4	911 Hang Up	34	Suicide
6	Disturbance	35*	Emergency Blood Bank Transfer
6X	Disturbance (Potential Violence)	36	Abandoned Child
6G	Random Gunfire	37	Street Blockage
6M	Loud Music		
6S	Disturbance at School		
7	Accident, Minor	38	Meet Complainant
7X	Accident, Major	39	Racing/Speeding
8	Drunk	40	Other – Miscellaneous Call
9	Theft	41	Felony in Progress
11	Burglar	41-40*	Kidnapping in Progress
12	Burglar Alarm	42	Pursuit
13	Prowler	44*	Person in Danger
14*	Cutting	50	Eat
15*	Assist Officer	51	Coffee
16	Injured Person	52	City Court
18	Fire Alarm	53	County Court
19*	Shooting	54	Escort
20	Robbery	55	Traffic Stop
21	Holdup Alarm (Panic Alarm)	56	Out to Station
22	Animal Complaint	57	Out to Garage
23	Parking Violation	58	Routine Investigation
24	Abandoned Property	59	Follow Up Investigation
25	Criminal Assault	60	Special Assignment
26	Missing Person	61	Foot Patrol
27	Dead Person	62	Public Service
28	Sick Person	63	Cover another Element
29	Open Building	64	Out to Radio Shop
30	Prisoner	65	Use Telephone
31	Malicious Mischief	66	End Duty Tour
32	Suspicious Person	67	Other Personal Mark Out

*These calls along with 41-20 (Robbery in Progress) and 41-25 (Criminal Assault in Progress) are considered emergency calls.



Neighborhood Police Officer Unit

NPO is a program designed to increase communication between the police and citizens and to maximize available resources to improve the quality of life in the community. It results in a grass roots effort by neighborhoods, businesses, churches, and government to address crime and quality of life issues, and to participate jointly in the well-being of the neighborhood as a whole.

NPO Goals

The ICP program has many advantages. NPO services are tailored to the needs of the individual area. City services are enhanced, duplication of efforts is decreased, and improved quality of life will increase economic development opportunities. The results are a greater feeling of security in the neighborhood and a higher level of concern on behalf of the police officers and city employees. The specific goals of the NPO Program are:

- ❖ Reduce the need for city resources through a coordination of efforts.
- ❖ Develop and expand a joint effort between the police and the community.
- ❖ Reduce the crime rate.
- ❖ Improve relations between the police and the community.

NPO's

NPO's receive specialized training in working with the community and the role of the beat officer. Once trained, these officers are assigned to specific neighborhoods within the division and their responsibilities are to:

- ❖ Act as the coordinator between the beat officers and the neighborhoods they patrol, taking a comprehensive view of the neighborhood and the concerns of the citizens.
- ❖ Receive referral forms from beat officers and contact the appropriate agencies or departments in order to resolve the citizen concern or crime problem in the area.
- ❖ Act as liaison for the neighborhoods and coordinate the flow of information between citizens, neighborhood groups, businesses, and social service agencies.
- ❖ Maintain logs of all referral forms, including the action taken and follow-up with the citizens.
- ❖ Attend crime watch meetings and informal community gatherings.
- ❖ Be accessible to and maintain regular contact with the citizens in the NPO area.
- ❖ Respond to priority calls to assist beat officers.

Additional Information

The NPO program is tailored to suit the needs of the specific area. For information about how the NPO program is organized in your division, see Services/Information Provide to Crime Watch Groups in Section I.

You may also contact your crime watch officer for specific questions about NPO services and personnel.



911 Call Prioritization System

The DPD operates a 5-tier call prioritization system to ensure response to the most serious 911 calls first. The following table sets forth the goals for the projected **maximum response times** and the types of calls that are classified within each tier. **Total response time** consists of the dispatch time plus the travel time. **Dispatch time** is the time elapsed from the receipt of the 911 call until the call is assigned to an officer. **Travel time** consist of the time elapsed from receipt of the assignment to the time the officer arrives at the scene.

<u>Call Tier Level</u>	<u>Signal</u>	<u>Category of Call</u>
Type I – Emergency Goal: 8 minutes or less; 1 minute dispatch plus 5 minutes travel time.	6X-01 14 15 19 35 41 44	Family Violence AWARE Alarm Cutting Assist Officer Shooting Emergency Blood Bank Transfers Felony in Progress Person in Danger
Type II – Urgent Goal: 10 minutes or less; 3 minutes dispatch plus 7 minutes travel time.	04 6S 6X 7X 13 18 20 21 25 33 34 41-40	911 Hang-up (Residence/Business) Disturbance at a School Disturbance (Potential Violence) Major Accident Prowler Multi-Alarm Fire Robbery Hold-Up Alarm (Panic Alarm) Criminal Assault Poisoning Suicide In progress other
Type III – Prompt Goal: 15 minutes or less; 8 minutes dispatch plus 7 minutes travel time.	DH 6G 07 08 11 12 16 26 27 28 29 30 32 36 40	Drug House Random Gunfire Minor Accident Drunk Burglary (Suspect still at or near location) Burglar Alarm Injured Person Missing Person Dead Person Sick Person Open Building Prisoner (held by security guard) Suspicious Person Abandoned Child Other
Type IV – Non-Urgent The goal for dispatch of non-urgent calls is 60 minutes.	06 6M 23 24 37 38 39	Disturbance (Nuisance) Disturbance Loud Music Parking Violation (Not hazardous) Abandoned Property Street Blockage Meet Complainant Racing/Speeding



Call Tier Level

Type V – Telephone Service

Priority V calls receive Telephone service only.

Category of Call

Burglary of Residences and Businesses
Burglary of a Vehicle, Coin-Operated Machine,
Storage Shed/Garage
Thefts of Persons or Service
Unauthorized Use of Motor Vehicle
(More than 30 minutes before time of call)
Criminal Mischief
Harassment (Telephone)
Lost Property
Wanted to Locate
Missing Person (Not Critical)
Robbery (When complainant has left town)

Actual Response Times

It should be stressed that the above times are goals. Actual response time depends on many factors, including:

- **Staffing at the substation.** The DPD tries to maintain staffing based on expected call load, but like any other business, it sometimes may be short-handed.
- **Location of the officer at the time of the dispatch.** It is not always possible to assign the call to a nearby officer, resulting in increased travel time.
- **Traffic conditions.** Heavy traffic and wet or icy roads may delay response.
- **Call backlog.** Backlog during busy periods such as weekends and evenings can result in longer response times.
- **Weather conditions.** Stormy weather plays havoc on many security alarms which results in greatly increased responses to false alarm calls.
- **Insufficient or incorrect information from caller.** Neighbors should be made aware of the importance of specifying an exact location. Similarly, an accurate description of the activity being reported can make a difference in prioritization. For example, a suspicious person report is a Type III call, but a prowler report is a Type II call and will receive faster response.

Additional Information

The Citywide DPD Data Sheet in this section shows average actual response times for each priority level. Anyone who experiences a problem communicating the nature of his or her call to the 911 operator should ask to speak to a supervisor **at the time of the call**. Although 911 tapes are monitored for a certain period of time, complaints are more easily investigated and resolved if made immediately.

Translators who speak Spanish and several other languages are available either from within the communications center or through the use of Southwestern Bell's nationwide 24-hour "Language Line," in which the caller's language is identified and translators are connected on the line to interpret.

See Making a Report to the Police Department in Section VI for information about accurately reporting a crime. Groups may arrange tours of the Communication Center by calling in advance. See Helpful Telephone Numbers in Section III to make arrangements.



Security Alarm Ordinance

Security alarms, both home and business, have become more and more commonplace. As their numbers have increased, so has the very significant problem of valuable police resources being used to respond to false alarm calls. The issue has become so substantial, in fact, that in 1994 \$4.1 million of the Dallas police budget was spent in responding to, investigating, and recording false alarms! This should be a concern of every citizen in Dallas. Whether you have an alarm or not, everyone pays for this problem through their taxes and delayed police response times.

Some Background

- In 1994, more than 134, 000 calls for police response to alarm sites were logged. The volume of false alarms calls continues to increase every year.
- Of these 134, 000 calls, fully 98% were false alarms, in which no evidence of break in or attempted break in was found.
- False alarm calls represent 20% of all calls made by police officers in Dallas.
- False alarms prevent police from attending to real emergencies. Police resources spent in 1994 were equal to more than 80 fully trained, fully equipped police officers.

Dallas Alarm Ordinance

In May of 1994, a new alarm ordinance went into effect in an effort to alleviate the strain on police resources. Some highlights from this ordinance are as follows:

- An annual permit is required. The initial permit and annual renewal fees are \$50.00 for individual residential and apartment sites and \$100 per commercial site.
- The alarm company must train the applicant in the proper use of the system and provide written operating instructions, including written guidelines on how to avoid false alarms.
- Repeated false alarms may require a conference between the police department, the alarm permit holder and the responsible security company.
- A service fee of \$50 is charged for each false alarm notification in excess of five per 12-month period.
- The permit may be revoked for failure to pay service fees or for violation other provisions of the ordinance.
- Police may refuse to respond to any alarm site for which the permit is revoked.
- Violation of any provision of the ordinance is punishable by a fine of \$500.
- As of January 1996 - DPD will not respond to locations without valid alarm permits.

What can you do?

As crime watch chairperson for your area, you can play an important role. Repeated false alarms are the joint responsibility of the alarm owner and the security company. Too often people shrug their shoulders because they don't understand their system and don't know what to do about the problem. Inform your neighbors of the depth of the problem and offer solutions in your meetings, newsletters, and voice mail.



Several suggestions you may make to your neighbors are:

- Alarm users who experience even one false alarm should contact their security company to determine the cause or to arrange for a check-up of their system. Sometimes the problem is mechanical in nature and easily can be adjusted. Some of the most common causes of false alarms are motion detectors improperly set for the circumstances of the home, weak batteries, and unlatched or loose fitting doors and windows.
- Alarm owners should request further training and written instructions from their security company for all household members. Often children, other household members, or employees accidentally set off the alarm and don't know what to do.
- All household members and employees who have access to the home should memorize the security code. Most monitoring companies try to verify whether the alarm is valid by phone, but they often reach a household member who doesn't remember the code. As a result, the monitoring company must forward the call to the police department. If cleaning or other service people have keys and will enter the home, they need to be given codes and training. This should not be a security concern if they already have access to your home.

Crying Wolf

Many of us have neighbors whose alarm seems to go off all the time. How do we react? It is very much like the old fable of the little boy who cried wolf. We don't pay any attention to it at all! We assume it is just another false alarm and go on about our business. Security alarms can serve as a deterrent to certain types of crimes and the police department does not want to discourage their use. However, careless use of alarms affects all of us.

Even one false alarm is too many. If every Dallas alarm site experiences only one or two false alarms per year, the rate would **exceed** the already too high number of false alarms. Every single false alarm should be investigated to determine the cause and take corrective action.

If reduction of the false alarm problem is not achieved through voluntary compliance, stricter ordinances and more severe fees and fines may be the next step.

Additional Information

For copies of a false Alarm brochure with specific tips to avoid false alarms, which can be distributed to your neighbors, contact your crime watch officer. For a copy of the Dallas Alarm Ordinance Number 22038, contact the City Secretary's office at the telephone number included in section III, Helpful Telephone Numbers.

For more information about security alarm requirements, contact the DPD Alarm Unit. For information about alarm permits, renewals, and service fees, contact the City Tax Office, Customer Service Department. These numbers also are included in Section III.



Disposition of Your Case

What happens when you or your neighbors report a crime to the police department? The responding officer will complete an offense report and will inform you of the service number generated by the 911 call. The offense will be classified by the type of crime and the degree of seriousness. Felonies are offenses generally punishable by a year or more in prison. Misdemeanors are less serious offenses, usually involving less than a year in jail or often probation. Crime is typically classified into two major types – violent crimes and property crimes.

Common types of violent crime

- **Assault** – unlawful deliberate inflicting or attempted inflicting of injury to another person, with or without a weapon, and certain types of threats, including verbal.
- **Homicide** – intentionally causing the death of another person.
- **Robbery** – taking or attempted taking of property by force or by threat of force.
- **Sexual assault** – sexual conduct by force or without consent.

Common types of property crimes

- **Arson** – the act of or attempt to maliciously damage or destroy property by fire or explosion. Arson is investigated by the Dallas Fire Department.
- **Burglary** – unlawful entry into a building or other fixed structure, with or without force, with the intent to take something or commit a crime. **Burglary of a Motor Vehicle (BMV)** falls under this category.
- **Theft** – taking or trying to take another's property, other than a motor vehicle, without permission but without force or threat.
- **Motor vehicle theft** – taking or trying to take another's motor vehicle without permission. This crime is classified as **Unauthorized Use of a Motor Vehicle (UUMV)**.

Status of your case

The status of the offense will be determined by many factors. The DPD will classify the investigation under the following circumstances:

- **Open (O)** – Offense is assigned to a detective to investigate.
- **Cleared by Arrest (C)** - Suspect arrested, no further investigation is necessary.
- **Cleared by Exceptional Arrest (E)** – The suspect is identified but for some reason prosecution will not be pursued, such as when the victim will not prosecute or other charges of a greater magnitude will be filed against the suspect.
- **Suspended (S)** – No further investigation is warranted at this point due to the lack of leads. The investigation will be reopened if further leads are provided at a later date.

The abbreviations shown above are used on the monthly Block Watch Reports sent to crime



watch groups. Refer to Crime Reports in Section VI for a sample report.

The Dallas Police Department seeks to aggressively pursue prosecution on all criminal cases. However, a case priority system is used to assist investigators in the best utilization of manpower. Suspects, witness information, and other factors that may lead to a resolution of the case are taken into consideration in determining the amount of manpower that will be assigned a case. For example, a felony case with suspect or witness information will be allocated more resources than a misdemeanor case with no leads.

Open cases will be assigned to a detective for investigation. Burglaries, thefts, burglaries of motor vehicles, and criminal trespasses are assigned to the substation detective unit. Other offenses are assigned to specialized units in the DPD, such as the Robbery, Homicide, and Auto Theft Units. Crimes involving domestic violence or violation of a protective order will be forwarded to the Family Crimes Unit.

Certain offense reports are handled by the police department over the telephone if there is no immediate need for police to respond to the scene. Offenses such as thefts, vandalism, and non-recent burglaries and vehicle thefts are reported over the telephone. A finger print team will be sent to the scene if requested. The citizen making the report will be given a service number to refer to if inquiries are made or a copy of the police report is needed. A copy of the report may be obtained by mail or in person at the Records Division in the Jack Evans Police HQ at 1400 S. Lamar. There is a fee for each report. Call 214-671-3375 for up to date information about hours of operation and cost.

The detective handling the case may advise the complainant by telephone if an arrest is made or the case is cleared. Generally, misdemeanor thefts, burglary of a motor vehicle, and certain felony thefts will be closed without investigation if insufficient leads or evidence prevents investigation. Prior to officially closing these cases, a detective at the substation will review the facts of the case and will notify you by postcard. The postcard also will inform you of who to call if any additional information becomes available or if you have any questions regarding your case.

Steps in the Criminal Justice System

The criminal justice system is a very complex and often lengthy process. The diagram on the following page shows the basic steps of the system.

Additional Information

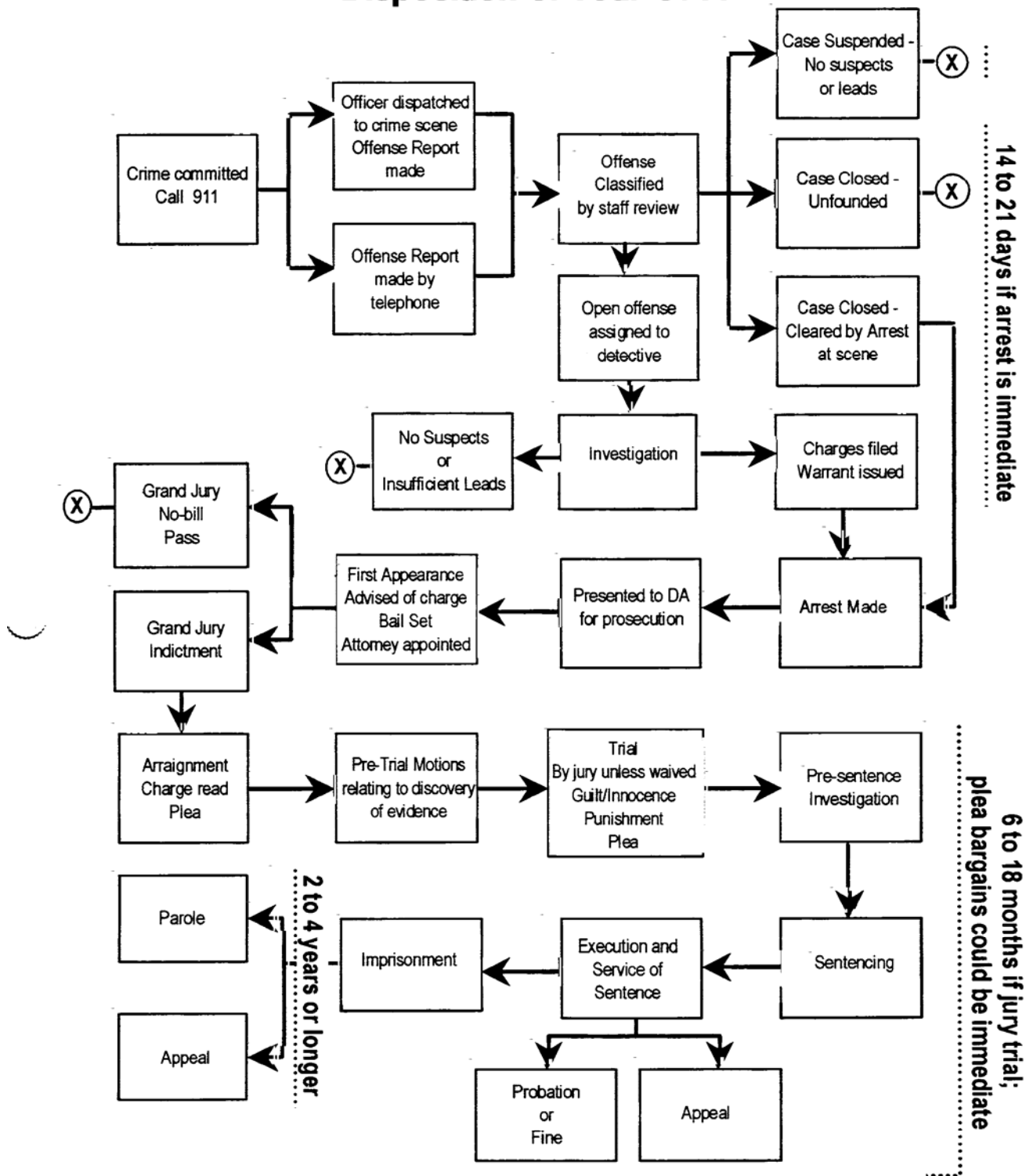
For more information about obtaining a copy of your police report, call the DPD Records Section recorded information line at the number listed in Section III.

Both the DPD and the district Attorney's Office have victim liaisons to assist crime victims. See Section IX, Victims' Assistance and Victims' Compensation, for information regarding your rights as a victim of a violent crime.

Criminal courts are open to the public if you desire to view a criminal case being tried.



Disposition of Your Case



Quality of Police Service

The Dallas Police Department (DPD) is dedicated to providing the best police service possible to all citizens. Police officers are carefully selected and given the best training possible in order to provide this service. Educate your neighbors about the procedures to be followed in filing a commendation or complaint. Your feedback about the service you receive from the police department is very important.

How do you send commendations to an officer?

Your DPD officers are individuals who are dedicated to serving you and your community. Favorable comments from citizens are always welcome. Too often citizens only provide feedback when there has been a problem. Although this is important, it is also important to know that the majority of officers perform their jobs in a professional manner and truly care about the citizens they serve.

If you have occasion to see a police officer doing outstanding work or just want to acknowledge professional, courteous treatment from an officer, be sure to get his name and/or badge number. Please call the substation or send a letter of commendation to the officer, to the Commander of your substation, or to the Chief of Police. Your substation address and telephone number are included in Section I.

What if you have a complaint?

If you have an occasion to lodge a complaint about the actions of a member of the DPD, the following information explains how complaints are made, how they are investigated, and the potential results.

If you think an officer has not behaved properly, you may lodge a complaint with any supervisory officer of the DPD. Supervisors are on duty 24-hours per day and may be contacted by calling the substation in your area. Telephone numbers of each substation are included in the front of this section. The supervisor may be able to resolve the problem to your satisfaction immediately. Often citizen complaints are a result of not having access to complete information about the situation or not fully understanding police procedures. If the supervisor cannot resolve the problem, however, your complaint will be referred to the Internal Affairs Division (IAD) for investigation.

Formal complaints from citizens will be fairly and thoroughly investigated by IAD special investigators assigned to the case. IAD office hours are 6 a.m. to 6 p.m. each weekday.

Texas State Law

Texas state law requires that all complaints against police officers must be in writing and signed by the person aggrieved. Just as citizens who are arrested must be notified of the charges against them, the police officer, by law, must be given a copy of a personnel complaint before any disciplinary action may be taken.



Complaints must be made within 60 days of the incident complained about, except in special cases (such as criminal misconduct or when good cause can be shown by the person complaining). Complaints must be made by the person who claims to be aggrieved. Other persons may give statements as witnesses.

Internal Affairs Division investigators will conduct a thorough investigation of your complaint, and you will be advised of the result.

False Complaints

People sometimes make false complaints against police officers. Citizens should be aware that this is a violation of the Texas Penal Code. Section 37.02 provides punishment for an individual who, with the intent to deceive and with knowledge of the statement's meaning:

Makes a false statement under oath or swears to the truth of a false statement previously made; and, the statement is required or unauthorized by law to be made under oath.

A person convicted under this Section of the Texas Penal Code can be punished by a fine up to \$4, 000, confinement in jail up to one year, or both.

What happens when a complaint is found to be true?

As with all citizens, police officers must be accorded certain rights, and complaints must be supported by sufficient evidence. If there is not sufficient evidence to sustain the complaint, the officer is notified and continues on duty. If he was removed from duty during the investigation, he will be paid for that period. The complainant is also notified by mail of the investigation's results. Valid complaints may result in reprimand, suspensions, demotion, dismissal, or even criminal charges, depending upon the severity of the complaint.

Officers can appeal the decision

Just as a citizen charged with a criminal offense can appeal a court's decision, a police officer can appeal the action taken against him. The City of Dallas has established procedures for officers to follow in their appeals, just as the DPD has established procedures for ensuring the complaints by citizens are thoroughly and honestly investigated.

What if you are not satisfied with the decision?

If you are not satisfied with the results of the investigation by IAD, you may:

- Contact IAD at the Police and Courts Building to discuss the case with a supervisor. The telephone number is included on the DPD Directory in Section II.
- Appeal to the Citizens/Police Review Board by completing a request form provided by IAD. This Board holds public meetings each month.
- You may request investigations by the Dallas County District Attorney's Office if criminal acts are alleged or the Federal Bureau of Investigation if civil rights violations are alleged.

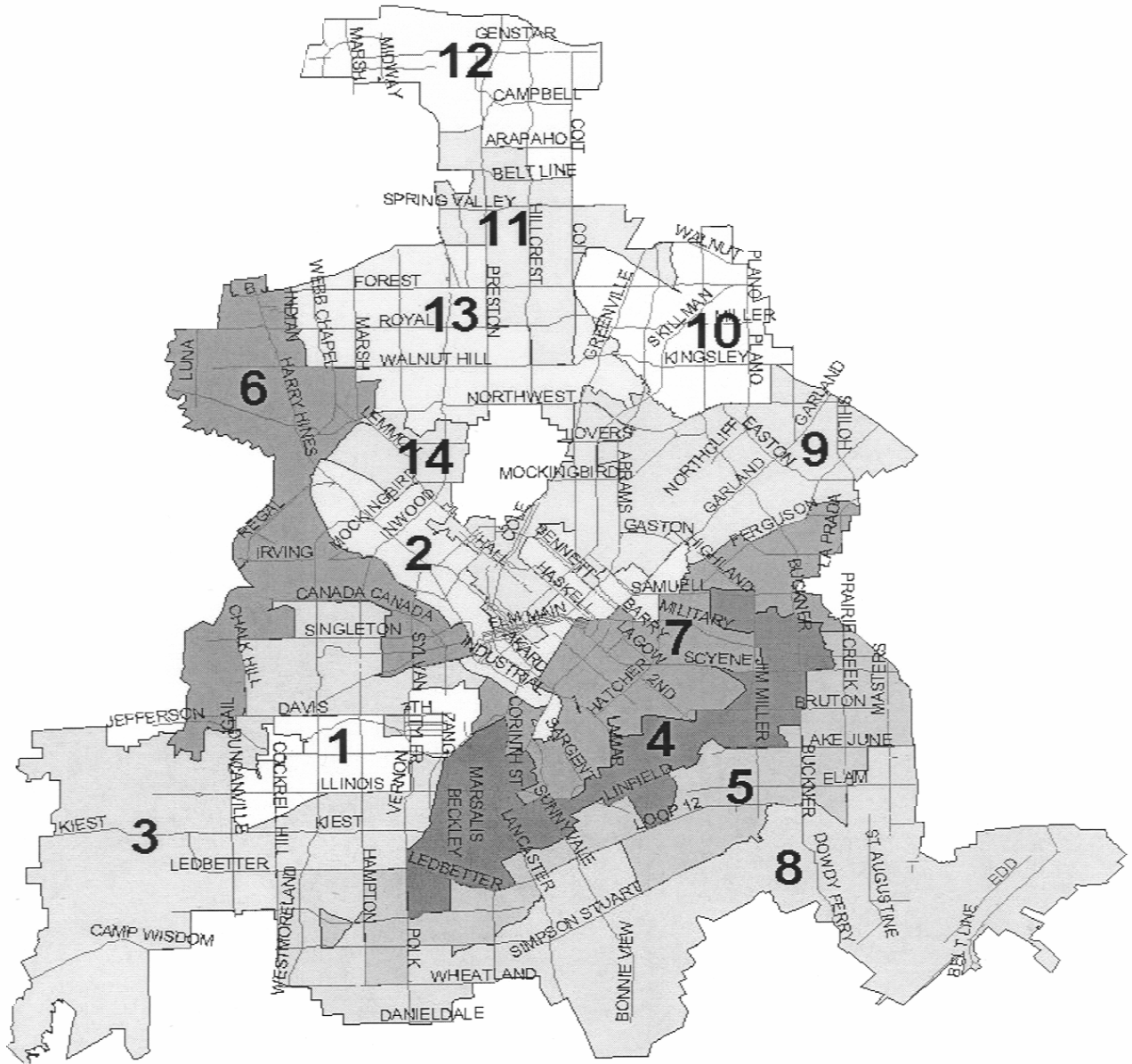


Chapter III

City of Dallas Council Districts

Adopted Council District Redistricting Map

Page 2 of 3



web accessibility | credits | help | privacy



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http://www.dallascityhall.com/dallas/eng/html/adopted_map.html

2/18/03



City of Dallas Mayor and Council Members

Laura Miller, Mayor – District 15, at Large

City Hall

1500 Marilla, 5/E/N/ 75201

(214) 670-0773

District 1:

Dr. Elba Garcia

City Hall

1500 Marilla, 5/F/S/ 75201

(214) 670-4052

District 2:

John Loza, Deputy Mayor Pro Tem

City Hall

1500 Marilla, 5/E/N/ 75201

(214) 670-4048

District 3:

Ed Oakley

City Hall

1500 Marilla, 5/F/N/ 75201

(214) 670-4199

District 4:

Dr. Maxine Thornton-Reese

City Hall

1500 Marilla, 5/F/N/ 75201

(214) 670-0781

District 5:

Donald Hill, Mayor Pro Term

City Hall

1500 Marilla, 5/E/N/ 75201

(214) 670-0777

District 6:

Steve Salazar

City Hall

1500 Marilla, 5/F/S/ 75201

(214) 670-0776

District 7:

Leo V. Chaney Jr

City Hall

1500 Marilla, 5/E/N/ 75201

(214) 670-4689

District 8:

James Fantroy

City Hall

1500 Marilla, 5/F/N/ 75201

(214) 670-4066



District 9:

Gary Griffith

City Hall

1500 Marilla, 5/F/N/ 75201

(214) 670-4069

District 10:

Bill Blaydes

City Hall

1500 Marilla, 5/F/S/ 75201

(214) 670-4068

District 11:

Lois Finkelman

City Hall

1500 Marilla, 5/F/S/ 75201

(214) 670-7817

District 12:

Sandy Greyson

City Hall

1500 Marilla, 5/F/S/ 75201

(214) 670-4067

District 13:

Mitchell Ransansky

City Hall

1500 Marilla, 5/F/N/ 75201

(214) 670-3816

District 14:

Veletta Forsythe-Lill

City Hall

1500 Marilla, 5/F/S/ 75201

(214) 670-5415



ALPHABETICAL LIST OF DEPARTMENTS AND OFFICERS

AVIATION	214-670-6077
Love Field Terminal Bldg - Kenneth H. Gwyn	
BUSINESS DEVELOPMENT AND PROCUREMENT SERVICES	214-670-3325
City Hall, 3FN – Mark Duebner	
CITY ATTORNEY	214-670-3519
City Hall, 7CN - Madeleine B. Johnson	
CITY AUDITOR	214-670-3223
City Hall, 2FN – Paul Garner (Interim Director)	
ACTING CITY MANAGER	214-670-3297
City Hall 4EN – Mary K. Suhm	
CITY SECRETARY	214-670-3738
City Hall, 5DS - Shirley Acy	
CIVIL SERVICE	214-670-3748
City Hall, L1BS - Patricia Marsolais	
CODE COMPLIANCE	214-670-5708
City Hall, 6CS - Kathleen Davis	
COMMUNICATION AND INFORMATION SERVICES	214-670-3918
City Hall, 4DS – Brian Anderson	
CONVENTION AND EVENT SERVICES	
Convention Center - Frank Poe.....	214-939-2750
COURT & DETENTION SERVICES	214-670-3311
2014 Main, Room 103 – Gloria Lopez-Carter	
DEVELOPMENT SERVICES	214-670-4127
City Hall, 5DN – Theresa O'Donnell	
EMPLOYEES' RETIREMENT FUND	214-580-7700
600 N. Pearl Ste. 2450 – Cheryl Clemons, Administrator	
ENVIRONMENTAL & HEALTH SERVICES	214-670-5711
City Hall, 7AN – Karen D. Rayzer	
EQUIPMENT AND BUILDING SERVICES	214-670-3788



City Hall, 6BN – Jack Ireland

FAIR HOUSING 214-670-5677

City Hall, 1BN - Rosie L. Norris

FIRE 214-670-4607

City Hall, 7AS - Chief Steve Abraira

HOUSING DEPARTMENT 214-670-5988

City Hall, 6DN - Jerry Killingsworth, Sr.

HUMAN RESOURCES 214-670-3120

City Hall, 6AS – David Etheridge

INTERGOVERNMENTAL SERVICES 214-670-5047

City Hall, 2BN - Brett Wilkerson

LIBRARY 214-670-1400

1515 Young – Laurie Evans (Interim Director)

MAYOR/CITY COUNCIL 214-670-4050

City Hall, 5FN – Chandra Marshall-Henson, Assistant to the City Manager

MUNICIPAL COURT JUDICIARY- 214-670-5573

2014 Main, Room 210 - Judge Jay Robinson

OFFICE OF CULTURAL AFFAIRS 214-670-3687

1925 Elm Street, Suite 500 - Betty Switzer

OFFICE OF FINANCIAL SERVICES 214-670-3659

City Hall, 4FN - David K. Cook

OFFICE OF HOUSING COMPLIANCE 214-670-5334

City Hall, 6DN - Carolyn A. Newman

PARK AND RECREATION 214-670-4100

City Hall, 6FN - Paul D. Dyer

POLICE AND FIRE PENSION 214-638-3863

2777 Stemmons Frwy, Suite 825 - Richard L. Tettamant

POLICE 214-671-3730

1400 S. Lamar, 6th Floor - Chief David Kunkle

PUBLIC INFORMATION OFFICE 214-670-3322

City Hall, 4ES - Vacant



PUBLIC WORKS AND TRANSPORTATION	214-948-4192
320 E. Jefferson Blvd, Room 101 - David C. Dybala	
SANITATION SERVICES	214-670-3555
3112 Canton, Suite 200 - Jody M. Puckett	
STREET SERVICES	214-670-4491
3112 Canton, Suite 200 – Forest E. Turner	
TRINITY RIVER CORRIDOR PROJECT	214-671-9500
1500 Marilla St., Room 6BS - Rebecca Dugger, P.E.	
WATER UTILITIES	214-670-3146
City Hall, 4AN – Robert Johnson, P.E.	



Dial 311 for City of Dallas Non-Emergency Calls

HELPFUL NUMBERS

City Hall Operator – General Information	311	670-3011
Air Pollution Control	311	948-4435
City Attorney's Office		670-3519
City Manager's Office		670-3302
City Secretary's Office		670-3738
Mayor's Office		670-4054
City of Dallas Action Center	311	744-3600
Dallas Love Field		670-6073
Ambulance Billing		670-5080
Animal Registration		821-3400
Barricades for Emergencies		747-2600
Block Parties		670-3260
Brush Collection		747-2600
DART Bus Scheduling		979-1111
City Plan Commission		670-3086
City Elections Administration		670-5657
Community Development (HUD Programs)		670-4557
Community Policing Support Unit		670-4427
Consumer Protection		948-4400
Municipal Court		747-3800
Dallas Zoo		670-5656
Dead Animal Removal	311	747-2600
District Attorney		653-3600
Fair Housing		670-3247
Garbage Collection Services	311	747-2600
Housing		670-3617
Junk Motor Vehicles	311	744-3600
Lights (new/repair)	311	670-3272
Neighborhood Petition Paving		948-4270
Noise Pollution	311	948-4429
Parade Permits		670-2701

NON CITY – LOCAL CALLS

Attorney General (State)	742-8944
Better Business Bureau	220-2000
Community Council of Greater Dallas	747-3711
County Information	653-7011
Voter Registration	653-7871
Texas Department of Public Safety	226-7611

Dallas City Phone Book. \$5.00
All departments and department heads are listed.
Available at 1551 Baylor St., phone number 670-5032
Helpful Telephone Numbers



(All numbers are area code 214 unless otherwise noted)

Emergency Services and Repairs

<i>Police, Fire Ambulance</i>	<i>911</i>	<i>Poison Center</i>	<i>590-5000</i>
<i>Action Center, All City Services</i>	<i>311</i>	<i>Rape Crisis Center</i>	<i>590-0430</i>
<i>Animal Control</i>	<i>311</i>	<i>Street Hazard/Sanitation</i>	<i>311</i>
<i>Child/Elderly/Disabled Abuse (800) 252-5400</i>		<i>Suicide & Crisis Center</i>	<i>828-1000</i>
<i>Traffic Signal Malfunctions</i>	<i>311</i>	<i>Gas Emergency</i>	<i>800-817-8090</i>
<i>Water Main Breaks/Sewer Stoppage</i>	<i>311</i>	<i>National Youth Crisis</i>	<i>800-448-4663</i>

Non-Emergency Services

Animals

Adoption, Spay/Neuter Clinics, SPCA	651-9611
Animal Control	311
Dead Animal Removal	311
Rat Control Information	948-4429

Automobiles

Auto Accident Reports	670-3375
Auto Pound Police	670-5116
Auto Title/License Plate Information	653-7621
Drivers License, DPD hours & location	226-5370
Fines, Payment of Parking Citations	573-6000
Fines, Payment of Traffic Citations	670-0109
Traffic Tickets/General Court Info	747-3800

Complaints

Action Center	311
Ambulance Service Complaints	670-4311
Better Business Bureau	220-2000
City Fraud Hotline	293-7283
Code Enforcement	670-1300
Code Violations	311
Consumer Protection, Dallas	948-4400
Consumer Protection, Atty General	742-8944
Contractor Not Working Complaints	948-4290
Fire Service Complaints	670-4700
Junk Motor Vehicle Complaints	311
Litter/Illegal Dumping	311
Noise Pollution	948-4429
Police Service Complaints, IAD	671-3986
Postal Service Consumer Affairs	393-6700
Telephone Solicitors, Pub. Utility Comm	512-458-0256
Weeds, High Grass	311

Counseling & Guidance Services

Alcohol Abuse, Alcoholics Anonymous	239-599
Crime Victims Clearinghouse	800-252-3423
Drug & Alcohol Abuse Info/Referrals	522-8600
Drug Treatment Center	827-2870
Family Guidance Center	747-8331
Mental Health Info/Referrals	871-2420
Narcotics Anonymous	699-9306
Refugee & Immigration Counseling	528-4870
Victims Assistance Liaison, DPD	670-3680
Victims Outreach	233-5184
Victims/Witness Asst Liaison, Dist Atty	653-3660

Crime/Security – Non Emergency

Crime Stoppers Hotline	373-8477
Fire Hazard Reports	311
Pardons & Parole Board	800-848-4284
Police, Non-emergency crime reports	911
Police, Substations/Other Depts.	See Section II
Protective Orders	653-7659
Security Alarm Permits	670-3438
School Security, Dallas ISD	565-6620
School Security, Richardson ISD	972-301-3502
School Sec., Carrollton/Farmers Branch	972-323-6428
School Security, Plano ISD	972-519-8111
Suspicious Persons Reports	911

City County Officials

City Council	670-4050
City Council Members	See listing in this section
City Manager's Office	670-3302
City Secretary's Office, City Ordinances	670-3738
County Clerk's Office	653-7131
County Commissioners Court	653-7361
District Attorney	653-3600

Non-Emergency Services (Continued)



(all area codes are '214' unless otherwise noted)

Information, Crime Watch Services

Crime Watch Signs Installation 670-3773
DPD Citizens Police Academy 670-6888
Fire Safety Presentations 670-3224
Greater Dallas Crime Commission 965-9000
HEAT Program, Texas DPS 512-465-2483
Plat Records, Neighborhood maps 670-4203
Volunteers in Patrol Infor 670-4427

Information – General

City Information/Referrals 311
County Information 653-7011
Federal Information Center 800-366-2998
Municipal Court Fines Information 670-0109
Postal Answer Line, Recorded Info 760-4300
Post Office, General Information 741-5508
Volunteer Center, Volunteer Oppot 826-6767

Legal Services

Dispute Mediation 754-0022
Lawyer Referral 979-9090
Legal Services of North Texas 748-1234
SMU Law School, Civil Clinic 768-2562
SMU Law School, Criminal Justice 768-3562

Public Facilities

Golf Course Info 670-8520
Library Information 670-1400
Library Meeting Rooms 670-7800
Park/Meeting Room Reservation 670-8748
Park/Athletic Field Reservation 670-8740
Park 24-hour Activity Line 670-7070

Records

Absentee Voting 653-7192
Birth/Death Certificates State of Texas 653-7477
Helpful Telephone Numbers (Continued)

Birth/Death Certificates City of Dallas 670-3092
County Courthouse, General Information 653-7011

Senior Citizens

AARP 265-4060
Adult Protective Service 638-7575
Aged & Disabled Service 638-9539
Aging Information 741-5244
Meals on Wheels 689-0639
Visiting Nurse Association 689-0000

Social Services

Child Protective Services 640-6200
Health & Human Serv City 670-4225
Jobs and Job Training 747-3711
Juvenile Welfare Information 747-3711
NAACP, Dallas Office 421-7610
Salvation Army 688-4494

Streets, Sidewalks, Alleys

Block Parties/ Street Closings 670-3260
Paving Requests 948-4270
Pothole Repairs 747-2600
Road Humps/Traffic 670-5035
Storm Drain Cleaning/Repair 311
Street/Alley Cleaning/Repair 311
Street Resurfacing 948-4499
Streetlight, New or Repair 653-1311
Traffic Signal/Sign, New 670-3265
Trees, Obstructing Streets 744-3600

Taxes

Internal Revenue Service 742-2240
Property Tax info, City/School 744-1000
Property Tax, Dallas County 653-7811

Transportation

DART Schedules/Rates 979-1111
DART Action Cent/Complaints 749-3333
DART, Handirides, 826-6800

Trash

Collection Service/Dispatch Crt 747-2600
Composting Information 231-5362
Customer Service 670-8613
Hazardous Waste 904-3017

Recycling Information 670-4479



Police Reports, DPD Records Section	670-4455
Woman Voters	688-4125
Records, Dallas County	653-7871
Voter Registration	653-7871

Utilities

Gas Customer Service	741-3750
Electric Customer Service	791-2888
Water Customer Service	651-1441



EMERGENCY SERVICES (7-Day Week/24 Hours) 9-1-1

Police/Fire/Ambulance

9-1-1 Systems Manager	214-670-3911
NON-EMERGENCY SERVICES (7-Day Week/24 Hours)	3-1-1
NON-EMERGENCY SERVICES OUTSIDE CITY LIMITS	214-670-5111
Trash Pick-up/Animal Control/potholes, etc.	
3-1-1 Systems Manager	214-670-3203
Building Custodial Operations	214-670-5274
Building Maintenance - City Buildings	
(Central Division)	214-670-3823
Building Maintenance - City Buildings	
(East/West Division)	214-670-0664 or 670-7096
Building Security - City Hall (24 Hours)	214-670-3000
Sewer Stops - Water Main Breaks	744-5005
Street Hazards	3-1-1
Traffic Signal Malfunctions	3-1-1

ALPHABETICAL LISTING OF SERVICES

Accident Appeals Board of City Employees	214-670-3565
Accident Reports (Vehicle)	214-671-3375
Action Center (Dallas City Services)	3-1-1
Activity Line (24 Hours - Park Information) Snickers City Soccer ..	214-670-7070
Adult Health Services	214-670-0522
Air Pollution Control	214-948-4435
Air Pollution Index	214-948-4439
Airports	
Dallas-Ft Worth Regional Airport Board	972-574-8888
Dallas Heliport	214-670-4338
Dallas Love Field	214-670-6073
Dallas Executive Airport	214-670-7612
Alley Repair	3-1-1
Ambulance Billing	214-670-5080
Ambulance License (Permits)	214-670-3161
Animal Control (24 Hour Dispatch)	3-1-1
Animal Shelter (Forney Road)	214-670-8226
Forney Road Lost Pet Hotline	214-670-8389
Animal Shelter (Oak Cliff)	214-670-7430
Oak Cliff Lost Pet Hotline	214-670-1965
Animal Registration	214-821-3400
Apartments/Swimming Pool - Multi-Family Inspections	214-670-5121
Aquarium - Fair Park (Information Line)	214-670-8443
Arson Hotline	214-670-4597
Arts - Office of Cultural Affairs (Administration)	214-670-3687
Assessments (Paving)	214-948-4270
Athletic Field Reservation	214-670-8740
Auction Information	214-670-3350
Automobile	
Accident Investigation (Follow-up)	214-670-6954



Accident Report.....	214-671-3375
Pound.....	214-670-5116
Theft	214-671-3535
Barricades for Emergencies.....	3-1-1
Bike Trail Maps and Park Information.....	214-670-4039
Billiard Hall Permits (Tax Dept.)	214-670-3438
Birth Certificates	214-670-3092
Block Parties.....	214-670-3260
Brush Collection Service.....	3-1-1
Budget Information	214-670-3655
Building Inspection	
All Services and Information	214-948-4480
Automated Inspection Request (24 Hours)	214-670-5313
Code Administration/Plan Review	214-948-4480
Licenses - Electrical	214-948-4173 or 948-4174
Building Reservations - Park and Recreation Facilities Only	214-670-8748
Special Use, Weddings and Picnics	214-670-8243
City Hall Conference Rooms	214-670-4818
Building Security - City Hall (24 Hours)	214-670-3000
Bus Service (DART Schedule Information).....	214-979-1111
Carpooling (DART Rideshare).....	214-747-RIDE
Catering Permits	214-670-8083
Census Information	214-670-4528
Central Certification Center	
Minority/Women-owned Business Enterprises	214-670-3346
Central Expwy & State Projects Acquisitions.....	214-948-4372
Certificate of Appropriateness (Historic Districts).....	214-670-4131
Certificate of Occupancy	214-948-4372
Check Distribution	214-670-7076
Child Health Services	214-670-8358
Citizen Assistance	3-1-1
City Attorney	214-670-3519
City Auditor.....	214-670-3223
City Council Office	214-670-4050
City Employment (Job Hotline)	214-670-5908
City Government Information	3-1-1
City Manager's Office.....	214-670-3302
City Plan Commission.....	214-670-3086
City Secretary	
Board/Commission Appointments	214-670-5655
City Council Agenda Actions/Minutes	214-670-3738
City Elections Administration	214-670-5657
Dallas Municipal Archives & Records (DMARC)	214-670-5710
Liaison to Permit & License Appeal Board	214-670-3741
Records Management/Archives	214-670-3743
Civil Defense (Office of Emergency Preparedness).....	214-670-4275
Civil Service	214-670-5915
CLIMB Program.....	214-670-4879
Code Enforcement	3-1-1
Communicable Disease Control.....	214-819-2004
Communities All Together (CAT)	214-670-7714



Community Crime Watch	
Community Development/HUD Programs	214-670-4557
Compensated Work Therapy	214-670-3542
Complaints - City Services (Code Violations)	3-1-1
Concessions, Park.....	214-670-8533
Consumer Protection	214-948-4400
Convention Center.....	214-939-2700
Copy Center-Mail Room (City Hall).....	214-670-4567
Court, Municipal	
Fines (Payment of)	214-670-0109
Information (General).....	214-670-0109
Juvenile Traffic.....	214-670-4948
Ticket Information.....	214-670-0109
Warrant Division (City Marshal's Office)	214-670-5310
Credit Union	
24 Hour Teller	214-515-0100
24 Hour Loan	214-515-0100
7474 Ferguson Rd., Dallas 75228	214-515-0100
City Hall - 1500 Marilla, 1DN, 75201	214-515-0100
Baylor Branch - 1551 Baylor, 75226	214-515-0100
Duncanville Branch - 506 S. Hwy. 67, Duncanville, 75138	214-515-0100
Ennis Branch - 305 W. Ennis Avenue, 75119.....	214-515-0100
Mesquite Branch - 1515 N Towneast Blvd.	214-515-0100
North Dallas Branch - 17404 Hillcrest, ste. 400 75252.....	214-515-0100
Oak Cliff Branch - OCMC, 320 E. Jefferson, 75203	214-515-0100
Police & Courts - 2014 Main #302, 75201.....	214-515-0100
Waxahachie Branch - 1008 Ferris St., Waxahachie, 75165	214-515-0100
Crimes Against Persons (Follow-up Investigation).....	214-671-3587
Crime Stoppers Hotline.....	214-373-8477
Crime Offense Reports	214-671-3375
Cultural Centers	
Bath House Cultural Center - 521 E. Lawther at White Rock Lake.....	214-670-8749
Juanita Craft Civil Rights House - 2618 Warren Ave	214-670-1404
Latino Cultural Center - 1925 Elm St.....	214-670-3687
South Dallas Cultural Center - 3400 Fitzhugh	214-939-2787
Cultural Societies	
Dallas County Heritage Society - Old City Park (1717 Gano St.)	214-421-5141
Dallas Historical Society - Hall of State (Fair Park)	214-421-4500
Curb and Gutter Repair	3-1-1
D'Store	214-670-6927
Dallas Arboretum and Botanical Society - 8617 Garland Road.....	214-327-8263
Dallas HorticultureCenter - Fair Park.....	214-428-7476
Dallas Convention Center.....	214-939-2700
Dallas Crime Commission.....	214-965-9000
Dallas Farmers Market	214-939-2808
Dallas-Fort Worth Regional Airport Board	
Administrative Office.....	972-574-8888
Public Relations Department.....	972-574-6701
Dallas Plan.....	214-670-4908
Dallas Zoo Information Line	214-670-5656
Data Services	



Data Control - City Hall	214-670-7780
Terminal Repair.....	214-670-3898
Day Resource Center	214-670-3043
Dead Animal Removal	3-1-1
Death Certificates	214-670-3092
Demographic Data.....	214-670-4528
Dental Health Clinics (Information).....	214-630-7080
Dinh Van Phuong Market.....	214-939-2245
Diabetes Screening	214-670-8054
Disaster Planning and Literature (Office of Emergency Preparedness)	214-670-4275
Disease Control (see non-City Listings)	
District Attorney	214-653-3600
Drainage Problems	214-948-4690
Driveway Construction Approval	
Economic Development	214-670-1685
Economic Development Business Hotline	214-670-7000
Emergency Building Services (24 Hours).....	214-670-3823
Emergency Preparedness.....	214-670-4275
Employee Benefits	214-651-0500
United Health Care	1-800-377-2442
Eckerd Health Services	1-888-645-9303
Cigna Member Services	1-800-244-6224
Safeguard Dental	
Indemnity	1-800-962-9633
HMO	1-800-880-1800
Spectera Vision	
Main	1-800-638-3120
Find Provider.....	1-800-839-3242
Citi Street Voluntary Products	972-652-5000
United Behavioral Health	1-866-222-3757
COBRA Administration.....	1-800-969-9544
EMSP and DCAP.....	1-800-521-5505
Employee Records.....	214-670-5923
Employment Verification	214-670-3120
Employment	
Civil Service - Job Line.....	214-670-5908
Civil Service - Information.....	214-670-5915
Executive Recruitment	214-670-3878
Labor Hiring	214-670-5470
Police Personnel	214-670-4407
Equipment Service Emergency Service (24 Hours)	214-670-5979 or 670-5983
Erosion Complaints	214-948-4690
Fair Housing	214-670-3247
Fair Park Administration (1300 Robert Cullum Blvd. at Grand Ave.)	214-670-8400
Farmers Market Information	214-670-5880
Fines, Payment of Parking Citations (1500 Marilla, 1CS)	214-670-4940
Fines, Payment of Traffic Citations (2014 Main).....	214-670-0109
Fire Department	
Emergency: Fire or Medical.....	9-1-1
For Deaf	9-1-1
Administrative Office/Fire Dept.....	214-670-5466



Arson Hotline	214-670-4597
Complaints: Ambulance	214-670-4311
Fire Hazards	214-670-4319
Fire Service	214-670-4700
Personnel/Fire Dept.	214-670-7021
Employment Information	214-670-5915
Employment Verification	214-670-4560 or 670-4263
Fire Hydrant and Sewer Information	214-744-5005
Fire Inspections; Code Questions; Fire Lanes; Permits	
Plan Revisions, Fire Safety Programs	214-670-4319
Smoke Detectors	214-670-7016
Fire Reports	214-670-4312
Fire Station Tours	214-670-5466
Fire Statistics	214-670-7949
Reporting a Fire Hazard	214-670-4319
After 5:00 p.m.	9-1-1
Fleet Equipment Operation	214-670-3804
Fleet Equipment Services (Emergency)	214-670-3898
Flood Plain Information	214-948-4690
Food Inspection	214-670-8083
Food Poisoning, Report of	214-670-8083
FRAUD Hotline (Fraud, Waste & Abuse)	972-293-7283
Friends of Dallas Police	214-521-0149
Garbage Collection Service	3-1-1
Geographic Information Systems Data	214-670-4513
Golf Courses - Park and Recreation Department (See listings in Yellow pages)	
Handicap Information (Park and Recreation Department) – Bachman Recreation Center	214-670-6266
Handicap Services	214-670-5208
HANDIRIDES (DART wheelchair lift services)	214-828-6800
Health Centers - Children 0-6 Years	
Martin Luther King, Jr.	214-670-8358
North Dallas Health Center	214-670-6555
Oak Cliff	214-670-7481
Southeast Dallas Health Center	214-670-8995
West Dallas	214-670-7151
Help Desk	214-670-4813
Historic Preservation/Landmark Commission	214-670-4538
Home Business Information	214-948-4480
Homeless Programs	214-670-5627
Housing	
Administration	214-670-3617
Housing Assistance	214-670-3644
Housing Development	214-670-4840
Human Resources, City of Dallas	214-670-3120
United Health Care	1-800-377-2442
Eckerd Health Services	1-888-645-9303
Cigna Member Services	1-800-244-6224
Safeguard Dental	
Indemnity	1-800-962-9633
HMO	1-800-880-1800
Spectera Vision	



Main	1-800-638-3120
Find Provider	1-800-839-3242
Citi Street Voluntary Products	972-652-5000
United Behavioral Health	1-866-222-3757
COBRA Administration.....	1-800-969-9544
EMSP and DCAP.....	1-800-521-5505
Human Services.....	214-670-4406
Hypertension Testing	
Illegal Dumping.....	3-1-1
Immunization.....	214-670-0519
Industrial Wastewater Discharge Permits	214-670-4424
Industrial Wastewater Spill to Wastewater Treatment System (24 Hours).....	214-744-5005
Interagency Transportation Project Coordination	
Dart/McKinney Trolley	214-670-4289
County Road Projects	214-670-7748
TxDOT Road Projects	214-670-4262
North Texas Tollway Authority (NTTA) Projects	214-670-5662
International Affairs	214-670-3319
Intersection Traffic Direction	214-670-5816
Job Hotline	214-670-5908
Junk Motor Vehicles	3-1-1
Lakes, Upkeep and Maintenance	
Central - Old City Park and South Dallas	214-670-7635
NE area - Lake Ray Hubbard and White Rock	214-670-8281
NW area - Bachman and Turtle Creek	214-670-6374
SE area - Simons	214-670-0968
LAN/PC Help Desk.....	214-670-4813 or 5372 or 5374
Land Acquisition (Park)	214-670-4103
Landfill Sites	
McCommas Landfill - 5100 Youngblood	
Entry Information	214-670-0977
Site Operations	214-670-0989
Northwest Transfer Station - 9500 Harry Hines	
Entry Information	214-670-6150
Site Operation.....	214-670-6164
Southwest Transfer Station - 4610 S. Westmoreland.....	214-670-1927
Library - Central	
Circulation (overdue)	214-670-1740
General Information	214-670-1400
Meeting Rooms	214-670-7800
Reference and Book Information	214-670-1700
TDD.....	214-670-1716
Licenses	
Beer and Liquor.....	214-670-3438
Billiards	214-670-3438
Day Care Center	214-827-5210
Electrical.....	214-948-4173
Electronic Repair	214-948-4400
Health (food permits)	214-670-8083
Home Repair	214-948-4400
Hotel Occupancy Tax	214-670-3438



Marriage	214-653-7559
Motor Vehicle Repair	214-948-4400
Registration	214-948-4173
Special Parking	214-948-4480
Taxi.....	214-670-3161
Tow Truck/Ambulance.....	214-670-3161
Valet Parking	214-243-2083
Water Hauler License/Permits.....	214-670-0989
Water Permits and Pro-Rata	214-948-4500
Wood Vendor	214-948-4173
Lights (New Street Lights)	214-670-3272
Lights (Repair of Existing Lights)	972-791-2888
Literacy.....	214-670-8267
Litter Complaints	3-1-1
Low Birth Weight.....	214-670-8266
Mail Room/Copy Center	214-670-4567
MAPS	214-670-3895
Martin Luther King Center	214-670-8355
Maternal Health/Prenatal Services	214-905-2100
Mayor's Office	214-670-4054
Media Inquiries.....	214-670-3322
Minority Business Opportunity/Contract Compliance	214-670-3346
Mosquito Control	214-948-4429
Municipal Court Judiciary	214-670-5573
Municipal Court - Ticket Information.....	214-670-0109
Museums	
African-American Museum (Fair Park)	214-565-9026
Dallas Museum of Art (1717 N. Harwood).....	214-922-1200
Dallas Museum of Natural History (Fair Park)	214-421-3466
Hall of State (Fair Park)	214-421-4500
Old City Park (1717 Gano St.)	214-421-5141
The Science Place (Fair Park)	214-428-5555
Music	
The Dallas Opera (3102 Oak Lawn Ave., Ste. 450).....	214-443-1043
Ticket Information.....	214-443-1000
Dallas Symphony Association (2301 Flora St., Ste. 300)	214-871-4000
Ticket Information.....	214-692-0203
National Flood Insurance Program.....	214-948-4685
Neighborhood Petition Paving	214-948-4270
9-1-1 Manager	214-670-3911
Noise Pollution	214-948-4429
Office of Cultural Affairs	214-670-3687
Office of Housing Compliance.....	214-670-5334
Office of Senior Affairs.....	214-670-5227
Parade Permits	214-670-2701
Park and Recreation Department Operations	
24-Hour Activity Line/Snickers City Soccer Hotline	
(See complete listing in Yellow Pages)	
Park and Design and Development - City Hall, 6FN	214-670-4109
Park Inspection and Survey	214-670-8811
Parkland Police Room	214-590-8435



Parking Information	
Parking Adjudication/Hearings, City Hall, 1CS.....	214-670-4830
Parking Enforcement.....	214-670-5946
Parking Meter Information.....	214-670-7421
Parking Meter Malfunctions.....	214-670-7421
Residential Parking.....	214-243-2083
Valet	214-670-2083
Paving Information (new streets, alleys or sidewalks)	214-948-4270
Pediatric Health Program	214-670-8358
Pension Funds	
Civilian (Employees' Retirement Fund)	214-670-4001
Police and Fire Pension Fund.....	214-638-3863
Performing Arts Facilities	
Majestic Theater (1925 Elm Street, Suite 300)	214-880-0137
Meyerson Symphony Center - Administration (2301 Flora).....	214-670-3600
Music Hall (Fair Park).....	214-565-1116
Picnic Shelter Reservations	214-670-8243
Planning and Development Information	214-670-4118
Plat Records.....	214-948-4280
Police	
Academy.....	214-670-7448
Public Information.....	214-671-4065
Internal Affairs (Complaints Against Police Employees)	214-671-3986
Investigative Sections (Burglary and Theft Follow-up)	
Central Districts, 334 S. Hall.....	214-670-4414
North Central Division, 6969 McCallum	214-670-7236
Northeast Division, 9915 E. NW Hwy.....	214-670-4416
Northwest Division, 2828 Shorecrest.....	214-670-6179
Southeast Division, 725 N. Jim Miller Rd	214-670-8346
Southwest Division, 4230 W. Illinois.....	214-670-7471
Narcotics Division.....	214-671-3120
Asset Forfeiture.....	214-671-3125
Diversionary (Prescription Forgeries)	214-671-3136
Patrol Divisions (Also for vacation surveillance requests)	
Central Districts, 334 S. Hall.....	214-670-4413
North Central Division, 6969 McCallum	214-670-7253
Northeast Division, 9915 E. NW Hwy.....	214-670-4415
Northwest Division, 9801 Harry Hines	214-670-6178
Southeast Division, 725 N. Jim Miller	214-670-8345
Southwest Division, 4230 E. Illinois.....	214-670-7470
Personnel	214-671-4400
Population & Housing Est. and Forecasts	214-671-3060
Property/Evidence	214-670-8333
Vice Section	214-671-3230
Youth Section (24 Hours).....	214-671-4268
Police Press Room.....	214-653-1740
Police Review Board	214-670-3246
Police and Fire Pension Fund.....	214-638-3863
Pollution Index	214-948-4439
Population and Housing Information	214-670-4144
Prenatal and Maternal Health Services.....	214-905-2100



Public Market Information	214-939-2746
Purchasing and Material Management	214-670-3326
Quartermaster (Police).....	214-670-6094
Radio, Municipal (WRR)	214-670-8888
Radio Outages - Trouble Reports (24 Hours).....	214-670-8755
Rat Control Information	214-948-4429
Real Estate Abandonment's	214-948-4086
Real Estate Leases	214-948-4090
Recreation Centers (See Park and Recreation Department Yellow Pages)	
Recycling Information.....	214-670-4475
Relocation.....	214-670-4795
Reservations of Park and Recreation Department Facilities (See Park and Recreation Department in Yellow Pages)	
Retirement	
Employees Retirement Fund	214-670-4001
Reunion Arena.....	214-939-2770
Revenue and Taxation	
Beer & Liquor License	214-670-3438
Security Alarms	214-670-3438
Tax Collections.....	214-744-1000
RIDESHARE (DART)	214-747-RIDE
Risk Management (Filing Claim Against City).....	214-670-3120
Samuell Farm (100 E. Hwy. 80, Mesquite, TX 75149).....	214-670-7866
Sanitation Collection Services.....	3-1-1
School Crossing Guards	214-670-5816
Senior Citizens Services	214-670-8169
Service Requests (All City Services)	3-1-1
Sewer Stops - Water Main Breaks.....	214-744-5005
Sewer (Sanitary & Water)	
Permits.....	214-948-4500
Services	214-744-5005
Shooting Ranges Elm Fork (10751 Luna Road)	972-556-0103
Sidewalk Information	214-948-4214
Sidewalk Paved	214-948-4287
Sign Ordinance Information	214-948-4480
Signals, Traffic, Out-of-Order	3-1-1
Smoking Information	214-948-4429
Social Service Referral - Action Center	3-1-1
Solid Waste Disposal (See Landfill Sites)	
South Dallas/Fair Park Trust Fund.....	214-670-4253
Special Events - City Hall	
Information.....	214-670-4021
Room Reservations.....	214-670-4818
Speed humps/bumps.....	214-670-4020
Statistics.....	
Storm Drain Cleaning or Repair.....	3-1-1
Storm Drain Flooding.....	214-948-4690
Stormwater Quality Problems	214-670-0299
Street	
Cleaning	3-1-1
Closures (Residential)	214-670-4020



Hazards	3-1-1
Lighting	214-670-3272
Name Sign	3-1-1
Repair	3-1-1
Signs/Markings (New)	214-670-3260
Signs/Markings (Existing).....	3-1-1
Surface Improvements.....	214-948-4499
Street Vendor (Food/Non Food).....	214-948-4372
Subdivision Applications/Information	214-948-4454
Surplus Real Estate.....	214-948-4089
Surveys (City Property Only).....	214-948-4280
Swimming Pools (See Park and Recreation Department in Business Blue Pages)	
Apartment Pool Inspection	214-670-5121
Tax Account Inquiries/Customer Service	214-653-7711
Taxi Service Complaints	214-670-3161
TDD (Telephone for the Deaf) (Park and Recreation)	214-670-4192 or 6266
TDD Library	214-670-1716
Telephone Trouble Reports (24 Hours).....	214-670-3200
Tennis Courts (See Park and Recreation Department in Yellow Pages)	
Theaters	
Dallas Theater Center, 3636 Turtle Creek Blvd.	214-526-8210
Ticket Information.....	214-526-8857
Shakespeare Festival of Dallas	
3630 Harry Hines Blvd.....	214-559-2778
Theater Three, 2800 Routh St.	214-871-2933
Ticket Information.....	214-871-3300
Thoroughfare Planning.....	214-670-4038
Ticket Information (Municipal Court).....	214-670-0109
Traffic Counts.....	214-670-4036
Enforcement	214-670-8142
Road Humps	214-670-4020
Sign Damage of Vandalism.....	3-1-1
Sign/Markings (New)	214-670-3260
Sign/Markings (Existing)	3-1-1
Signal Malfunctions	3-1-1
Signals (requests for new installation)	214-670-3260
Transportation Planning	
Transit (DART Coordination)(McKinney Trolley).....	214-670-4658
Thoroughfare Plan	214-670-4038
Trash Collection Service	3-1-1 or 214-670-5111
Tree Limb Collection Service	3-1-1
Tree Obstructing Streets/Alleys/Traffic Visibility	3-1-1
Trinity River Project.....	214-948-4202
Utility Management.....	214-670-3015
Utility Pay Stations	
Martin Luther King, Jr.....	214-670-8354
West Dallas.....	214-670-6348
Valet Parking	214-243-2083
Vector Control.....	214-948-4429
Vice Section	214-671-3230
Visiting Dignitaries	214-670-3319



Vital Statistics (Birth and Death Certificates)	214-670-3092
Waste Hauler Permits - Solid Waste or Trash	214-670-0989
Wastewater Discharge Permits for Industries	214-670-4424
Waste/Main Breaks - Sewer Stoppage (24 Hours)	
Water Permits	214-948-4500
Water Utility Customer Service	214-651-1441
Weddings in Park and Recreation Facilities	214-670-8243
Weed Complaints	3-1-1
West Dallas Multipurpose Center	214-670-6340
WIC (Women, Infant & Children's) Food Program.....	214-670-7200
WRR Municipal Radio	214-670-8888
Youth and Family Crimes	214-671-4220
Youth Services	214-671-4220
Zoning Board of Adjustments (Variances).....	214-670-4206
Zoning Information/Building Permits	214-948-4480
Zoning Ordinance Advisory Committee	214-670-3086
Zoo, 621 E. Clarendon	214-670-5656

NON CITY

Aged & Disabled Services (Long Term Care)	214-630-9539
Meals on Wheels	214-689-0639
Assumed Names (County).....	214-653-7177
Attorney General (State) (Consumer Protection)	214-969-5310
Auto Registration (Dallas County Tax Assessor Office)	214-653-7621
Better Business Bureau (24 Hr Automated Information System)	214-220-2000
Chamber of Commerce, Greater Dallas	214-746-6600
Communicable Disease Report (County-wide).....	214-819-2004
Community Council of Greater Dallas (Information & Referral)	214-742-7215
County Information	214-653-7011
Dallas Housing Authority - General Offices	214-951-8445
Dallas Tenants Association - Deed Recording	214-828-4244
Defensive Driving (Colleges)	
Brookhaven	972- 860-4715
Cedar Valley	972- 860-8210
El Centro	214-860-2147
Eastfield.....	972-860-7113
Mountain View.....	214-860-8612
North Lake.....	972-273-3360
Richland	972-238-6144
Southern Methodist University	214-765-2343
Federal Information Center	1-800-688-9889
Internal Revenue Service.....	1-800-829-1040
Handicapped Stickers (County Auto Title/Licensing Section)	214-653-7621
Hepatitis Disease Control (County-wide).....	214-819-2004
Infectious Disease Control (County-wide)	214-819-2004
Juvenile Welfare (County)	
Referral Information	214-747-3711
Child Abuse Reporting, Child Welfare	214-951-7902
Dallas County Children's Emergency Shelter.....	214-698-4200
Lawyer Referral (Dallas Bar Association)	214-220-7444



License Plates - Titles.....	214-653-7811
Marriage Licenses (County Clerk)	214-653-7559
Nursing Home Licensing (Texas Health Department)	817- 264-4000
Passports	
District Clerk	214-653-7691
Health Immunizations (County)	214-819-2163
Senior Citizens	
Aging Information	214-379-4636
Small Claims Court	
East Dallas, 3443 St. Francis	214-321-4106
Garland, 305 N. Fifth	972-276-8504
Mesquite, 823 N. Galloway	972-285-5429
Oak Cliff, 410 S. Beckley	214-943-6980
State Sales Tax (State Comptroller's Office)	1-800-252-5555
Tax	
County Assessor and Collector/Property Tax	214-653-7711
Dallas County Appraisal District.....	214-631-0910
Texas Department of Public Safety	214-653-7811
Tuberculosis Control/Venereal Disease Control (County-Wide)	
Clinic Services and Field Services	214-819-2071
Visitors Information Center	
Union Terminal	214-746-6603
Renaissance Tower.....	214-746-6677
Voter Registration	214-637-7937
Welfare (County).....	214-920-7850



Neighborhood Zoning Notice Request

Zoning can play a very important part in the focus of a Crime Watch group. Some neighborhoods are zoned entirely residential, some are a combination of residential and multi-family, and some are a mixture of residential, multi-family, commercial, and parks. Much of the diversity of a neighborhood comes from the way it is zoned. Zoning can be a factor in determining whether a Crime Watch group will focus on developing apartment Crime Watches, beautification efforts, information specific to business crime prevention, residential Volunteers In Patrol, or any number of other Crime Watch programs and activities. If you would like to receive notification of pending zoning changes to your neighborhood, Board of Adjustment changes, and permit and license appeals regarding sexually oriented businesses and dance halls with late night permits, fill out and return this form. The information you provide will be entered into a computer database and you will be notified of any new zoning request applications received.

Return this form to:

P.J. Young
Department of Planning and Development
1500 Marilla Street, Suite 5BN
Dallas, Texas 75201

You must fill in all the blanks as completely as possible. The Mapsco map number and the letters of the segments of the map that define the area you are interested in are very important. You cannot be notified of pending zoning changes without them.



CITY OF DALLAS

City Plan Commission Neighborhood Notice Request

Neighborhood Association/Organization: _____

Contact Person: _____

Address: _____

City/State/Zip: _____ Phone: _____
(The above information will be given out to interested parties)

Mapsco Map Number/Segments: _____

Your request should be implemented with the next early notice mail-out. If you have any questions, please contact P.J. Young at 670-3086.

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Chapter IV

How to Start a Crime Watch

A crime watch program is an organization of concerned citizens working together as good neighbors to reduce the crime in their neighborhood. Crime watch programs take many forms, but in all cases, organization by blocks is the cornerstone of all citizens' crime prevention programs. Natural neighborhood boundaries such as major streets, creeks, or parks may further define the neighborhood. The following guidelines will help establish a successful crime watch.

Procedures

1. Contact the crime watch officer at your substation. His or her telephone number is included in Section I of this manual. Crime watch efforts should be coordinated through this officer to avoid duplication of efforts. Explain that you would like to start a crime watch (neighborhood, apartment, or business) and ask for any assistance that the DPD might offer.
2. Discuss the size and boundaries of the area considered for the program. The officer will know where the boundaries of other groups end and may have suggestions for a manageable area if your neighborhood boundaries are not readily defined. Although the police department generally recommends that each crime watch group cover a complete reporting area, in practice reporting area boundaries often are not the same as natural neighborhood boundaries. Apartment or business crime watch boundaries are usually more easily determined.
3. Talk with neighbors and friends in the area. Ask for their participation in a small core group to take the first steps. Explain the need for and the value of a crime watch. Decide on the exact boundaries of the area to be organized.
4. Some of the substations have crime watch support groups in which experienced crime watch chairpersons have volunteered to answer questions and act as mentors to new crime watch groups. Ask your crime watch officer if he or she can put you in touch with another chairperson who may be willing to advise you.
5. Become familiar with the duties of the crime watch chairperson, section coordinators, block captains, and participants so that you will be able to answer questions. Always be on the alert to recruit interested volunteers.
6. The officer will be able to provide actual crime information for your area. Become familiar with the crime statistics. Armed with this knowledge, convincing neighbors of the need for a crime watch will be easier. Often neighbors are not aware of the extent of crime in the area.
7. Plan the first neighborhood meeting. Choose a date and time that will be convenient for most neighbors and the police representative. Choose a convenient location known to most neighbors such as a school auditorium or church. Encourage neighbors to bring refreshments to help "break the ice".



Homeowners Associations

Questions frequently arise regarding the relationship between homeowners associations and crime watch associations. In some neighborhoods, the two groups are combined; in others, the groups are separate but work together; in still others, the groups are completely independent of each other. There are pros and cons to any of these arrangements. Certainly there are efficiencies in having one neighborhood group. Sometimes the focus of the groups will be at odds. The purpose and goals of a crime watch are clearly defined, but the purpose and goals of a homeowners association may change as neighborhood sentiment toward current issues changes.

Whether or not to organize as a part of an established homeowners association is an individual decision that must be made by the group. One point that should be made, however, is that crime watch by its very nature **should be open to all neighbors**, whether or not they participate or pay dues to any other organization. To be most effective, a crime watch should welcome all residents as members and should remain as free of politics as possible.

Additional Information

Review all the topics within this section for an overview of the basics of crime watch. Where to get Help and Recruiting Volunteers will be of particular interest to the beginning crime watch group. Also review the Crime Watch Chairperson, Block Captains and Section Coordinators, and Crime watch Participant Guidelines to become familiar with the variety of volunteers, involved in a crime watch group. Section V includes information about meetings.

Ask your crime watch officer or Crime Watch Executive Board representative to put you in touch with an established group who may be able to provide guidance to organize your neighborhood.



Crime Watch Chairperson

A crime watch cannot work well without citizen volunteers in key positions to assume certain duties and responsibilities. Primary among these volunteers is the crime watch chairperson. The chairperson is the leader who generally organized the other volunteers and who acts as liaison with the Dallas Police Department (DPD).

Who Should Be the Chairperson?

Often the chairperson is the one who initiated the move to organize the crime watch. Some neighborhoods hold elections for this position as often as annually. Most neighborhoods are more informal; the person who exhibits the most interest takes on the position and maintains it for several years. In neighborhoods with active homeowners' associations, the chairperson may be the association's president or may be a committee head. Often the crime watch organization is independent and separate from the homeowner's association. There is no one right way to determine who should be the chairperson. Each neighborhood should do what suits it best.

How Long Should the Term Be?

Most neighborhoods have no set term limit for their leader. From the standpoint of the police department and many crime watch members, a chairperson who continues year after year may be more effective because of the expertise gained over a period of years. On the other hand, if procedures are not established in advance it may be difficult for members to replace an inactive or ineffective chairperson.

Responsibilities of the Chairperson

The chairperson has **overall responsibility** for all activities of the crime watch group. Depending upon the size of the neighborhood and the level of involvement of the neighbors, the chairperson may do virtually everything solely or may delegate one or many activities to individual volunteers, committees of volunteers, block captains, or section coordinators.

Some neighborhoods expect and demand that their leaders be democratic in their approach to program development. Other groups expect a leader to direct the program. Typically, successful groups periodically will offer their members a forum for suggestions and the opportunity to get involved with the organization.

As a rule, chairpersons are personally involved in most activities during the organizational stage of the crime watch group, but may begin to delegate duties as block captains are recruited and a core of volunteers is built up. Delegation of at least some of the duties is recommended whenever possible so as not to overburden the crime watch leader.

Duties of the Chairperson

Every neighborhood is different with varying needs and priorities. The following common duties of the chairperson, as mentioned above, may be delegated to other volunteers or committees depending upon the size of the task.



- Hold an organizational meeting with other concerned citizens to establish the goals of the group.
- Assist in the recruitment and selection of section coordinators and block captains when openings exist. Maintain a list of their names and telephone numbers.
- Appoint or hold an election for a Treasurer if funds will be solicited and used.
- Serve as the liaison between the neighborhood organization and the DPD for dissemination of crime statistics and crime prevention information and act as a spokesperson for the crime watch area.
- Attend or have a representative attend the DPD's crime watch meetings.
- Acquire and maintain an area map.
- Assist in the training of crime watch participants.
- Submit the request for crime watch sign installation, if signs are needed.
- Meet with block captains and section coordinators, if any, on a regular basis every three months or as needed to:
 - Review the progress of the crime watch organization
 - Provide crime statistics for the area and pass on other information provided by the police department
 - Establish good communications among all participants and provide a forum for suggestions and feedback.
 - Conduct the general business of the organization.
- Plan at least one community meeting each year to meet with residents and discuss new topics important to the organization.
- Encourage and assist new areas to establish a crime watch.
- Consider publishing a newsletter periodically.

Rewards of the Chairperson

Don't be discouraged by the amount of work initially involved in forming a crime watch. Once organized, the group will operate smoothly with the biggest reward being a safer, friendlier neighborhood in which to live. Neighbors will truly appreciate your efforts and look up to you as a neighborhood leader and spokesperson. The personal satisfaction of knowing that you were instrumental in helping to acquaint your neighbors and for forming a real "neighborhood" in the old-fashioned sense of the word is often a reward that money can't buy.

Additional Information

Some DPD Divisions have a support group of crime watch activists who are willing to act as mentors for other groups. If you are feeling overwhelmed or discouraged by the tasks at hand, ask your crime watch officer if he or she can put you in touch with someone who may be able to offer assistance. The Crime Watch Executive Board members for each division also are available to provide guidance or advice.

See other topics within this section for further information on Block Captains and Section Coordinators and Recruiting Volunteers.



Where to Get Help

Everyone wants a crime watch group to succeed. Crime is everyone's business and help is out there, but it is not always easy to find. The most important thing to remember is that you probably won't get any help unless you ask for it, and sometimes you will have to ask several times. Don't give up. Many people have a stake in the success of your crime watch group; your neighbors, the police department, and others are affected. Surrounding neighborhoods, nearby businesses, schools and churches all can be positively impacted by your crime watch group. All of these organizations may be willing to provide help in some form.

When You Need Crime Watch Expertise

The best starting place in the area is your crime watch officer. They deal with crime watch groups every day and probably can answer most of your questions. They also may be able to refer you to a crime watch mentor who will offer guidance based on past experience. Most of the substations have experienced, successful crime watch chairperson who are willing to help. Nearby crime watch groups are usually willing to share their experiences with you. Your Crime Watch Executive Board representative also is available to provide assistance or act as reference point.

When You Need Volunteers

Obviously your neighbors are going to be your best source of volunteers. Often neighbors sit back and assume that someone else will volunteer or they may not be as qualified to help as other neighbors. Encourage all of your neighbors to volunteer at least once in some capacity. Ask them to refer other neighbors who will help. Keep asking for help until you get it.

When You Need Equipment or Facilities

If you need typing, copying, flyer or newsletter production and there is no one in your neighborhood who can help, ask a nearby church or business if it would be possible to use their equipment. Perhaps your neighbors can reciprocate with a special project for them. Businesses often will sponsor meetings or newsletters in return for public acknowledgment of their contribution. Include nearby businesses or churches in your crime watch activities. It never hurts to ask, and more often than not you will be pleasantly surprised. The worst that can happen is that they will say no.

Additional Information

See Recruiting Volunteers and Fund Raising within this section for more detailed information on these topics. Also see the list of Other Resources in Section VI.



Block Captains and Section Coordinators

Block captains can be a very important part of the crime watch organization because the block captains often are the only direct contact with the organization for many of the neighbors. In order for communication to flow effectively to and from neighbors, they need to feel the block captain is interested and available to hear their comments.

Not every crime watch group has block captains. Some operate effectively without block captains, but a big advantage in recruiting block captains is a more even distribution of the workload and increased communication among residents. The number of block captains will depend upon the size of the neighborhood and the number of residences on each street. In some neighborhoods, co-block captains share responsibility for a block; in others, a captain may be responsible for more than one block. As a rule, a block captain can be most effective with a limited number of households, possibly 10 to 15 homes.

Duties of the Block Captain

- Meet the neighbors on the block, inform them about the crime watch group, get their input about what is important to them, and enlist their help to organize the block and/or neighborhood.
- Prepare and maintain a block directory listing or map of the block with names, addresses, and home and work telephone numbers. Distribute copies to all residents on the block.
- Distribute meeting flyers and newsletters to the block residents as needed.
- Act as a liaison between all block residents and the section coordinator or chairperson. Meet with neighbors periodically to maintain the flow of information and promote neighborhood cooperation and friendliness.
- Visit with new residents to inform them about the crime watch program and encourage their participation and membership.
- Assist in encouraging neighbors to:
 - Recognize and immediately report unusual and suspicious activity.
 - Be more observant and accurately record good descriptions, license numbers, etc.
 - Exchange information with other block residents such as types of automobiles, work hours, emergency contact, and other helpful information so that neighbors may know what is normal at each other's homes.
 - Make their home more secure against illegal entry.
- Immediately relay information between the neighbors and the chairperson regarding criminal activity.
- Participate in periodic meetings with the chairperson and section coordinators, if any. Pass on the input received from your neighbors.

Back-up Block Captains

Because of the many ongoing responsibilities of a block captain, it may be advisable to recruit a back-up volunteer willing to fill in when the block captain is unavailable. This is especially important in areas in which you are relying upon the block captains to distribute urgent information. Back-up block captains' responsibilities normally are to substitute for or assist the block captain as needed.



Section Coordinators

Section coordinators predominantly are used in very large crime watch areas which have 20 or more block captains. A section ordinarily is an area of 70 to 120 homes or 5 to 8 blocks each. A section coordinator serves as a liaison between the crime watch chairperson and the block captains within that section. It is helpful to have alternates trained as back-up section coordinators, too. Section coordinators, who also may be block captains, usually have the following responsibilities:

- Recruit block captains within the section when openings exist and maintain a list of their names, addresses and telephone numbers.
- Act as a liaison between all section residents and the crime watch chairperson.
- Assist the block captains and chairperson, as needed.
- Meet with block captains regularly or as needed to:
 - Train block captains in their duties.
 - Review the progress of the crime watch organization.
 - Provide information on criminal activity in the section and the entire area.
 - Distribute crime watch instructional material.
- Participate in periodic meetings with the block captains and chairperson.

Additional Information

See Recruiting Volunteers in this section for information on how to recruit and keep good volunteers. It is often advisable to have a supplementary list of other volunteers who are willing to pitch in on occasion when extra help is needed. Understand that personal and business commitments sometimes may cause conflicts. Don't make being a block captain a burden – good, dependable block captains can be hard to find.

The sample forms provided in Section VIII may be helpful in recruiting and organizing volunteers.



Crime Watch Budgets

-Crime watch groups may need funds or other resources to accomplish their goals. Adequate funding can make the difference between the success and failure of a crime watch group. Depending upon the activities with which the group is involved, crime watch expenses may be relatively minor or may be as much as several thousand dollars per year. At typical crime watch group operates on less than \$500 per year, and many groups operate on less than \$100 per year. Major sources of funding for crime watch groups may include one or more combination of the following:

- **Crime watch membership dues** assessed to individual neighbors. These dues often range from \$1 to \$25 per year.
- **Voluntary contributions** from individual neighbors. Voluntary contributions often are requested routinely by including a short mail-in contribution form on all newsletter or flyers sent out by the organization. Many groups receive enough funds in this manner that no other fund raising activities are necessary.
- **Homeowners' associations** in the area may provide periodic contributions or recurring funding.
- **Newsletter subscriptions**
- **Fund raising activities**

Types of Expenses

Crime watch expenses will vary considerably by neighborhood and the types of activities in which you are involved. Some crime watch expenses are one-time only and some are recurring. Examples of common crime watch expenses are:

- Crime watch street signs (\$12 to \$14 each, one-time)
- Voice mail (\$130 to \$400 per year, recurring)
- Voice mail signs (\$12 to \$50 each, one-time)
- Postage, if volunteers are not available (costs vary by area, one-time or recurring)
- Newsletters (costs vary, recurring)
- Flyers (costs vary, one-time or recurring)
- Meeting costs, if any (often no cost, recurring)
- Social event costs, if any (costs vary, recurring)
- Block directory costs, if any (costs vary, recurring)

You may have various resources in your own neighborhood. Many neighbors will be willing to volunteer their skills, such as typing, computer, design, public speaking, or organizational skills. Neighbors may volunteer to perform copying, design newsletters or flyers, or provide resources such as paper or refreshments for meetings and social events. Local businesses sometimes provide resources and services at reduced rates or no charge to crime watch groups in exchange for recognition.

One of the first steps is to determine what you want to accomplish during the year and estimate the cost. Neighbors will be more likely to support an activity if they are given the opportunity to be involved in the decision making process and know how their money will be spent. Determine what aspects of the budget might be accomplished through volunteers or donations.



Make your needs known to the neighbors at a meeting, in a flyer or newsletter. Be specific about what is needed and how much time will be involved. Ask for help suggestions. Neighbors may be able to refer you to someone else who will help.

After you have estimated the portion of costs that may be borne by volunteers or business sponsors, the remainder is the amount you will need to collect from your neighbors. It is important to remember that no matter how small the suggested contribution or dues, all households will not participate. In many neighborhoods, only 50% or fewer of the households will contribute monetarily to crime watch. Better results sometimes are achieved by asking neighbors to “give what they can” that by setting an expected contribution amount. Neighbors also will be more comfortable about giving if they know how the money will be spent.

Accounting

The group may want to elect or appoint a treasurer to handle the funds. Sometimes this duty is performed by the crime watch chairperson. Regardless of who is responsible, a simple accounting of the funds at the end of the year is a good practice to assure your neighbors that the money was used appropriately. This accounting at a minimum should consist of the following:

-	Cash contributions collected	\$000
	Money spent:	
	Neighborhood voice mail	\$00
	Voice mail signs	\$00
	Meeting flyer	\$00
	Meeting refreshments	<u>\$00</u>
	Total expenses	<u>000</u>
	Current surplus	<u>\$ 00</u>

Depending upon the amount of money involved, the crime watch association may set up a separate bank account for the funds. Some banks will offer crime watch groups accounts with no service fees. Shop around before opening an account. Some form of accountability should be decided upon before collecting funds in order to avoid problems in the future. The person handling the funds might be accountable to the group as a whole, the association president, or an audit committee. Generally, one person or a small group should be designated with the authority to approve expenditures because it can be difficult to get the entire group to agree in a timely manner.

Additional Information

See Fund Raising and Recruiting Volunteers in this section for specific suggestions in these areas. See individual Crime Watch Activities/Tools in Section VI for information about any costs that may be involved in specific activities.



Fund Raising

Crime watch does not cost a lot of money. You may have abundant resources in your neighborhood, and neighbors frequently volunteer to fill many of the needs of a crime watch group. When your neighbors' dues or contributions aren't enough to cover the costs of your crime watch activities, you may need to turn to an additional method of raising funds.

Common Methods of Fund Raising

Numerous avenues of fund raising are available to crime watch groups. Several common methods of fund raising are:

- Newsletter subscriptions
- Neighborhood contribution campaign
- Advertising (realtors, banks, etc.)
- Raffles of donated items
- Sales of "neighborhood spirit" items, such as t-shirts, caps, decals, mugs
- Neighborhood social events
- Car washes
- Recycling projects
- Neighborhood garage sales or bake sales

Sometimes the activity you want to implement is also the means of raising the funds. For example, if your neighbors would like to have vehicle stickers to identify cars that belong in the area, you may be able to furnish them for a minor charge. Similarly, if neighbors want to hold a party, a small per-person charge might be enough to cover the expenses of the event.

Other helpful sources of fund raising are restaurants and other local retail businesses. These merchants often will donate gift certificates, which may be awarded to outstanding volunteers or be offered as raffle or door prizes. Local businesses occasionally will sponsor meetings or other events by providing drinks, ice, refreshments, and so forth. Merchants may sponsor your crime watch voice mail system in return for mention of their sponsorship in your voice mail message, newsletter, or on your voice mail signs. Real estate and insurance agents may provide newsletter-copying services or sponsor crime watch signs. In return, all these businesses expect is public acknowledgement of their contribution at a meeting or in your newsletter. Crime is everyone's problem – it never hurts to ask; the worst they can do is say no.

Be Creative

Do something fun while you are raising funds. Some innovative ideas for fund raising are:

- Neighborhood tour of homes or gardens
- Craft boutique
- Recruit local businesses to match your fund raising contributions
- Team up with a local restaurant for a benefit
- Parkway tree planting
- Sidewalk sale with merchants
- Neighborhood Christmas bow sales



Additional Information

Ask for volunteers for a fund raising committee. Hold a brain storming session to develop a plan that will work for your neighborhood. Neighbors may have ideas garnered from other fund raising activities at schools, churches, or other volunteer organizations.

Recruiting Volunteers

The commitment of volunteers is essential to the success of a crime watch group. Crime watch chairpersons who try to do everything quickly become “burned out” and the organization suffers accordingly. Many different skills may be available from within your neighborhood. Involving a cross section of neighbors will not only help to distribute the workload but also will help to ensure that goals are set by the group and that support will be obtained from the general community. By dividing the workload into smaller tasks, several people may contribute without putting an unnecessary burden on any one person.

How do you Recruit Volunteers?

- **Ask for help.** Be specific about what is needed, how much time or expertise will be involved, and when and where the work will be performed.
- **Ask volunteers to recruit friends,** but make sure these friends are interested in helping before relying on them?
- **Let people know they will gain skills and opportunities** from their volunteer efforts; for instance, they may make friends with neighbors, gain leadership skills, or gain experience in some area in which they are interested, such as writing or computer usage.
- **Publicize all of your activities** through newsletters, voice mail, flyers, telephone calls, meetings, and social events.

How do you Keep Good Volunteers?

Encourage all of your neighbors to get involved in some way. **Everyone** has something to offer (a skill, time, money, etc.) Make them feel important for whatever it is that they can contribute – even if it is something as simple as baking a cake for a meeting. To motivate people, you need to know what is important to them, what their interests are, and what makes them want to join in an activity.

- **Stress project results.** Plan your projects to achieve short-term recognizable successes. Set goals and then celebrate when they are achieved.
- **Ask volunteers for their ideas and suggestions.** Establish your goals as a group and make sure that everyone knows what the group’s goals are.
- **Keep volunteers informed.** Good communication takes time, but failure to do so invites dissention and misunderstanding.
- **Never turn down a volunteer.** If you think the person is not suited for a specific task, try to divert that person to another project in which he or she will excel.
- **Give current volunteers public credit and proper thanks** at every opportunity. Awards, newsletter articles, or a pat on the back are only a few of the ways group leaders can stimulate continued interest. Sometimes other neighbors are encouraged to volunteer when they learn that their neighbor has helped in some way.
- **Be diplomatic.** Volunteer do not like being told what to do, especially if they



believe their points of view have not been considered in the decision-making process.

- **Don't ask for too much.** Consider whether the project can be split into smaller segments or be carried out over a longer period of time to avoid overtaxing one volunteer.

In What Areas Will You Need Volunteers?

The needs of your crime watch group will change as you evolve from the organizational stage to the operational stage. Volunteer needs also will vary from neighborhood to neighborhood depending upon the activities or goals of your group. Several areas in which volunteers may be needed in crime watch groups are as follows:

- | | |
|-------------------------------|-----------------------------|
| ▪ Public Speaking | ▪ Organizing Techniques |
| ▪ Clerical Skills | ▪ Writing Newsletters |
| ▪ Designing Flyers | ▪ Editing |
| ▪ Social Event Planning | ▪ Providing Refreshments |
| ▪ Meeting Planning | ▪ Making Telephone Calls |
| ▪ Membership Recruiting | ▪ Computer Skills |
| ▪ Accounting | ▪ Legal Advice |
| ▪ Distribution of Information | ▪ Advertising |
| ▪ Fund Raising | ▪ Public Relations |
| ▪ Children's Activities | ▪ Photography |
| ▪ Statistics | ▪ City/Local School Liaison |

Training Volunteers

Plan clearly responsible roles for volunteers and provide supervision and directions when necessary. Monitor and evaluate their performance to ensure that your crime watch group is represented appropriately. Volunteers may need training and occasional monitoring to ensure that they:

- Understand the goals and objectives of the project.
- Provide accurate information about your program.
- Have the necessary skills to do their assignment.
- Know what to do if there is a problem.
- Don't do anything that could backfire.

Addition Information

People who take the time to come to your meetings are your best source of volunteers. Prepare a volunteer sign-up sheet to be used at neighborhood meetings or events. Call volunteers within a week to thank them for volunteering and to let them know specifically how and when they can help. This is particularly important if you currently do not have a project to assign to them. Volunteers who do not hear from the organization until months after their offer of help will assume you do not need them or forget they offered assistance. A sample Volunteer sign-up sheet is included in Section VIII.



Block Directories and Maps

One of the basic concepts of crime watch is that neighbors who get to know each other are more likely to notice unusual or suspicious activities in the area. It is essential that neighbors look out for one another because the police cannot be everywhere. Block directories and maps are important crime watch tools to ensure that neighbors have the information necessary to contact one another when they notice something odd around the neighborhood or a neighbor's home. Block directories typically include the neighbors' names, addresses, home and work telephone numbers. Maps generally show the whole neighborhood and may include specific residence details. Directories may be as simple as a hand-written listing of your immediate neighbors or as elaborate as a printed booklet complete with vehicle descriptions and license numbers, cross-referenced to a detailed area map.

Block Directory Procedures

For purposes of this example, it is assumed that a block captain will prepare a street directory starting from scratch with no knowledge about his or her neighbors.

1. Introduce yourself to your next-door neighbors as the crime watch block captain for your street. Tell them that you are preparing a crime watch block directory and explain its purpose. Obtain their names, telephone numbers, and any other detail you are gathering. Let them know that you will provide a completed directory to them.
2. Ask these neighbors for the names and telephone numbers of any people they know on the street. Call these neighbors, introduce yourself, and explain as above.
3. If you cannot obtain the data for all of the households by telephone, visit the remaining neighbors' homes to ask for the information or to provide them with a form to complete at a time that is more convenient for them.
4. After about a week, follow up with neighbors who have not provided the information. Occasionally neighbors do not wish to be included in the directory. Suggest that at a minimum, they may want to provide an emergency contact or give the details individually to their next-door neighbors.
5. A diagram or map of the street also is very helpful. This can be prepared by drawing boxes representing each house on graph paper or by using the map procedures outlined on the following page.
6. Compile the information neatly, date the form, and make enough copies for each neighbor. Call the neighbors to tell them the directory is available and make arrangements to distribute a copy to each neighbor. Since the block directories should be kept confidential, don't leave them on porches where anyone coming to the door can pick them up.
7. Directories typically should be updated once per year or more often if there have been many changes on your street. Preparing the first directory can be time-consuming, but after the original document is complete, updated data usually can be obtained easily over the telephone.
8. As new neighbors move in, provide a copy of the directory to them and obtain their directory particulars, even if you will not be able to update the entire directory at that time. New neighbors generally welcome the information and are glad to know there is a crime watch association in the neighborhood.



Other Sources

Other sources which may be useful in compiling the data for your directory are sign-in sheets from your crime watch meetings, homeowners, association records, and local school and church directories. A real estate agent may be able to provide a listing of the names of property owners. *The Coles Cross Reference Directory*, available at your local public library, lists all city streets in alphabetical order. Within each street listing, every household is listed in numerical order by address. Find your block number and make a copy of that page. Personal follow up still will be required because the data may not be current, and it likely will not include all of the details you may need for your directory.

Map Procedures

1. For a simple area map, make an enlarged copy of the appropriate section from a city street map. Call your crime watch officer if you need help identifying your boundaries.
2. For a more detailed map that outlines each residential lot, visit City Hall to obtain a copy of the city plat of the street or neighborhood from the Plat Records Section. There may be a small charge for this service and you may need a copy of more than one page. The telephone number is included in Section III to obtain more information.
3. Look over your map copy and white out any extraneous markings, such as zoning codes. Make one or two enlarged 11"x14" copies to work with. On your working copy, write in the addresses, and if there is room, the neighbors' names, and telephone numbers. Use pencil so that it will be easier to change when new residents move it. Alternatively, provide block captains with a map of their street and get their assistance in compiling the rest of the details.
4. You may want to make reduced copies of your completed map for block captains or for distribution to your neighbors. You also may want to make a large 36"x36" copy for display at meetings. Either the large or small maps may be color coded to indicate block captains, business or apartment areas, crime watch members, or other aspects of your crime watch area. This can be accomplished with color highlighters or colored stickers. Like the block directory, the original map may be time consuming to prepare, but updates will not take much time.

Additional Information

Depending upon how ambitious you and your block captains are, other details you may want to include in the directory are:

- Names and ages of children
- Vehicle descriptions and license numbers
- Work and School hours
- Pet information
- An emergency contact in case something happens when the resident is out of town.

Sample forms that may be copied and completed by hand are in Section VIII. These include a simple one-page block directory form, a form letter to request block directory information and a "nine-home" chart which can be provided to neighbors to complete for themselves.

The chairperson probably will want to keep a master map and listing of all residents for membership lists, mail outs, and so forth. A volunteer willing to maintain a computer database of neighbors can be very helpful in producing mailing address labels when needed.



Crime Watch Participant Guidelines

The best way to take an active part in crime prevention is to participate in a crime watch in which each person becomes more alert and aware of what is going on within the area.

Participation in a crime watch is not an activity that requires a lot of time. It means only that each person adopts a more observant attitude on a daily basis. Neighbors will get to know each other better, and as a result, will become more aware of strange cars, persons, or circumstances, which might be a danger and require calling the police. The following guidelines have proven to be successful:

- **Get to know the neighbors.** Know their names and be able to identify them and their vehicles by sight.
- **Maintain a map or block directory** of the immediate neighborhood with names, addresses, and phone numbers.
- **Make the home as burglar-resistant as possible.**
- **Mark all property for identification** by using the Operation ID program.
- **Register your vehicles under the Texas HEAT program.**
- **Be observant and watch over neighbors' homes**, especially when they are not at home or are out of town.
- **Write down license numbers and descriptions** of suspicious looking persons and vehicles, and immediately report them to the police at 911.
- **Report information that may be helpful** to the crime watch chairperson.
- **Call the neighborhood voice mail** on a regular basis to keep informed.
- **Educate children** in crime prevention and teach respect for law enforcement officers.
- **Volunteer to help your crime watch organization** in any way that you can, whether it involves your time or financial support.

Reporting Suspicious Activity

Anything that seems slightly “out of place” or is occurring at an unusual time of day can be criminal activity. **Call the police at 911 immediately** about all suspicious activity. Do not worry that you are bothering the police or about being embarrassed if your suspicions prove to be unfounded. Think instead about what can happen if you don't act. A listing of suspicious activities is included in Section VI.

All calls to the police to report crimes or suspicious activity should be made to 911. The police department prefers to investigate than to be called when it is too late. Your call can save a life, prevent an injury, or stop a criminal act. **Be alert!**

Keep your crime watch chairperson informed of any crimes or suspicious activities in the area so that other neighbors may be informed. Armed with this knowledge, neighbors may take action that can prevent a similar crime from happening to them. Neighborhoods with voice mail or phone trees are able to pass this information along to all of the neighbors in a short period of time, thus alerting the entire neighborhood to be “on the look-out.”

Additional Information

See section VI for instructions for Making a Report to the Police Department. Operation ID, HEAT, and Home Security Methods are discussed in Section VII.



How to Maintain Interest in Crime Watch

The key to keeping a crime watch group active is to maintain people's interest over time. The goal is to create a "small town" environment, even in large cities or apartments, where people care about their neighbors and their neighborhoods. A sense of pride in the community and recognition of successes achieved will draw people together.

Active neighborhood, apartment, and business groups can make changes through their local officials, such as improving street lighting, altering police patrol schedules, and changing traffic flow patterns. At the same time, neighbors can hold block parties, potluck dinners, and neighborhood cleanup campaigns.

Crime Prevention Programs

Crime watch programs can be fun. Remember that people are most likely to become involved and remain interested if the programs are fun as well as meaningful. Use your imagination. The following are some specific crime prevention activities that you can implement:

- **Home Security Education** – This can be accomplished by distributing written information provided by the DPD, inviting an officer to speak at a meeting, or encouraging individual home security surveys.
- **DPD Crime Prevention Presentation** – Plan a neighborhood meeting around a property identification etching campaign, a group HEAT registration, or any of the DPD programs included in Section VII.
- **Volunteers in Patrol** – Neighbors patrolling their own neighborhood in a non-confrontational way may give neighbors a sense of satisfaction rather than a feeling of being powerless about crime. See Section VII for more information.
- **Teen Crime Watch** – Help organize a teen crime watch at a local junior high or high school. Arrange for speakers to teach students ways to protect themselves, to say no to drugs and alcohol, to settle problems without violence, to report potential criminal activity, and where to get help when they need it. Encourage teens to analyze their neighborhoods and put together a beneficial project they can tackle on their own.
- **Safety Fairs** – Combine forces with other nearby groups, businesses, and churches to invite local vendors to come and display their safety products.
- **Crime Watch Network** – Develop a network with other crime watch areas to exchange information, provide support to each other, and combine forces for activities that may not be feasible for an individual group.
- **Safe Schools** – Form a coalition with the school to patrol school grounds, monitor playgrounds, and provide safe routes for children to walk to school.
- **Tour of DPD 911 Communications Center** – A tour of the communications center will help educate your neighbors about the police department and when to call 911.



Other Community Activities

Also remember that crime doesn't have to be the only focus of your group. Some of the most successful crime watch groups have other areas of interest that tie the community together. Since getting to know your neighbors is one of the basic concepts of crime watch, often social or community activities are an effective way to make this happen. The following list of ideas may spur you on to think of an activity for your group.

- Organized recycling program
- Neighborhood beautification
- Neighborhood clean-up
- Alley or park clean-up
- Lobby the city to:
 - Improve lighting
 - Clean up vacant lots
 - Repair streets/sidewalks
 - Enforce code ordinances
 - Enact zoning changes
- Help elderly neighbors:
 - Pick up recycling
 - Install outdoor lights
 - Provide an occasional meal
 - Visit with them
 - Clean up yards/trim shrubs
 - Install smoke detectors
- Neighborhood sports team
- Food/coat drive for needy
- Adopt a school or park
- Walking/jogging clubs
- Community spirit campaign:
 - T-shirts, caps
 - Flags, ribbons
 - Car decals
- Alley house numbering campaign
- Babysitting club
- A parade with kids and pets Pet show
- Children's carnival
- Neighborhood teen job program
- Yard or garage sales
- Bake sales
- Help a neighborhood school
- Bike safety training
- Organize kid's summer activities
- Graffiti clean up
- Yard of the month award
- Fire safety training
- Car pools for kids or elderly
- Tree planting for parkways
- Neighborhood directory
- Community garden
- Sign toppers to identify neighborhood
- Homemade treats for police
- Art show
- Offer a scholarship to a local senior
- Install safety devices
- Hotline to clean/board-up in emergencies
- Neighborhood blood drive
- Teacher appreciation day
- Christmas bow sales to the neighborhood.

Additional Information

Any of the above activities may help pull your neighbors together. Section VII includes a complete list of the formal crime prevention programs offered by the DPD. Lists of social activities, meeting topics, and speaker ideas are included in Section V.



Chapter V

Crime Watch Meetings

The initial crime watch meetings, often described as organizational meetings, may be the most important. Neighbors will determine whether they want to be involved based on the content of these meetings. A friendly, professional presentation will go a long way toward generating enthusiasm among the neighbors.

Strategy Meeting

Although not required, a core group of interested neighbors may hold an informal meeting to discuss the aspects of organizing a crime watch group and the activities that might benefit your area. Contact your crime watch officer for information and materials that will be helpful for this meeting. This group might form a team to plan the neighborhood organizational meeting.

Planning the First Neighborhood Meeting

Proper planning will ensure an organized, professional meeting. If you won't feel comfortable speaking in front of the group, ask your crime watch officer for help. He or she may be willing to conduct the entire meeting. The steps in planning the meeting that are still your responsibility are:

- Determine a convenient date for the meeting and schedule the date with your crime watch officer. Meetings are scheduled on a first-come, first-served base. Usually six to eight weeks advance notice to the crime watch officer is appropriate.
- Discuss with the crime watch officer whether it might be beneficial to ask a beat officer or interactive community-policing officer to attend. These officers should be able to answer specific questions about crime activity in your area.
- Secure a convenient location for your meeting. The location can be a school, church, library, or recreation center. These types of facilities will usually offer a meeting room at no charge to crime watch group. Be sure to make the arrangements several weeks in advance because available meeting rooms can be difficult to obtain at the last minute. Also be sure to clarify who will be responsible for set-up, clean up, and whether refreshments are allowed.
- If your neighborhood is small, meetings may be held in private residences, but allow adequate room for seating and ask neighbors to bring their own chairs if necessary.
- Design a simple notice announcing the meeting. Recruit volunteers to hand deliver an invitation to every home and business in the area at least two weeks prior to the meeting. You may want to ask neighbors to bring refreshments to the meeting.
- Flyers may be mailed if you have a list of all the addresses in the neighborhood, but do not place any flyers in mailboxes unless the appropriate postage is affixed. It is a violation of federal law and is subject to very large fines.
- Recruit volunteers to call neighbors a day or two before the meeting to remind them about the meeting. This requires a lot of time, but it can make a big difference in attendance at your meeting. People do forget!
- Appoint a refreshment, committee, if desired, to make the arrangements for the first meeting.



The Meeting Agenda

The primary purpose of the initial neighborhood meeting is to provide the neighbors with information about crime watch, to explain the need for a crime watch, and to recruit volunteers to help meet the goals that will be set as a group. Whenever possible, it is preferable to try to limit your meeting to an hour and no more than one and one-half hours. Plan your agenda to include:

- A sign-in table at the entrance with sign-in sheets and volunteer sheets. Have more than one copy of each so that people are not lined up at the door for long periods waiting to get in. Nametags are also a good idea.
- Start the meeting on time. Introduce yourself and explain the meeting purpose.
- Explain the need for and value of a neighborhood crime watch. Mention that:
 - Crime watch does not require frequent meetings.
 - Crime watch does not require anyone to take any personal risk.
 - Crime watch leaves the responsibility for apprehending criminals with the police.
 - Crime watch is one of the best ways to meet and get to know your neighbors.
- Introduce the police officer(s) in attendance. The officer(s) will discuss the benefits of crime watch, crime statistics for your area, crime prevention methods, and the importance of recognizing and reporting suspicious activity. Allow a few minutes for questions and answers.
- Define the volunteer crime watch positions and duties. Describe other areas in which you need help, such as with newsletters, block directories, delivery of flyers, or other projects, be as specific as you can about the time involved. Pass around the volunteer sheets and ask neighbors to volunteer for the areas that interest them most.
- If time permits, suggest a social period after the meeting for everyone to introduce themselves to each other.

DPD Requirements

Crime watch is an organization for citizens, run by citizens. The internal workings of the group are completely up to that group. The DPD **does require**, however, that the group hold an organizational meeting **open to all neighbors** with a DPD crime watch officer in attendance in order to become an “official crime watch group.” Other DPD suggested guidelines are that the group should have at least 50% participation, which may be accumulated over a series of meetings, if necessary. DPD attendance is not required after the initial meeting(s). You may, however, wish to invite other officers, such as a gang, narcotics, or beat officer to speak about other areas of the DPD.

Additional Information

Other topics in this manual offer helpful information. See Recruiting Volunteers, Block Captains and Section Coordinators, and Participant Guidelines in Section IV. Tips for Successful Meetings and a comprehensive list of Meeting Topics are included in this section. Several sample forms are included in Section VIII. The meeting flyer, meeting sign-in sheet, and volunteer sign-up sheet may be copied and used as is or may be used as guides to design your own forms.



Police Presentations at Meetings

A police officer presentation at a crime watch meeting or social event can increase neighborhood interest and attendance. There are a variety of reasons for asking a police officer to attend one of your meetings. You may be interested in a specific subject, such as gang problems or burglary prevention, or you may be interested in general information about crime watch or crime prevention. Having a police officer attend your meeting is a good opportunity for your crime watch group and the police officer to get to know one another and establish a line of communication for future exchanges of information. It also shows neighbors that crime watch is a community effort backed by the DPD and makes them feel that their neighborhood is important.

Procedures

1. Determine the date of your neighborhood meeting. Two months notice to the officer will help assure the officer's availability for your meeting. Try to avoid weekends and holidays whenever possible. An exception would be an emergency situation or a safety fair. Contact the crime watch officer at your substation at the telephone number included in Section I.
2. Discuss your goals for the meeting with the officer to determine what type of police officer will attend your meeting. For example, if your goal is to initiate a HEAT registration, the crime watch officer will attend. If your goal is to deal with a gang graffiti problem, a gang unit specialist will attend. Tell the officer what you hope to accomplish and he or she will work with you accordingly.
3. Reconfirm the meeting date and time with the officer at least three days prior to the meeting.
4. To achieve the best attendance possible, distribute flyers, use your neighborhood voicemail if you have it, and make the meeting appealing to residents by having coffee and cake or some other refreshments. Make it fun for both the residents and the police.
5. Recap what was accomplished at your neighborhood meeting and give the information to the officer who attended. The police need to be kept informed of the progress your group is making.
6. Thank the officer for his or her time. Let your substation chief know if the officer did a particularly good job.

Additional Information

See Tips for Successful Meetings and a list of Meeting Topics in this section. A listing of the formal crime prevention programs offered by the DPD is located in Section VII.

Several sample forms that you may find useful at your meeting are included in Section VIII. The meeting flyer, meeting sign-in sheet, and volunteer sign-up sheet may be used as is or may be used as guides to design your own forms.



Tips for Successful Meetings

The following suggestions have proven to be successful in many neighborhoods. It should be stressed that **every neighborhood is different** and you must pick and choose what you think will work best for your neighborhood. These suggestions may be tailored to fit the individual circumstances of your neighborhood.

General Guidelines

- **Determine a convenient date, time, and location** for your meeting far enough in advance to provide at least two weeks notice to neighbors.
- **Design an eye-catching meeting flyer** to be distributed to each home. Recruit volunteers to follow up with reminder calls a few days before the meeting.
- **Prepare a brief agenda** of information you want to cover at the meeting. If possible, distribute copies of the agenda to the attendees. Stick to the agenda.
- **Arrange your meeting room** in a comfortable configuration so that all attendees can see and hear speakers clearly.
- **Place sign-in sheets, name tags, and handouts at a table** near the entrance. Ask volunteers to welcome people and ensure that everyone signs in and picks up handouts.
- **Try to limit your meeting from 1 to 1 ½ hours.** Allot time for questions and answers. If you can't answer a question, write it down and follow up later.
- **Make introductions** of your core group, block captains, police officers, and any guest speakers. Briefly explain the responsibilities of each person.
- **Provide two or three names and telephone numbers of your core group** so that if people have questions later or decide to volunteer, they will know whom to contact.
- **Arrange refreshments in an inviting manner** if you plan a social period afterwards.

Some Suggestions

- **Ask attendees to fill out a 3"x5" card** with their name, address, telephone numbers, and willingness to serve in a crime watch position. These cards may be used later to develop block directories and volunteer lists.
- **Display a large neighborhood map.** Ask neighbors to place a dot at their place of residence on the map. Congratulate the street with the best attendance.
- **Pass out raffle tickets** before the meeting, and offer a door prize to the winner. Many local businesses and restaurants are willing to provide gift certificates.
- **Describe the various activities** in which your group might get involved and ask for input and suggestions from the neighbors. Alternately, distribute a questionnaire to be filled out and collected at the end of the meeting. Provide pens or pencils.
- **Ask neighborhood teens to volunteer to baby-sit** during the meeting if a nearby room can be used for this purpose. Ask for donations to pay the teens for their time.
- **Ask a leader from a nearby group** with a successful program in operation to answer questions from your neighbors if you are promoting a proposed activity such as voice mail, Volunteers in Patrol, or Expanded Neighborhood Patrol.



- **Ask an enthusiastic nearby crime watch chairperson to speak** about the positive effects of crime watch in his or her neighborhood.
- **Ask neighbors to break out in groups** by streets to meet each other and discuss the selection of block captains after the main business of the meeting.

A Few Don'ts

- **Don't exaggerate the crime problem or use scare tactics.** If you lose your credibility, you lose your audience.
- **Don't be dictatorial or judgmental.** Always remember that crime watch is a volunteer organization. You can offer suggestions, but don't give orders.
- **Don't assume that you know the only right way to organize the group.** Some of the best ideas may come from an audience member.
- **Don't be disappointed if the turnout is not as great as you expected.** People have busy schedules; a low attendance does not necessarily mean that your neighbors are apathetic. Keep trying as you learn from each meeting. It is often said that if 50 people come to a meeting it is a success, no matter what the size of your area.
- **Don't let neighbors take control of your meeting** by talking endlessly about their own burglary, car theft, or other problem. Tell them firmly that you will be glad to discuss it with them after the meeting, but you must stick to the agenda to keep the meeting running as scheduled. This is a common situation at neighborhood meetings. Plan how you will handle it ahead of the meeting. You may even want to arrange in advance for a volunteer to step in to suggest that the meeting move on to the next topic if you don't feel comfortable doing this.
- **Don't be deterred if you do not consider yourself a public speaker.** Your neighbors have proven their interest in crime watch by virtue of attending. They are there to gather information about the neighborhood and possibly to contribute to it, not to critique your performance. They usually are grateful to you for taking the initiative.

Follow-up

After the meeting analyze the success of your meeting. Did you cover everything you wanted to cover? Were people receptive? What could you have done better? How will you improve the next meeting? Did neighbors have suggestions for the next meeting? What follow up items need to be addressed? Ask friends to critique the meeting and offer suggestions for the next one. Make a few notes and keep them with your agenda and the sign-in sheet. These notes will help you plan the next meeting. The sign-in sheets will help you anticipate attendance at future meetings and may be a good source for volunteers.

Additional Information

Many of the tips for Social Events in this section also apply to meetings. A comprehensive list of Meeting Topics and Speaker Ideas is included in this section. To better prepare yourself for questions, see the list of commonly Asked Questions in Section IX. The sample forms provided in Section VIII may be reproduced or used as guides to design your own neighborhood forms.



Meeting Topics/Speaker Ideas

A guest speaker at your meeting may help generate interest and attendance. If your neighborhood is experiencing a specific concern or has a special interest in a certain topic, an expert in that area may be just what you need. Several ideas for meeting topics and speakers are listed below.

Topics

Possible Speakers

Crime Prevention Programs	DPD Crime Watch Officer
(See complete list in Section VII)	DPD Community Policing Support Unit
Interactive Community Policing	DPD ICP Officer
Gang Awareness	DPD Gang Unit Officer
Juvenile Crime	Juvenile Court Judge
	Juvenile Division Assistant District Attorney
	DPD Youth and Family Crimes Officer
Home Security	DPD Crime Prevention Specialist
	Security Product Vendors
	Security Alarm Companies
Drug Awareness	DPD Officer from the Narcotics Unit
Self Defense Techniques	Dallas Recreation Center or YMCA
Child Safety	DPD McGruff Presentation
	Mental Health Association WHO Presentation
Driving Safety	DPD
	Texas Department of Public Safety
Volunteers in Patrol (VIP)	Crime Watch VIP Leader
	DPD Crime Watch Officer
Expanded Neighborhood Patrol (ENP)	Crime Watch ENP Leader
	DPD Crime Watch Officer
Crime Watch Voice Mail	Voice Mail Company Representative
	Crime Watch Leader
	DPD Crime Watch Officer
Fire Safety	Dallas Fire Department Representative
Careful Kids Program	DPD Crime Watch Officer
Composting	Local Nurseryman
	Texas A & M Extension Station
City Activities/Concerns	Council Member for your District
	City Department Representative

Additional Information

Most of the above speakers will speak to your group free of charge. Be sure to make arrangements a month or two in advance to assure availability. Many of the local not-for-profit organizations can provide a guest speaker in their area of interest. Check the blue pages of the telephone book.



Social Events

An important aspect of crime watch is that neighbors who get to know each other are more likely to look out for one another. Neighborhood social events are excellent opportunities for residents to meet each other and work together on a fun project. Social events can be as simple or as elaborate as your time and budget allow.

Basic Guidelines

Start simple. An open house with soft drinks, coffee, and cake may be a good starting point. Work your way up to more elaborate events as your party planning confidence and neighborhood enthusiasm grows.

Ask For Volunteers. Break the project down into small tasks and ask for volunteers in specific areas. Depending upon the type of event and the number of people to be invited, you may need help from one or more person in the following areas:

- Planning the gathering
- Invitations (written and/or telephone) or distribution of flyers
- Refreshments (may be broken down into specific areas if needed)
- Meeting and greeting guests
- Cleaning up after the event

Consider Expenses. Neighborhood gatherings do not have to cost anything. Generally, neighbors are happy to chip in and bring refreshments. Chairs, tables, and coffee pots, and other equipment often can be borrowed from neighbors. To ensure an adequate supply, you may want to provide paper plates, cups, and napkins. If you do not have a party budget to cover these expenses, ask for party donations, either in advance or at the party. In some cases, a small per-person or per-family charge is appropriate. If you have a budget for social gatherings, you may consider a catered meal with rented tables and chairs to make your job easier.

Plan Ahead. Good planning will ensure a relaxing, fun event for you and your neighbors. Confirm the location, guest speakers, and other arrangements well in advance and reconfirm a week before the event. Obtain any supplies and do as much preparation in advance as possible.

Party Theme

You may plan a structured activity or keep things informal. Refer to the list of neighborhood social event ideas in this section. Brainstorm with your neighbors for new ideas. Recruit a social committee so that neighbors have a voice in deciding what to do and to let them plan the specifics. Some activities require a great deal of planning; others can be more spur of the moment. Obviously, the size of your neighborhood will be a factor to consider. A simple block party may not require a lot of planning or advance notice just because it will be a smaller group. A neighborhood-wide party generally will require more time and planning.

When to Hold the Event

The type of social event will play a part in determining the day and time. If children are to be included, you won't want them to plan the party for late at night. Young families are often very



busy with sports and other activities on Saturdays. Sunday afternoons may be a better scheduling choice for children's activities. In older neighborhoods seniors may be more likely to attend an event if it is scheduled for daylight hours. If your event is to be outdoors, spring or fall may be a better time than during the heat of the summer. Outdoor parties do not have to end at sunset. Disposable lawn torches or flood lights temporarily mounted on trees or fences may provide all the light you need. Schedule holiday celebrations the day or week before or after the actual holiday so they do not conflict with family celebrations.

Where to Hold the Event

Social events can be held at a neighbor's home or backyard for smaller gatherings. Larger groups may need to use a park or reserve a room at a recreation center, church, or other facility. Remember, though, that a crowded room will promote conversation and interaction more than a too-large, empty room. Try to keep the gathering in the neighborhood or as close as possible for the best attendance. Provide maps of the location with your invitations, if possible. Also consider planning car pools for the elderly if necessary.

You may want to close a street or block if there is not enough space in front or back yards. Street parties, parades, or street dances may require closing the street off to traffic. A petition signed by the residents of the street is required to obtain a permit from the city to do this. Make arrangements at least a month in advance. The street to be closed cannot be a major thoroughfare and should not restrict cross streets or alley access. The telephone number is included in Section III, Helpful Telephone Numbers.

Sports events such as volleyball, badminton, Frisbee, or football may be performed in a yard, field, or park. Other sports events such as tennis, baseball, basketball, or soccer will require reserving a date and time at a park or recreation center. Make your reservations far in advance to assure access to the athletic field or court.

Invitations

Getting people to attend is the key to a successful event. Don't hesitate to extend an invitation to your area police officers. Invitations may take many forms, but the more reminders you give, the better your attendance is likely to be. The following lists several methods of informing neighbors about the event. For the greatest level of attendance, use any or all of these steps:

A month or more in advance – A newsletter or voice mail announcement to “mark your calendars now” for the date of the event.

Two to three weeks before – Written invitations or flyers delivered to each home. The more novel and creative the invitation, the better.

One to two weeks before – Enthusiastic personal or telephone contact to follow up and reinforce the written invitations.

A few days before – Written reminders distributed door-to-door. Again, the more novel and eye-catching, the better.

A day or two before – Individual reminder telephone calls. These calls also can serve to give you a rough count of the number of expected attendees and to firm up party volunteers and refreshment arrangements.



At the Party

A Meet and Greet Committee made up of block captains or others will help to make neighbors feel welcome. These volunteers may be in charge of the sign-in sheet, nametags, giving directions, serving refreshments, or whatever is appropriate. The important thing is that someone says "Hello, I'm glad you came!" as everyone arrives.

If appropriate, provide brochures, block directories, or other handouts at a table where people can pick them up on their way out. A volunteer sign-up sheet is always a good idea. Many people will not call to volunteer, but they will sign up at a social event.

At the beginning or midway through the event is a good time for a brief announcement by the crime watch chairperson thanking the hosts or other volunteers, congratulating the neighbors on some success of the crime watch group, giving a brief update on crime watch activities, asking for volunteers, or so forth. All activities should promote crime watch because you may have newcomers unfamiliar with crime watch or members who have become inactive. You may want to combine a formal program of some sort with a social event. However, if the event has been advertised purely as a party, don't take a great deal of time away from the festivities.

After the Party

Immediately after the gathering, make notes about what went well and what you want to improve next time. Keep notes about how many people attended, the amount and type of refreshments, whether the refreshment supply was too little or too much. If you used a sign-in sheet at the party, keep it with your notes to help you estimate attendance for your next gathering. The people who attended may be likely volunteers to help with the next event. If the event did not go as well as you hoped, ask others for suggestions for improvement.

Send thank you notes and/or publicly thank your host and hostess, guest speakers, if any, and others who helped with the party preparations.

If your neighborhood has not been particularly sociable in the past, don't be discouraged if the turn-out for your first event is not what you expected. It takes time to build up a relationship among the neighbors. Those who have a good time will come to the next party and will talk to their neighbors about it. Keeping the first few gatherings simple also help attendance. If neighbors feel that they can "drop in" to check it out without making a commitment for the entire evening, they may be more likely to come. After the word has spread about your great neighborhood parties, then is the time to plan more ambitious events.

Additional Information

An extensive list of potential social event ideas is included in this section. If you have had an especially successful gather or an innovative party, we would like to hear about it! Call your crime watch officer or Crime Watch Executive Board member to tell us about it. Your ideas may help other groups to get their neighbors involved.



Neighborhood Social Event Ideas

Neighborhood social events are a great way to meet your neighbors. The following list may help you decide on a theme for a fun and interesting way to get together with your neighbors.

- Adult evening open house
- Street dance (fifties, country, etc)
- Coffee or brunch
- New neighbor welcome party
- Black tie dinner
- Chili cookoff
- Box lunch auction
- Ice cream social
- Covered dish block party
- Progressive dinner
- Scavenger hunt
- Mexican fiesta
- Dessert party
- Juneteenth celebration
- Trip to museum, arboretum, etc.
- Beer and hot dog party
- Costume party
- Backyard barbecue
- Volleyball, baseball, soccer game
- Swimming party
- Fish fry
- Valentine dance
- Christmas boutique
- Easter egg hunt
- Halloween carnival
- Fourth of July parade
- Christmas caroling
- Cinco de Mayo celebration
- Morning coffees
- National night out party
- Neighborhood walks or tours
- Tree trimming party
- Wine and cheese party
- Children's play



Additional Information

Refer Social Events in this section for guidelines and tips for successful social events. Hold a brainstorming session with your neighbors for other ideas. If you have had an especially successful gathering or an innovative party, we would like to hear about it! Call your crime watch officer or Crime Watch Executive Board representative to tell us about it. Your ideas may help other groups to get their neighbors involved.



Chapter VI – Crime Watch Activities/Tools *Crime Watch Signs*

Posting crime watch signs around the perimeter of a neighborhood helps to reinforce and strengthen the effect of a good crime watch organization. It sends a message to the criminal that the neighborhood is alert to suspicious activity. However, signs without enthusiastic participation reduce the effectiveness of the crime watch program. The city of Dallas authorizes only a standard design crime watch sign for use on public property. The detailed sign specifications follow.

Procedures

1. A “Request for Neighborhood Sign” application is included in this section. Fill in all of the requested information and attach a map of your area detailing each location where you want a crime watch sign installed. Mark the desired sign location on a hand drawn or Mapsco map of your area.
 - a) The Dallas Department of Transportation (DoT) will install your crime watch signs. The preferred location for the signs is on the back of your stop signs. If stop signs are not available, the signs may be installed on other street sign(s) or light poles, if the sign will meet the 7’ height requirement. The DoT will install your signs on existing poles at no charge. If you would like a crime watch sign(s) installed where there is no stop sign or existing pole, you must purchase the pole(s) from DoT. Hardware is included.
 - b) City Ordinance 17225 states that the sign will not be placed where it will interfere with traffic safety. Additionally, DoT will not install signs on utility poles, DART bus sign poles or private property. You may install crime watch signs on private property, such as fences at the entrances to alleys, only if you obtain the property owner’s permission.
2. Return your signed application and map to the crime watch officer at your DPD Substation. The name and address are listed in Section 1.
3. Your application will then be forwarded to the ICP Coordination Unit (ICPCU) for approval. If the map and information are complete, your application will then be forwarded to DoT Field Operations to process the installation of the signs.
4. You will be informed by ICPCU when your application is approved and you must then arrange to have your signs made. The sign specifications are shown on the following page.
5. When your signs are finished, you must pick up the signs from the vendor and



deliver them to DoT Field Operations at 3204 Canton, Dallas, TX 75216. If you have any questions about the installation call DoT at the number listed in Section III.

6. Upon receipt of your signs, the DoT will schedule an installation date. You can anticipate three to four weeks before the installation of your signs.

Vendors

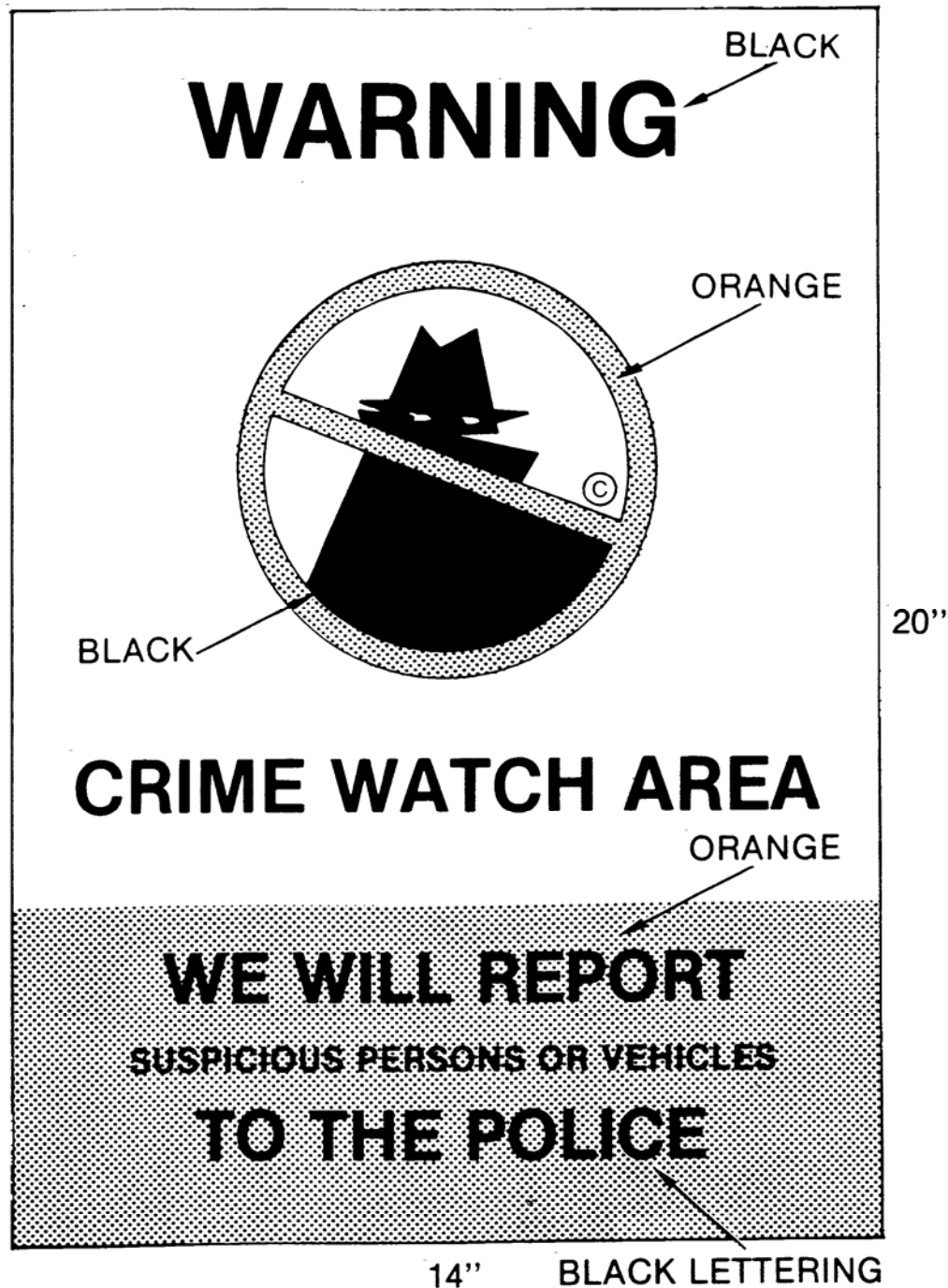
You may use any vendor you like as long as the sign specifications are met. Shop around for the best price for your needs.

Signage System (214) 321-1255

Additional Information

Contact your crime watch officer, telephone number in Section 1, or the DoT telephone number in Section III, if you need help in determining the best locations for your signs. Refer to your divisional reporting area map in Section I to get an idea of your neighborhood's boundaries. You will probably have to drive around the neighborhood to determine the location of stop signs and the best sites for your crime watch signs.





Crime Watch Sign Specifications

This is the only Crime Watch sign authorized for use in the City of Dallas.



Crime Watch Sign Specifications

REQUEST FOR NEIGHBORHOOD WATCH SIGN

Date: _____

From: Neighborhood Crime Watch Group _____

To: ICP Coordination Unit
Dallas Police Department
1400 S. Lamar Street
Dallas, Texas 75214

It is requested that the official Neighborhood Watch Sign be installed as per locations marked on the attached map furnished and prepared by the Chairperson.

Our Neighborhood Crime Watch was formed in (month/year) _____ and Approved by the Police Department. Over 50% of the homes lying within the boundaries of our organization are members. Officer _____ attended the organization meeting.

We understand that the signs must be in accordance with the Dallas City Ordinance No. 17225 and must be installed by the Signs markings and meters Division of the City of Dallas.

After approval, we will purchase the signs and deliver them to the Department of Transportation Field Operation, 3204 Canton, Dallas, TX 75216 for installation.

Submitted by:

Neighborhood Crime Watch Chairperson

Home Address

Phone Number

(TO AVOID DELAYS, FILL IN COMPLETELY)

(Official Use)

Approved/Disapproved by

Dept of Transportation

Approved./Disapproved by

ICP Coordination Unit
Dallas Police Department



Voice Mail

One of the biggest challenges to all crime watch groups is the problem of disseminating information to a large number of people within a short period of time. In contrast to traditional methods such as newsletters or flyers, voice mail is immediate. Voice mail systems quickly relay important information, eliminating the necessity of making individual telephone calls. It redistributes the responsibility to all of the neighbors, who may call the voice mail number as often as they like. The number does not ring at anyone's home; therefore it can be called 24 hours a day.

Voice mail is an automated messaging system similar to an answering machine except that you have no equipment to maintain. The user is assigned to a specific telephone number that can be accessed from any telephone. Neighbors have the ability to leave messages after listening to the recorded announcement. The neighborhood voice mail coordinator may retrieve messages at their convenience by calling the number and entering a pass code.

Procedures

1. A voice mail coordinator and an alternate should be appointed to do the following:
 - a) Record outgoing neighborhood announcements as needed.
 - b) Check incoming messages daily or more often when the alert signs are posted.
 - c) Communicate with your DPD crime watch officer.
 - d) Put up and take down alert signs when necessary.
2. Alert signs are used in conjunction with the voice mail to notify your neighbors when there is an urgent message. After you have established voice mail service and have been assigned a telephone number, you must have your neighborhood signs made. Although "Crime Alert" is common wording on the signs, you may want to consider using a different text. "Alert Neighborhood Alert!" "Voice Mail Alert", or some other wording may be used if you plan to use your voice mail for information other than only crime alerts. Many groups use voice mail for meeting notifications, crime prevention tips and other useful information. It is important to include the telephone number on the alert signs so that all members will be encouraged to call. Shop around to compare prices before purchasing signs.
3. Record an announcement to introduce the neighbors to your new neighborhood voice mail system. The announcement should explain how the system will be used. Post the signs at all major entrances to your area so that neighbors will know to call. Consider a flyer to acquaint your neighbors with the details of the voice mail system.



Additional Information

Remind your neighbors to always call 911 first. Then call the voicemail when reporting a crime. Review the voice mail guidelines and sample voice mail messages that follow. Ask your neighbors what information would be of interest to them. See **Phone Tree** in this section for alternate means of neighborhood communication.

Voice Mail Guidelines

What sort of messages should I record on voice mail?

The voice mail system is especially effective for getting out Urgent crime information, such as a serious crime in your area, nearby, or a recent crime trend and related tips. Other uses for voice mail are:

- DPD messages received on voice mail
- Weekly or monthly DPD crime statistics
- Crime prevention and security tips
- Business sponsor advertisements
- Neighbor opinion polls
- Meeting, police events, social event notifications and reminders
- Lost and found pets
- Zoning information
- Other neighborhood activities and news
- Fire safety tips
- RSVP'S for meetings or social events

When should I post the signs in my neighborhood and how often?

Signs should be posted when there is urgent information. If you post the signs for minor crimes or less important information, people may think you are "Crying wolf" and will tend to ignore the signs. Frequency will depend on the crime activity in your neighborhood.

How long should I leave up the signs?

Generally, leave up the signs for two to four days. If people become too familiar with seeing the signs, they probably won't call.

Are there certain things I should say in my message?

Always verify the accuracy of your information and be sure to use the correct terminology. State where you obtained your facts, such as the police department, the newspaper a neighbor, etc. Include the date of your announcement. Always thank your neighbors for calling and for being involved in crime watch.

Are there certain things I should NOT say in my message?

Never give a crime victim's name or address. Identify crimes by the block number and street only (not specific house numbers). Similarly, never give a suspect's name, address or complete license plate number. Leave off the last digit to avoid any potential liability. You are responsible for your messages. If you have any doubt about the appropriateness of your message, call your DPD crime watch officer for advice.



How often should I change my announcement and check my messages?

For Non-urgent recordings generally you will want to change your message every week or two so people won't lose interest. Change your message often, even if you only record a crime watch tip. It is very important that you check your messages daily. During an alert when the signs are posted, you may have to check your messages several times a day to avoid the box filling up.

Should I return calls when neighbors leave a message?

Yes. Neighbors need to know that their message is important. Assure them of confidentiality and that you will act on their information.

How can I get my neighbors to call?

Be consistent with reminders! If you have a newsletter, publish the voice mail number in every issue. Distribute a special flyer explaining how the system works. Consider getting business cards, telephone stickers or refrigerator magnets with the voice mail number.

How do I record a good announcement?

Write out your announcement before recording it. Speak slowly so people can understand and digest the information. Be informative, not scolding. Put a smile in your voice and thank your neighbors for calling.



Sample Voice Mail Messages

Voice Mail-General Message

Hello (name of crime watch group) Neighbors,

Today is (date).

For those of you who are new to our neighborhood voice mail system, we should like to explain how the system works. Whenever we are informed of any crimes or suspicious activities in the neighborhood, the crime alert signs will be posted for 2-3 days, notifying you to call the voice mail number.

An announcement will inform you of those activities. At the end of the announcement, you will be able to leave a message to report any incidents or to leave a message to report any incidents or to leave a message fro our Crime Watch chairperson.

Obviously, this voice mail system should be used only for **non-emergency information**. Please leave a message if you would like:

- To volunteer for **(activity)**,
- Additional information about **(program)**, or
- Information about the crime watch program in general.

Your call is important to us and will be promptly returned. Than you for called the **(name of Crime Watch)** voice mail.

Hello, this is **(Name)**, your Crime Watch Chairman. Today is **(date)**.

Thank you for calling our new neighborhood voice mail system! The system will be used in the following manner: Recorded announcements will include crime and neighborhood information, safety tips and urgent bulletins received fro the Dallas Police Department.

Announcements will be changed on the 1st and 15th of each month and more frequently when we have urgent information for you. When there is an urgent message, the "Crime Alert" signs will be posted at all the entrances to our neighborhood for 4 days.

You will find this system user friendly: By pressing zero after you record your message, you will be allowed the opportunity to review, amend or discard your message. This system allows the caller to leave a message of up to 2 minuets in length.

Additionally if you have already heard the current announcement, you may bypass the recording by pressing the star sign and record your message immediatley.

Please make a habit to call twice a month just to keep informed. You may leave messages 24-hours a day. We encourage your to call to report any crimes or suspicious activities in the area after first calling 911 so that we may keep all the neighbors informed.

Please make a note of this number (list number) and put it on your speed dial for added convenience. Thank you for calling the neighborhood alert system.

This is the (crime watch name) Hotline.



Today is (date).

This crime watch voice mail system is used in conjunction with the "Crime Alert" signs to alert neighbors to crimes in the area. We feel it is important for neighbors to be informed so that armed with a better knowledge of what types of crimes are occurring, we can better protect ourselves and possibly take steps to ensure that the same thing doesn't happen to us.

In addition to the crime report, we will be providing crime watch tips for the next few months. We would like to take a poll of callers to determine whether you feel the tips are worthwhile, how often you call and if you would like us to cover any special topics.

Please let us know your opinion and on average, how often you call-once a week, or once or twice a month, or only when the Crime Alert signs are out. You don't have to identify yourself. Thank you.

Voice Mail-Personal Safety Message

This week's crime watch tips are good telephone security habits to develop:

- Never give personal information to a stranger on the telephone. Be wary of solicitors who say they "are going to be in the neighborhood". Never give a credit card number to anyone who calls you on the telephone.
- Never let a stranger know that you are home alone.
- Teach children old enough to be left alone never to tell a stranger that their parents are gone. Teach them to say "My mom can't come to the phone right now. May I take a message?"
- Instruct babysitters never to tell anyone who calls that they are home alone with the children

This weeks' crime watch tips are passed along from the Dallas Police Department Newsletter. The most common crimes associated with the holidays are stolen purses. Several steps you can take to avoid this are:

- Carry your wallet in your pocket and leave your purse in your car trunk. Also carry packages in the trunk rather than inside the car where they may tempt a theft.
- Always walk in a brisk and purposeful manner. Appearing alert goes along way in giving the impression that you will not let someone surprise you.
- Always have your keys ready. You are most vulnerable when getting in and out of your car.
- If you carry a purse, carry it on the side closest to parked cars rather than toward traffic, where someone in a passing car can reach out and grab it.
- As you approach your car, take note of the cars parked around yours.
- Always lock your car
- Ask mall security to escort you to your car if lighting is poor or if you parked a long way from the store.
- Take advantage of valet parking when offered.
- If possible shop with a friend



The Following are Safety Tips to Keep in Mind When Using an Automated Teller Machine (ATM):

- If you need to leave your car to use the ATM, don't leave the car door open, your keys in the ignition or motor running.
- When using the drive-up ATM, keep your car doors locked and the engine running.
- If you have any doubt about the location, activity or people nearby, bypass that machine and find another. Most convenience stores and grocery stores offer ATM's.
- Don't concentrate solely on the ATM screen. Be aware of your total surroundings and cancel your transaction at the first sign of suspicious activity.
- When you make a withdrawal at the ATM, put your cash away immediately. Count your money when you are in a safer place or at home.
- If you feel you are being followed from the ATM, go to a heavily populated and well-lighted area immediately and call the police.

Thanks for calling the Crime Watch hotline-and remember-never hesitate to call 911 at the first sign of suspicious activity.

This week's Crime Watch Tips are related to keys:

- Don't leave a door key under a mat, in a mailbox, or any other outside location where a burglar could find it easily. A better idea is to leave a key with a trusted neighbor. Make sure each member of your family knows where the key is.
 - Do not give house keys to parking lot attendants. Give the attendant your car ignition key only.
 - Do not carry an identification tag on your key ring. This is an invitation to a burglar if your keys are lost or stolen.
 - If your children tend to misplace their keys, a tag with the name of their teacher and school might be safer than one with the child's name on it.
-

This week's crime watch tip related to credit cards. Protect your credit card numbers against unauthorized use just as you safeguard your actual card. Provide your account number only to reliable sources. Give your credit card number over the phone only when you initiate the call to a reputable business. Be careful however, about releasing your credit card number to salespeople who call you on the phone, unless you are sure they represent legitimate companies

Fraudulent telemarketers might charge your account for a larger amount than you authorized or for an item you didn't order or never received. Be especially wary of callers who say they need your number only for identification purposes or to verify you have won a contest.

If you are charged for an unauthorized purchase, call your credit card company immediately. To safeguard your rights, you generally must notify the company in writing within 60 days.

Here are some preventative measures you can take to protect yourself in your home.

- Find out who is at the door before you open it.
- Require all strangers to show identification. If you haven't called for a repairman, don't let one inside. Leave him waiting outside and call his place of business to verify his reason for being at your home.



- Don't let a stranger inside your home to use the phone. Make the call for him.
- Never admit that you or neighbors are home alone.
- Make sure all outside entrances are well lit.

Carjacking/Auto Theft

The following steps are recommended by the Dallas police Department to help avoid the risk of carjacking.

- Be aware of your surrounding. If you suspect someone may be following your, **Do Not Go Home**. Take a couple of turns around the block to see if the car turns off.
- Lock your car doors and close your windows.
- Keep driving. Drive to a well-lit populated area and flash your headlights and use your horn.
- If you have a car phone, call 911. Stay on the line with the operator as your drive so you can report your location as you travel.
- Plan ahead. Determine a safe location, such as a fire or police station or 24-hour convenience store. Think ahead about where you would go and what you would do if this situation should happen to you

The Dallas Police Department offers some tips to avoid carjacking that we would like to pass along to you:

- Keep doors locked while driving. Keep windows closed in slow traffic and at red lights.
 - Always try to stay in the center lane when traveling. Move to the right lane just long enough to turn.
 - When coming to a stop, maintain enough distance between you and the car in front of you at an intersection to allow you to maneuver around the vehicle if necessary.
 - If you are involved in a minor accident at night and you are the least bit suspicious, motion to the other driver to follow you to the nearest 24-hour business to exchange information or call the police.
 - Scan parking lots before approaching your car. Have your keys ready in your hand. Check underneath the car and the interior before getting into it.
 - On some cars, all doors will unlock when the driver's door is unlocked-this can be a dangerous feature if someone is hiding outside the passenger door.
 - If you do sense danger, retreat to a place of safety and call the police immediately, Never confront an intruder
 - Unlike professional car thieves, who have no wish to encounter car owners. Carjackers are out for thrill-and violence for them is thrilling. Tell yourself now that if someone tries to pull from your car or demands your keys, you will behave passively and give them the car.
-

Try to make it a habit to check behind you before you pull into your driveway every time. Put a reminder note on your steering wheel or sun visor until this becomes an automatic habit.

The Dallas Police Department recommends that you be aware of any cars that seem to be following you. If you have any suspicions at all, go to a public place and call 911. Do not hesitate to make a report to 911. Above all, do not drive home until you are sure no one



is following you. It is worth an extra trip around the block to be safe.

Carjackers frequently cause minor accidents, and then when the victim gets out of his car to check the damage, they rob him and /or steal his car.

If you are involved in a minor accident, especially at night do not get out of your car. Motion for the other driver to follow you to a well-lit and populated area, such as a 24-hour convenience store, to exchange information. The police no longer respond to minor traffic accidents as there is no reason to stay at the scene of the accident as there was in the past.

Please be careful and thank you for calling.

According to recent statistics, about 80% of all stolen cars were left unlocked. This week's crime watch tips are related to automobile security habits:

- Every time you park your car, close the windows and remove your keys.
- Keep cars locked at all times, including when you are driving them.
- Park your car in the garage. Keep garage doors closed and unlocked.
- Don't keep valuables in your car, including car titles, registration, credit cards or purses.
- If you must transport any valuables, keep them locked in the trunk of your car.

Although these common-sense measures may seem obvious, many thefts could be avoided if these steps were followed. Following these steps will not guaranty your car's safety, but every barrier you put between the criminals and yourself and your belongings make that much less likely that you will be a victim.

Thanks for calling our neighborhood voice mail.

Home Security-Burglary Prevention

The Dallas PD says it's a good idea to use the manual throw bolt on your automatic garage door or to turn off the system at night. Some burglars have driven down streets or alleys with automatic door openers set at different frequencies. Later they drive back down the street to see which doors have opened and whether the occupants have noticed. They then have the seclusion of the garage in which to gain entry to the home.

With the warm weather comes a tendency to be more lax about home security. Windows and doors are left open more frequently. Doors are not always locked while people go for a walk or to visit with a neighbor for a moment.

However, almost all types of crime increase in warm weather. There are a lot of construction and yard workers around every day. Some of these companies may hire day laborers that have a criminal history. With the increased activity also comes a greater chance that neighbors will not notice suspicious activity.

Play it safe by keeping doors and windows locked at all times, even when you are out in your yard. It is not uncommon for burglars to strike during the day, entering the back of the house while neighbors are in the front, or vice versa.



Keep garage doors closed, many thieves cruise around neighborhoods just looking for an opportunity. It only takes a moment for a thief to pull up in your driveway grab some lawn equipment or bicycles and take off. This is a very common type of summer crime.

So-be careful and remember if you see anything suspicious, don't hesitate to call 911

The DPD offers free home security surveys to all Dallas residents. The crime prevention specialist who will inspect your home may be able to point out areas of weak security in your home of which you may not be aware. They often can offer suggestions for inexpensive methods to make your home more secure for your family.

Take advantage of this service, which may also qualify your home for a homeowner's insurance discount. Call 670-4427 for more details about the requirements for an insurance reduction and to schedule an appointment.

Effective outdoor lighting can be an important security measure. The DPD believes that given the choice between a well-lighted home or one that is not, the would-be criminal will choose to hit the one that does not have adequate lighting every time.

The Police Department encourages every homeowner to have a personal home security survey. The DPD surveys are performed by Crime Prevention Specialists who have extensive training in home security and lighting and will be able to answer any questions you may have. There is no charge for this service. Call your closest substation to schedule a survey.

As we approach the holiday season, many of us will be traveling out of town. Burglars often look for homes that appear unoccupied. According to the DPD, some of the things they look for are:

- Lawns not mowed or raked.
- Newspapers in the yard
- Several flyers on the front door
- Mail in the mailbox

Several things that you can do to make your home appear occupied are:

- Let your next-door neighbors know when you are going to be out of town. Ask them to pick up your mail and papers.
- Keep your grass cut and leaves raked.
- Use a timer to automatically turn on a light at dusk.
- Use your answering machine or call forwarding and don't announce that you will be gone.

Happy Thanksgiving to everyone and thanks for calling

Even one false alarm is too many. Take action after your first false security alarm to determine and correct the cause. Frequent causes of false alarms are:

- Unlatched or loose fitting doors and windows.
- Users or visitors who are not properly trained to operate the system.
- Motion detectors not properly set for the circumstances of your home.
- Weak batteries may set off the alarm during power outages.



If you are unable to determine the cause, contact your security company for a check-up of your system or for additional training or tips to avoid false alarms.

Calling 911

One of the most important aspects of a good crime watch program is an alert neighbor who recognizes and report suspicious activity. Anything that seems slightly “out-of-place” or is occurring at an unusual time could be criminal activity.

Not every stranger who comes into the area is a criminal by any means. There are many door-to-door salesmen, repairman and service men moving around the neighborhood all the time. Criminals sometimes take advantage by pretending to be legitimate workmen.

Call the police immediately about suspicious activity. Don’t worry about bothering them or about being embarrassed if your suspicious prove to be unfounded. Instead think about what might happen if you don’t act.

The police department would rather investigate than be called when it’s too late. Your call could stop a criminal act. Also call the voice mail number so that we can make all the neighbors aware of any suspicious activity. Be alert and thanks for calling

All crimes should be reported to 911, no matter how minor the crime may seem. A police officer may not be dispatched for a minor crime, but it is important to report it. Police resources are allocated in part based on the number of crimes reported in a given area.

After calling 911, please report the indicitate to our voice mail hotline so that we may keep the other neighbors informed. Knowledge of what happened may help your neighbor to take action to protect himself. Please leave your name and number in case we need any additional information, but rest assured that your name and address will be kept completely confidential. Crimes are identified on this hotline utilizing the block number and street on which the incident occurred.

If you should see or hear anything that looks “out-of” place don’t hesitate to call 911. Your actions could help to prevent a crime. Be sure to report the incident to our crime watch hotline so that we can get the information out to everyone.

Trust your instincts. Concerned and alert neighbors CAN make a difference!

In our voice mail messages and newsletter, we frequently encourage you to call 911. Information that you should have ready when you call is:

- Your name and location.
- Whether the crime or suspicious activity is still in progress.
- The location, which should include the address, because police response can be delayed if the officers are trying to determine which house, is “across the street from yours” for example.
- As complete a description as possible of the suspects.



- A description of the vehicle and license number if you can see it.

The 911 operator may not want all these details at the time of your call; but while you are waiting for the police, jot down any additional information you have so you won't forget to tell the officer when he arrives.

Never try to investigate suspicious activity yourself and don't hesitate to call just because you do not have all the preceding details. Don't worry that your concern is not important enough to bother the police. It could very well be important.

Thank you for calling our neighborhood hotline.

Crime Watch-General Information

Block directories are strongly recommended by the Dallas Police Department as an important part of an effective crime watch program. Our crime watch association will be preparing and updating block directories for each street in our area.

Please make your block captain's job a little easier by completing and returning the block directory form as soon as possible or by calling your block captain with any updates to previous information. Your cooperation is very much appreciated. A block directory will be provided to each neighbor as soon as they are completed.

"Remember to call our neighborhood voice mail system weekly to hear the latest crime watch tips and other neighborhood announcements."

"Hello (neighborhood name) neighbors."

This is a reminder that our annual crime watch meeting will be held at (date and time). The meeting will be at the (location). Please show your support for our crime watch program by attending this very important meeting.

"The agenda for this meeting includes election of new officers and discussion of potential activities for the upcoming year. Refreshments will be served after the meeting and babysitters will be available. Please leave a message after this announcement if you can bring refreshment to the meeting."

"We look forward to seeing you at the meeting."

"I Am (your name), your Crime Watch Chairman."

"I want to thank all of you who came to the annual meeting. I would like to also give an update to those who were not able to attend. Some of the issues discussed at the meeting were (list issues)."

"We also want to thank all of you who signed up to be a volunteer. Only with the help of all of



our neighbors can we continue to be a very successful crime watch program. Two volunteers are still needed to help with (name the activity).”

“If you haven’t yet volunteered, please consider offering to help in some way. Only a couple of hours of your time each year can make a big difference!”

“Working together we can have an effect on crime in our neighborhood. Thank you for caring.”

“Don’t be lulled into thinking crime only happen at night or in “bad” areas. Crimes of every type occurs at all hours of the day and night, even in the best of neighborhoods. Try to stay alert and aware whenever and where ever you are walking or driving.”

“Hello (crime watch group name) members.”

“This week marks the kick off of our annual crime watch fund raising drive. Our goal is to raise (name the amount) which will be dedicated to the cost of this crime watch hotline for the upcoming year and the cost of our annual neighborhood picnic.”

“Please be generous when your block captain visits your. What ever you can give will be greatly appreciated and will be put to good use”

“Thank you for your interest and involvement with our neighborhood crime watch.”

“Please take a moment this holiday season and call your block captains. Thank them for the personal time they take each month to deliver the newsletter and for all the hard work they do all year long to make our neighborhood a safer place.”

“Without their efforts we would not have been able to produce our neighborhood block directories and our crime watch association would not be as successful as it has been. We are lucky to have them!”

“Thank you, to all of you for helping to make our crime watch association work.”

Additional Information

Crime information received from the DPD should be passed along to your neighbors as soon as possible. Many of the articles in the DPD’s *The Link* newsletter, your substation’s newsletter, and many crime prevention brochures can be condensed and adapted for voice mail messages. Neighborhood voice mail systems can be very effective in educating neighbors about crime preventions as well as informing them of criminal activity in the neighborhood.

These sample messages also may be adapted for short newsletter articles.



Phone Tree

One of the biggest challenges to all crime watch groups is the problem of disseminating information to a large number of people within a short period of time. Although newsletters and flyers may be used to inform neighbors, often these devices cannot distribute information in the time frame required, nor do they have the same effectiveness as a telephone call to each residence. People frequently **do not read** the information they receive. If your neighborhood is large and has the resources, a phone tree may be a solution.

What is a Phone Tree?

There are two very different systems, which are both called phone trees. A manual “phone tree” system will be discussed later. A computerized phone tree is a small computer device that acts as an automated voice message delivery system. The system is plugged into an electrical outlet and a standard phone outlet. System capabilities differ; some require connection to a personal computer for access to all available features. Specialized features of some phone trees provide detailed reports of successful calls, ability to record and display numeric responses from persons called, remote access, and preselected calling time periods and days.

How is it Used?

The basic steps to use a phone tree are as follow:

- The group determines one or more distribution lists of telephone numbers of people who need to be contacted. For example, you may have a list of all the neighbors’ telephone numbers for general messages and another list of block captains’ telephone numbers for meeting or other reminders.
- The distribution lists are entered into the phone tree manually or transferred from a call list on a personal computer. This is a one time step; the phone tree will maintain this listing in memory. Individual updates to the listing can be made as necessary.
- A message is recorded by speaking into the microphone of the phone tree.
- The appropriate distribution list is selected, and the phone tree is activated.
- The phone tree automatically begins to call each number and plays the recording upon answer.



Advantages and Disadvantages

The greatest advantage of the telephone tree is its efficiency and speed. You can be assured that all calls are made in a timely manner and that the information is accurately relayed.

The major disadvantage of the telephone tree system is the cost. The cost can range from \$500 to \$ 800. Another disadvantage is that neighbors may not listen to the message or may resent getting a recorded message. Not all phone tree systems work well with answering machines, resulting in messages not being relayed unless someone is at home to answer the phone. Keeping the phone number distribution lists updated as people move in and out of the area may be difficult and time consuming. Finally, a phone tree offers only a one- way communication method from you to the residents. Residents cannot use it to communicate with you.

Manual Phone Tree System

Some neighborhoods use a manual phone tree system, often called a phone chain, to make reminder calls of meetings or to notify residents of other information. The neighborhood normally is divided into sections or blocks and each sections assigned to a certain person. The chairperson will call the block captains or a core group of volunteers who then call each resident assigned to them to relay the information.

Advantages and Disadvantages of the Manual System

A considerable advantage to this means of communication is that it has no cost. Another advantage is that personal contact from the block captains may promote involvement from the residents. Disadvantages are that it is much more time consuming and the chairperson cannot always rely on the volunteers to make the calls in a timely manner or be assured that the information has been accurately relayed.

Additional Information

See information on Voice Mail in this section for a less expensive alternate means of quick communication.

Some of the DPD substations have use of donated phone trees. The stations use the phone trees to alert crime watch groups of meetings, significant crime trends, or other urgent information. Contact your crime watch officer to find out if your station uses a phone tree and to make sure you are on their distribution list.



Neighborhood Newsletters

Neighborhood Newsletters are a good way to keep your neighbors informed about the activities of the crime watch group. Newsletters can serve as a formula to educate, persuade and even amuse. A professional, well-written newsletter will add credibility to your organization. Like many other crime watch activities, a newsletter can be as simple as elaborate as your budget and talent allow.

Guidelines

Some factors to consider in publishing a successful newsletter are:

- **Consistency** – the style, format, and design of your newsletter should remain relatively consistent so that neighbors will recognize it. One or more recurring columns, such as a letter from the chairperson, calendar of events, or crime report will help maintain consistency.
- **Timelines** - Newsletters may be monthly, bi-monthly, quarterly, or annually depending upon the amount of information you have to communicate to your neighbors. Decide on a regular schedule and stick to it. Even if you don't have the resources for a regular newsletter, an annual issue may be a good way to advise people of the group's accomplishments and other items more easily conveyed in a written format.
- **Printing/copying** – Shop around for copying services, prices vary considerably. You may be able to get a local print shop to print your newsletter for free in exchange for an advertisement. You may be able to sell subscriptions to neighbors or advertisement. Another idea is to develop a list of neighborhood volunteers who are each willing to provide copying services for one issue. Be creative and your newsletter may be a revenue producer rather than an expense.
- **Means of distribution** – Newsletters may be hand – delivered or mailed. Your new letters may be eligible for a bulk mail rate, which may or may not be cost beneficial depending upon the frequency and number of newsletters mailed. Allow 3 to 4 weeks for bulk mail delivery. A low rate may not compensate for the lack of timeless. Block captains or neighborhood children may be good candidates for distributors.

Preparation of the Newsletter

Neighborhood newsletters are often a simple two – column format with a large banner at the top that includes the organization's name and the date of the issue. Review



other neighborhood newsletters for layout and design ideas. If you have access to a computer, you may have a word processing program that includes an easy-to-use newsletter template. Include computer clip art, or cut and paste pictures, logos, business cards, or diagrams into the newsletter to increase its visual effect. Whatever layout you decide upon, try to keep it simple enough so that preparation of your newsletter is not too much of a chore. Use discretion in selecting fonts and special effects; overuse may make the new letter too busy and hard to read.

If the new letter is to be a group project, recruit one or more writers, an editor, a typist or publisher, and a distribution committee. At a minimum, ask for a volunteer editor to check for spelling, grammar, and punctuation errors, as well as readability. Another opinion is always helpful, even if you are an excellent writer. What may seem clear to you may not be so clear to someone else.

Content of Newsletters

Neighborhood newsletters do not have to focus exclusively on crime watch issues. Often such newsletters are a combination of crime, crime prevention tips and neighborhood news. Ask your neighbors what they would like to see included in their neighborhood newsletter. Solicit newsletter articles from neighbors. Several topics commonly covered are:

- Crime reports, statistics graphs
- Crime watch organization updates
- Welcome to new neighbors
- Voice mail instructions, reminders
- DPD activities or notices
- Proposed zoning changes
- Social event announcements
- City ordinance information
- Contribution drive information
- Recycling/composting information
- Calendar of upcoming events
- Thank you's to volunteers
- Crime prevention tips
- Block captains names and phone numbers
- Farewell to old neighbors
- Crime watch financial reports
- Gardening information
- Local School bulletins
- Community activity announcements
- Helpful telephone numbers
- Crime watch financial updates
- Editorial from the Chairperson
- Personal news (new babies, etc.)
- Requests for volunteers

Sources of information may be the DPD newsletters or crime reports, newspapers, magazines, crime prevention brochures and other neighbors. The DPD welcomes your use of their newsletter articles in your own newsletter. Keep a file of information you may want to use in your newsletter. Consider the distribution time involved when selecting your articles. Don't include articles that will be out of date before the readers receive them.



Distribution of the Newsletter

If your newsletter is to be hand-delivered, line up several volunteers in advance. It is a federal offense to place mail inside a mailbox without postage and being processed by the United States Postal Service. There may be a stiff fine for this, even if your neighbors have given you permission to do so. Newsletters can be placed on doormats or inside screen doors. Also posting on crime watch web sites provide for an immediate distribution and resident access.

If your newsletter is to be a self-mailer, allow the bottom third or half for address return address and postage. Printing address labels from your computer is an easy way address the newsletters, whether they are self-mailers or placed in envelopes. Office supply stores offer address label sheets that can be used in any copy machine. Using this method, the addresses are typed once on sheets of paper and then copied onto the labels each month. Consider a volunteer for regular maintenance of the mailing label list.

Additional Information

Six sample neighborhood newsletters are on the following pages, many good reference books about newsletters, word processing, and desktop publishing programs are available at bookstores and libraries. Smaller groups with limited resources may wish to copy and distribute *The Link* or their substation's newsletter, if applicable.

See Recruiting Volunteers and Fund Raising on Section IV for more information on those topics. Call the Postal Answer Line at the number in Section III for more information about bulk mail requirements.





The Advisor

Newsletter for

The Preston Hollow North Homeowners Association, Inc.

Fall 2002

Letter from the President

Dear Neighbors,

What a year this has been. I am pleased to report that our association has had a wonderful year and is in the best shape ever! We started the year with only 651 members. It took a Herculean effort by our membership committee, but they did it and we currently have a record 936 members! Of the 936 members, 113 are new members.

It takes a tremendous amount of work to keep track of the houses that sell; contacting the new homeowners and educating them to the benefits of joining the association (although most owners quickly understand the bargain they're getting by joining the association). There are several things we can do to help ease the workload for our volunteers:

- If you are selling your house and have found a buyer, please contact one of our board members (information is in the directory) and pass on the contact info for the new buyer.

- Membership renewals will be mailed out the first week in November. Please remit back as quickly as possible. By sending in your renewal in a timely fashion, it allows our membership committee to focus on bringing in new members rather than having to contact renewing members. It also saves the association stamps and stationary. Every dollar we save buys us more police protection!

- The annual meeting is Tues. November 19th at St. Marks School. It will be from 7pm-9pm. We need approximately 90 voting members either in person or by proxy in order to have a legal quorum. Your street directors and block captains will be circulating proxies, which we ask that you sign (only if you don't plan on attending).

- Full and complete financials will be distributed in the March newsletter. We have an enviable record in so far as 96.6% of membership dues go toward paying our patrol officers.

- The holiday season is here and we ask that you consider contributing to our officers' holiday bonus fund. They truly appreciate the gifts and have always acknowledged the charitable spirit of our neighborhood.

- And one last note.... The board has decided to maintain the current membership fee schedule for 2003. No dues increases so please get your renewals back ASAP.

I look forward to seeing you all at the annual meeting.

David Chortek
President



The Preston Hollow North Homeowners Association annual meeting will be held

on Tuesday, November 19 at St. Mark's School. The meeting will be at 7:00 p.m. in Nearburg Hall. This is located in the new building located adjacent to the parking lot right off of Orchid. We will be voting on the 2003 budget and slate of officers. The officers that the board of directors recommends for 2003 are: President, David Chortek and Betsy Fulcher, Treasurer.

We need someone to fill the positions of Vice President and Secretary for 2003. If you are interested in volunteering, please contact David Chortek.

If you will be unable to attend this meeting, please contact your Street Director in order to sign a proxy so we will have a quorum to vote on the 2003 budget and officers.

PHNHA Annual Meeting



PHNHA Police Patrol

Cellular Phone



214-587-4569

Bulk Trash Pick Up

The next bulk trash pick up dates are

November 18/19
December 16/17
January 20/21

Please do not put items to be picked up any earlier than one week before the pick up date.

Crime Alert Hotline

972-606-3012



Tom Thumb Reward Card



We benefit with every dollar you spend at Tom Thumb. Our Reward Card number is 4428. Please remember to use it while doing your Holiday shopping.

CRIME WATCH CORNER

The PHNHA Crime Watch Chair, Diane Benjamin has received this information from the Dallas Police Department about auto theft and burglary of motor vehicles. Last Year, 41% of all offenses occurring in the City of Dallas were auto theft and burglary of motor vehicle related. The DPD has initiated a new crime prevention program called Lock, Take and Hide.

The message is simple: Lock your car, Take your keys and Hide your belongings. This has been a problem in our area as well. If you leave your car parked out on the street or driveway, please remember to lock it and not leave valuables in the car at night.



Welcome New Members



The following are new PHNHA members that have joined since the last newsletter was published.

6114 Aberdeen	Deborah & Chris Randall
6119 Glendora	Mary & Richard Covington
6715 Glendora	Toni & John Kalan
6218 Lakehurst	Elizabeth Conner
6431 Lakehurst	Monica & David Hinkle
6472 Lakehurst	Jane & Terry Wamsley
6477 Lakehurst	Sandra & Steve Smith
6106 Meadow	Rebecca Hurley & Ralph Santos
6806 Meadow	Kay & Jim Hammond
6011 Mimosa	Caroline & David Hundley
6305 Orchid	Mary & Jamey Rhoades
6459 Orchid	Valerie & Allan Grayson
6614 Orchid	Kathy & Ritchie Champion
6714 Orchid	Maire Shannon & Brian Shiu
6815 Orchid	Jena & Jeff Masquellier
6433 Northport	Paulette & Fara Vazirpour
6232 Pemberton	Christine Palmer-Whitlock
6606 Pemberton	Lisa & David Ozowski
6505 Stichter	Kelly Rule & Don Yount
6417 Tulip	Jennifer & Alex Buecking
6446 Tulip	Betty LaRoe
6433 Waggoner	Lynn & Win Bell
6460 Waggoner	Julie & David Ginther
6615 Waggoner	Marilyn O'Rourke & Dan Fugitt
6637 Walnut Hill	Ginny & Joe Webster

Preston Hollow Presbyterian Church Jubilation

On Saturday, November 16 the Preston Hollow Presbyterian Church is hosting a 5K walk/run, ¼ mile family fun run/walk, carnival and luncheon.

There will be a petting zoo, bounce house, trackless train, face painting and much more! Bring your family and join in the fun. Free parking will be available from 7 a.m. to 3 p.m. at St. Mark's School. Shuttles will run every 5 minutes.

The event is open to everyone. Pre-registration for the 5K run is \$18 before 11/9 and \$20 the day of the event. Registration begins at 7:30 a.m. The race and carnival events begin at 9:00 a.m.

Entry forms are available at the church or call 214-368-6348 for more information.



Police Holiday Fund

The holidays are a perfect time to tell our Police Patrol officers "thank you." You can show them how much we appreciate their work by making a contribution for a well-deserved holiday bonus.

If you would like to contribute to the Police Holiday Fund, You can drop it off at the annual meeting on Nov. 19 or make out a separate check payable to PHNHA Patrol Holiday Fund and mail it in with your 2003 membership dues. Mail checks to PHNHA, P. O. Box 670612, Dallas, TX 75367. Please have your checks in before December 12.

Pooper Scoop Alert!!



Please remember to pick up after your dog when you are out walking. The plastic bags that newspapers come in are the perfect size to take along with you.

We have received several complaints recently from homeowners that live in corner houses about a repeat offender! It's the law and it's the neighborly thing to do!

This Newsletter Proudly Sponsored by



RE/MAX Preston Road North
17740 Preston Road
Dallas, Texas



Preston Road North

Diane Benjamin

diane@airmail.net

972-248-5447

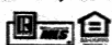
"The Eris Specialist"

"The Legend of Preston Hollow"

Preston Hollow North Homeowners Assoc., Inc.

President '99 Crime Watch Chairman

Crime Alert Hotline 972-606-3012



Each Office Independently Owned and Operated

home fax: 214-368-5543

office: 972-380-6200

cell: 214-215-2118

DianeBenjamin.realtor.com

Special thanks to Diane Benjamin for underwriting the cost of this newsletter!

Holiday Tips



It's about time to put up Christmas lights and yard decorations again. Remember those pretty lighted snowmen and reindeer have been popular items to be stolen from front yards!

For the last few years, we have had several occurrences of Christmas gifts and packages being stolen off of front porches. If you order items that will be delivered by FedEx or UPS and will not be at home when they will be delivered, try to make arrangements for a neighbor to get them for you. Also, try not to leave gifts for friends on their front porches. Call ahead to make sure someone will be home.

If you are planning to be out of town during the holiday season, remember to have a neighbor pick up your mail and newspaper. You can also discontinue delivery of both mail and newspaper while you are gone. Putting lights on timers inside your house to make it look like someone is home is another good idea if you're going to be away for several days.

If you are a PHNHA member, give our patrol officer a call to let them know you will be out of town and when you will be returning. As always, don't forget to turn on your security system when you leave the house.





P.O.Box 670612

Dallas, Texas 75367

**Preston Hollow North
Homeowners Association, Inc.**



**PRESTON
HOLLOW
NORTH**
Homeowners
Association



**"National Night Out"
&
CRIME WATCH
program**

August 5, 1997

7:00-8:00 pm

The St. Marks School of Texas

Performance Hall Auditorium

guest speaker

Senator Florence Shapiro

On Tuesday, August 5th, neighborhoods throughout Dallas are being invited to join forces with thousands of communities nationwide for the "14th Annual National Night Out" (NNO) crime and drug prevention event. National Night Out, which is sponsored by the National Association of Town Watch (NATW) and co-sponsored locally by our Preston Hollow North Homeowners Association, Inc., will involve over 9,000 communities from all 50 states, U.S. territories, Canadian cities and military bases around the world. In all, close to 30 million people are expected to participate in "America's Night Out Against Crime" on August 5th.

Come help our community participate in this program designed to

(1) Heighten crime and drug prevention awareness; (2) Generate support for, and participation in, local anticrime efforts; (3) strengthen neighborhood spirit and police-community partnerships; and (4) Send a message to criminals letting them know neighborhoods are organized and fighting back. From 7 to 8 pm, Senator Florence Shapiro will address our community with a brief discussion of the latest crime prevention legislation and information regarding Ashley's Laws, followed by a question and answer period.

After this brief program, we will return to our homes to turn on outside lights and spend the evening outside with neighbors and police.

On August 5th, we will participate with neighborhoods nationwide to join forces to

"GIVE CRIME AND DRUGS A GOING AWAY PARTY"

Remember, the best weapon against crime is a *good neighbor!* Diane Benjamin, PHNHA, Inc. Crime Watch Chairman
crime alert hotline 972-606-3012



PEE CRIME WATCH

Issue 0002

GLH Press.

November, 1994

Crime Watch Update



Prestonwood Estates East Crime Watch has been mobilizing, meeting, communicating and making your neighborhood safer. Most of the block meetings have already been held.

The section Coordinators have conducted over 30 block meetings since July to familiarize neighbors with the PEECW organization, get feedback on your concerns and ask for your support and membership. If you have not been contacted to attend a block meeting please contact your Section Coordinator. Section I covers PEECW North, all addresses on Roundrock and north to La Cosa and from Meandering Way west to Hillcrest. Section II covers the area south of Roundrock to Beltline Road.



Your PEECW Organization

Chairperson	Geoffrey H
Vice Chair	Scott M
Section I Coord	Roger & Lori S.
Section II Coord	Karen R & Patty G
Voice Mail	Joy C

The PEECW now has an account at Bank One, thanks to the dedicated effort of Scott M.

Scott negotiated with Bank One to set up a free checking account. This account will primarily be used to fund the Crime Watch Information Line, purchase two additional signs and for other expenses. Approximately 50 families have given a \$5 donation to the PEECW to support important activities. This is roughly 10% of our neighborhood. Thanks to all those neighbors who contributed, and thanks to Sheila Madden at Bank One.

DPD Crime Prevention Tips

- **Be aware of your surroundings:** Criminals operate on the element of surprise. You can avoid many confrontations by simply alerting yourself to potential dangers. When approaching or leaving a shopping mall or business, take a second to survey the parking lot. Look for people loitering around the area or sitting on cars.
- **Don't look or act like a victim:** Criminals prey on people who look weak or timid. Walk with a purpose. Look like you are in charge of yourself and your surroundings. Make eye contact early with people you pass. Have keys ready before you reach your car. If you carry a personal protection device such as mace, have it in hand, ready to use. Avoid alleyways and short cuts. Stay in well-lit, populated areas. When you reach your car, lock the doors and drive out of the parking lot. Don't become preoccupied with packages



PEECW INFO LINE
220 - 2284

When signs are posted,
call for new information

GLH C:\DATADIR\OWDATA\NEIGHBR6.SAM





and belongings while parked in your vehicle and risk being surprised by an assailant.

• **Child Safety:** Two recent incidents in the Meandering Way/Arapaho-McCallum area emphasize the need to talk to our children about personal safety. On October 28, a white male in a red pickup truck drove up to a 10 year old girl walking home from school near Meandering Way and Clearhaven. When the child refused to tell the driver her name, he reached out of the pickup door and grabbed the child's wrist. The girl was able to pull away, run back to school, and later alert adults who called the police. The second incident, on November 7, involved a white male in a gray pickup truck who exposed himself to a 14 year old girl waiting for a school bus in the 17400 block of Meandering Way. It is critically important that parents teach children good safety habits. Any child old enough to be away from home on their own must be aware of potential dangers.



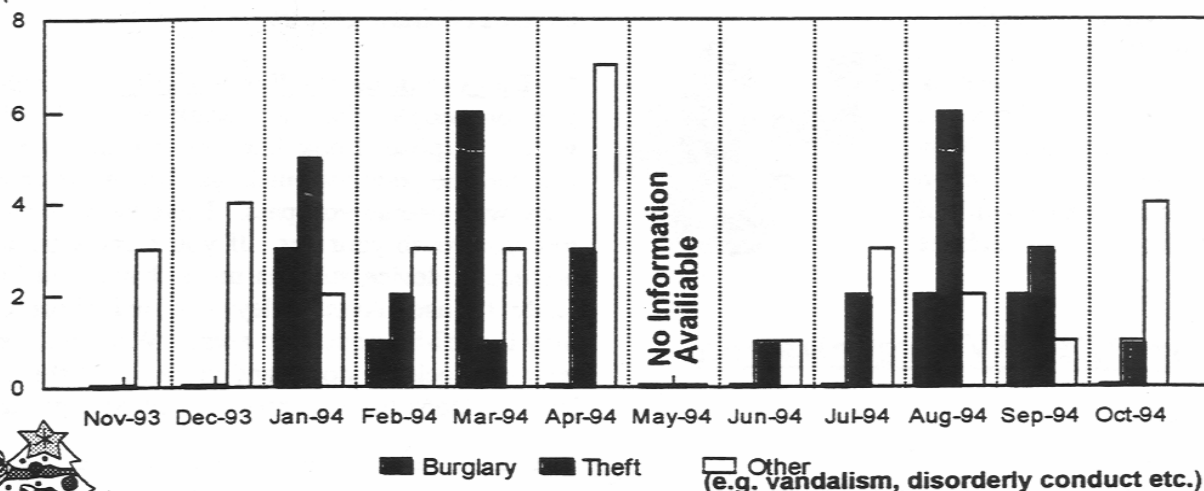
• **On The Streets Children Should:**

- ☑ Be aware of what is happening around them and remain alert for potential dangers.
- ☑ Always walk and play in groups.
- ☑ Never approach vehicles on the street or accept a ride from someone they do not know.
- ☑ Be wary and keep a safe distance when approached by adults who are not well known to the parents and the child.
- ☑ Run to the nearest populated area and yell for help if they think they are being followed or feel they are in danger.
- ☑ Avoid alleys and secluded areas when walking or playing.

• **Crime Statistics:** Crime in our area was down in June, July and September compared to earlier this year. However there was a significant increase in crime in August due to two burglaries (Winterwood and Lynworth) and six thefts in August. For October, the "other" crimes were all vandalism crimes on Roundrock, Townbluff and Kingstree, with one theft on Kingscrest.

PEECW Area Crime Trends

Number Of Crimes



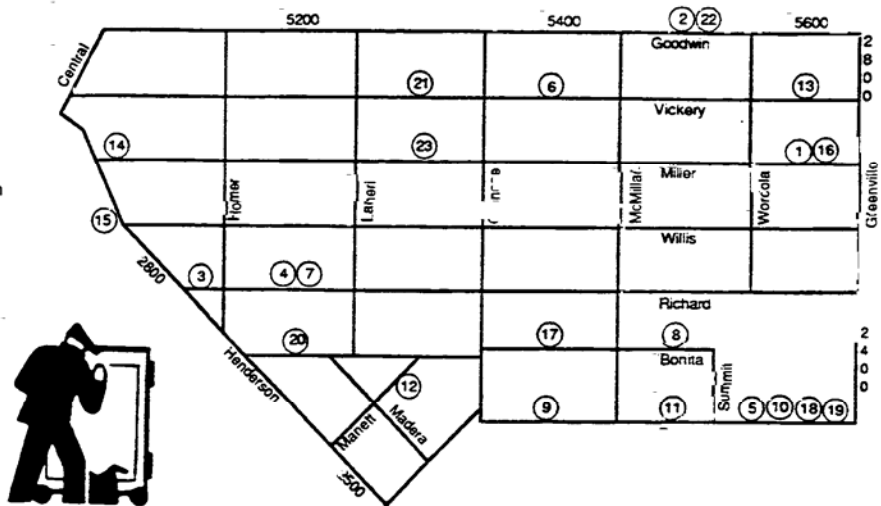
Source: Dallas Police Department

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CRIME SUMMARY - AUGUST 1 THROUGH AUGUST 31

1. Burglary, 8/2/94, after 8:30 am
2. Disorderly Conduct, 8/3/94, after 6 pm
3. Burglary, 8/5/94, 9:25 pm
4. Assault, 8/5/94, 4:36 am
5. Theft, 8/5/94, 9:00 am
6. Burglary, 8/7/94, after 5:30 pm
7. Burglary, 8/8/94, 10:00 am
8. Vandalism, 8/10/94, 4:00 pm
9. Disorderly Conduct, 8/11/94, after 9 pm
10. Theft, 8/12/94, 8:30 am
11. Assault, 8/13/94, 9:30 pm
12. Disorderly Conduct, 8/17/94, 8:00 am
13. Assault, 8/17/94, 3:30 pm
14. Assault, 8/20/94, 10:30 pm
15. Vandalism, 8/20/94, after 10 pm
16. Auto theft, 8/20/94, after 10 pm
17. Agg. Assault, 8/21/94, 10:30 pm
18. Theft, 8/22/94, after 9:30 pm
19. Auto theft, 8/22/94, after 10:30 pm
20. Vandalism, 8/26/94, after midnight
21. Theft, 8/27/94, after 5 pm
22. Vandalism, 8/28/94, after 1 am
23. Assault, 8/29/94, 12:25 pm



CRIME WATCH TIP FOR KIDS - Kids should: 1. Memorize their name, address and telephone numbers. 2. Know the safest route to school. (Parents should walk the route with their kids). 3. Never get into a car with a stranger, even if the person says the child's parents sent them, or that the parents are hurt and they will take the child to them. (Parents adopt a code word ahead of time, to be used if you ask a third party to pick up your child and make sure the child knows the word). 4. Never take short cuts through alleys or wooded areas—walk in public areas. 5. Try to walk to school and home with a brother, sister, parent, or a friend. 6. Know safe places to go if you feel uneasy while going to or returning from school.

Kid Talk, Kid Talk when you're all alone....The best after school friend your kid can have. This free service provides kids home alone after school, 3pm-6pm daily, with trained volunteers who can help children who are frightened, lonely, or just in need of a friend. Sponsored by the Lone Star Council of Camp Fire, Inc.

TRAFFIC MANAGEMENT VPNA hosted a community meeting on September 12 to address citizen's concerns about Central Expwy. Construction and traffic in our neighborhoods. Presentations were made by Cliff Franklin of the North Central Mobility Task Force, and Ken Melston from the Transportation Division of the City's Planning Office. Following their presentations, they answered questions from the audience of about 40 people.

A broad range of issues were raised by those in attendance, including amenities and sound walls, the use of the service road for through traffic during construction of the main lanes, the impact of closing the Monticello ramp on local traffic, and how to control traffic on neighborhood streets. Transportation planners do not expect significant changes in our neighborhood traffic. Because the next phase of construction on Central is so close to downtown, planners expect commuters to take alternate north-south routes, rather than turning off Central onto our streets. However the closing of the Monticello ramp next Spring may result in some increased traffic in Vickery Place.

At this time, the city supports only two methods of controlling local traffic—road humps and street closings. Both policies require petitions signed by a majority of the

residents on the street, city approval, and cost participation by the affected property owners. For additional information, contact the City of Dallas or VP voice mail at 220-2215.

SIGN TOPPER UPDATE

We now have over \$1,000 in the Sign Topper Fund, thanks to residents as well as various merchants. Dickey's Bar-B-Que, Emeralds to Coconuts, Yegua Creek, and Texas Blooms have all pledged or contributed. We plan on placing a sign topper sign on all the street signs bordering Vickery Place, then filling in the sign posts within the neighborhood as we get the funds. We thank those of you who have already contributed, and ask for your continued support. Our neighbor, **Bill Hogan**, will continue going door-to-door in Vickery Place, to provide more information and to collect donations from neighbors who would like to help. You can also mail in your donations, made payable to VPNA, P.O. Box 720192, Dallas, TX 75372. If you are interested in helping or have an idea for the topper design, call Bill Hogan 827-4339, or VP voice mail 220-2215.



'TIS THE SEASON TO BE SCARY--HALLOWEEN IS HERE!

In more recent years safety has become more important for this holiday. Here are a few safety tips: Help kids do their faces with make-up instead of wearing a mask; Be sure the costumes allow the kids to walk easily; Avoid any inflexible objects, such as swords; Have your trick-or-treaters travel in groups; Insist that the kids only visit the homes of people they know; Put plenty of reflective tape on costumes & bags; Have an unbreakable




rule that a parent must check all treats before they are eaten. Another alternative is to participate in the various Halloween activities around town: **Stonewall Elementary School's 55th annual Fall Carnival, Saturday, October 29, 1-6pm**; The Dallas Arboretum invites kids of all ages to visit it's "Haunted Gardens", a Halloween celebration featuring a spooky walk through the grounds, children's activities and games, **October 28 & 29. Robert E. Lee Elementary School** is getting a bit of a head start with their Fall Carnival, **Saturday, October 22, 2-6pm**. Check the Friday Guide, for other fun activities.

HOME IMPROVEMENT LOANS • IRA's • SAVINGS

PERSONAL CHECKING

Serving
Vickery Place
residents



**Full-Service
Independent
Bank**

Swiss Avenue Bank
4217 Swiss Ave.
Dallas, Texas 75204
1974 - 1994

FDIC

VALUE CHECKING • ACH

CD's • SAFE DEPOSIT BOXES • CONSUMER LOANS

RE/MAX
ASSOCIATES OF DALLAS

**8 Years Selling
Vickery Place**

Ken Lampton
380-7937






Daddy Jack's

"Lobster Madness"

every Mon., Tues., & Wed. night
\$10.95 1lb. Lobster, with potato & vegetable

6-11 PM EVERYDAY
(214) 826-4910

1916 GREENVILLE AVE.
DALLAS, TEXAS 75206



HALLOWEEN SPECIAL!

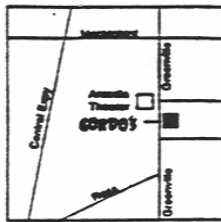
**3519 GREENVILLE AVE.
GREENVILLE at MCCOMMAS
823-9100**

\$2 OFF ANY MENU ITEM

Bring this coupon. One discount per coupon.
Not valid in conjunction with any other discounts.
Expires 11/15/94.

GORDO'S

Famous Thin Crust Pizza Since 1952



Italian American Affair

Appetisers & Salads
Pastas & Seafood

Burgers & Chicken
Full Service Bar

Specialty Drinks
Big Screen TVs.

WATCH COLLEGE FOOTBALL,
NFL & THE DALLAS COWBOYS!

2008 Lowest Greenville
824-3333

Advertising in this newsletter does not constitute an endorsement by Vickery Place Neighborhood Association, Inc. or its members.





FEB '94 CRIME REPORT

by Sam Jones



Have you marked your property with your drivers license number? The police suggest using the license number rather than social security number as they can trace it to you much quicker. Engraving tools are available for loan at the police stations.

Did you know that 85 cars are stolen in Dallas each day? A recent city wide survey noted that our neighborhood ranked fourth in auto thefts. HEAT is a Dallas Police Department program to Help End Auto Theft. A participant must sign a release giving the police permission to stop the car if it is on the street between 1:00 AM and 5:00 AM. Cars enrolled in this program are denoted by bright yellow window stickers. You can sign up for the HEAT program at any police station. If there is sufficient interest, the police will come to our meeting to enroll participants.



When BTHA started Crime Watch in 1981, we were having 35 burglaries per month (1300 homes). We have averaged 10 burglaries per month since then and have grown to 2000 homes.

A burglary involves unlawful entry into an unoccupied home. Theft involves no unlawful entry. Robbery involves stealing from the victim, in person.

8 BURGLARIES

Day	Address
06	49xx Hazelhurst
06	57xx Marview
20	49xx Hollowridge
22	48xx Hovenkamp
12	48xx Lomax
22	42xx Cinnabar
22	64xx Symphony
25	48xx Cloverhaven

6 AUTO THEFTS

Day	Address
04	47xx Ashbrook
07	48xx Ashbrook
23	50xx Blanchard
18	71xx Rothland
18	63xx Symphony
18	71xx Teresita

LETTER FROM THE PRINCIPAL

Dear Edna Rowe Stakeholders,

It is my pleasure to be able to share with Buckner Terrace the happenings of your neighborhood school. We are very proud of our school and the community in which we serve.

Our vision for Edna Rowe is to become one of the top ten elementary schools in the Dallas Public Schools. We will continue to focus on student achievement, attendance, parental involvement and the overall climate of our school as goals leading to that vision of becoming an effective school.

To reach our fullest potential as a community school it is going to require that we all do our part and work together toward these goals. Everyone has something to offer to ensure that we obtain our vision.



The faculty and staff are dedicated to the task of achieving our goals. We have a quality program that we offer to our students which in turn brings about good results. With your support we will continue to provide a warm and caring environment where all children have the opportunity to excel.

Sincerely,

Earl A. Jones
Principal
Edna Rowe School

10 THEFTS

Day	Address
06	49xx Hollowridge
07	49xx Hollowridge
09	56xx Everglade
16	49xx Hollowridge
20	75xx Hunnicut
06	71xx Turfway
08	44xx Cinnabar
08	48xx Berridge
16	49xx Cloverhaven
20	69xx Kiva

2 AGGRAVATED

ASSULTS

Day	Address
09	74xx Hunnicut
20	70xx Peikrell



Kidd Springs Neighborhood Association

AVISO

¿QUE? Una junta de "La Guardia" de la Vecindad"

¿CUANDO? El lunes, 21 de marzo de 7 a 9 de la tude

¿DONDE? Para mas informacion llame 942-

¿QUIEN? Todas las personas que les interes tener un barrio seguro.

TEMA: ¿Que clase de vecindad desea ud?
¿Que esta ud dispuesto ha hacer?

NOTICE

WHAT: A "Safe Neighborhood" Watch Meeting

WHEN: Monday, March 21, 7-9 PM

WHERE: Call 942- for the address.

WHO: All residents of Kidd Springs who wish to live in a SAFE neighborhood.

TOPIC: What kind of neighborhood do you want, and What are you willing to do to get it?

Don't let weeds grow around your dreams.

from: Life's Little Instruction Book

Join Kidd Springs Neighborhood Association

Name _____
Address _____
Phone # _____

\$5.00 1994 Annual Donation Enclosed

BE CODE AWARE

Litter is unLAWFUL
Fines range from \$50 - \$200



Crime Reports

The DPD maintains statistics on all crimes committed in the City of Dallas. The monthly crime reports available to crime watch groups are titled "Crime Summary for Block Watch" Crimes are summarized by reporting areas and are further classified by type of crime.

Procedures

In some divisions you must request the monthly crime reports in other the reports will be sent to you automatically. Call your crime watch officer to find out the requirements in your divisions to receive the reports either on a one-time or regular basis. Some divisions require that you furnish self-addressed, stamped envelopes. If you are not sure of your reporting area number(s), give the officer your area boundaries and he or she will be able to help you.

In order to maintain confidentiality of the victims, the last two digits of addresses are deleted from the report. It is important that crime watch chairpersons not disclose actual addresses, or names if they are known, of crime victims. Residents will be more likely to keep the crime watch group informed of criminal activity if they can be assured of confidentiality. The crime watch chairperson, for example, should report crimes as being in the "1200 Block of Maple Ave."

Crime reports can be invaluable for getting accurate information to residents and for planning crime prevention effort. Neighbors who are aware of criminal activity in their neighborhood are in a better position to take the appropriate steps to avoid becoming a victim themselves. Crime information should be passed along to residents to be of the most benefit to your neighborhood. This can be accomplished via voice mail, newsletter, flyer, or resident; always be sure to maintain the confidentiality of the victims.

Additional Information

Some divisions provide weekly crime reports via voice mail to those neighborhood groups who have a voice mail system. Refer to **Services/Information** provided to Crime Watch Groups in Section I to determine what services your division will provide and call your crime watch officer to make the appropriate arrangements.

See **Disposition of your case** in Section II for further discussion of types of crimes and the factors used to classify the case status. Note that in some cases crimes are categorized slightly differently on the block watch reports that they are for other police reports and not all types of crimes are included on their report

Specialized crime reports covering specific areas or time periods may be obtained on occasion, such as for an annual meeting. Discuss this with your crime watch officer and



be sure to make your request far enough in advance to allow for preparation of the report.

A sample report and definitions of abbreviations used on the reports are included on the following pages. For any additional information about crime reports or voice mail crime reports, contact your crime watch officer at the number listed in Section I.



Recent CRIME STATS

report

DALLAS POLICE DEPARTMENT
CRIME SUMMARY FOR BLOCK WATCH
OCT2002
SORTED BY DIVISION

15:44 Wednesday, November 6, 2002 1040

DIV=NC RA=1051						
CRIME	DATE TIME	ADDRESS	PREMISES	STOLEN	MO	ENTRY WEAPON STATUS
THEFT	10/30/02 10:30	65XX NORWAYRD	RESIDENCE	MCYCLE/MINIBIKE		SUSPEND
DIV=NC RA=1050						
CRIME	DATE TIME	ADDRESS	PREMISES	STOLEN	MO	ENTRY WEAPON STATUS
BURGLARY	10/20/02 20:00	107X CAMELLIADR	RESIDENCE	TOOLS		SUSPEND
THEFT	10/09/02 12:00	107X CAMELLIADR	RESIDENCE	TRAILERS		SUSPEND
THEFT	10/11/02 08:00	107X MUMPL	OTHER	AUTO PARTS		SUSPEND
THEFT	10/11/02 16:00	60XX NORWAYRD	OTHER	TOOLS		SUSPEND
THEFT	10/08/02 19:00	107X PRESTONRD	RETAIL	CLOTHING		SUSPEND
AUTO THEFT	10/19/02 13:00	106X PRESTONRD	GOVT	VEHICLES		SUSPEND
VANDAL	10/03/02 04:45	64XX BROOKSHIREDR	OTHER			SUSPEND
VANDAL	10/19/02 19:00	63XX NORWAYRD	RESIDENCE			SUSPEND

DIV=NC RA=1060						
CRIME	DATE TIME	ADDRESS	PREMISES	STOLEN	MO	ENTRY WEAPON STATUS
THEFT	10/13/02 21:00	68XX STICHTERAVE	OTHER	MISCELLANEOUS		SUSPEND
THEFT	08/19/02 08:00	66XX WALNUTHILLLN	OTHER	LAWN EQPMT		SUSPEND

N = 2

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Remember - Weapon is a Good Neighbor!
"The Best Against Crime"
"The Best Against Crime"
"The Best Against Crime"



RE/MAX
Preston Road North
Diane Benjamin
diane@airmail.net
972-248-5447
"The Legend of Preston Hollow"
"The Eriv Specialist"

17740 Preston Road
Dallas, TX 75252
Diane Benjamin, Realtor.com
home fax: 214-388-5543 • cell: 214-215-2118
office: 972-380-6200 • fax: 972-250-0775
crime alert hotline: 972-606-3012



Crime Summary for Block Watch Reports

Definition of Crime Abbreviations

AGG ASLT	Aggravated assault: serious bodily injury to an individual sustained during an attack, or use of a deadly weapon against in individual.
ARSON	Arson; damaging of property by fire or explosion or attempt to do so.
AUTO THEFT	Auto theft; unauthorized use of a motor vehicle (UUMV)
BURGALRY	Burglary: unlawful entry into a home or business with intent to commit a crime.
DIS COND	Disorderly Conduct; including fighting, harassing, abusive language, loud music or obscene making phone calls.
FORGERY	Forgery- Signing a name or using data that does not belong to the user and without formal authorization with intent to obtain goods or money.
FRAUD	Fraud - Depicting something as ones own when it is not for financial or other gain.
MURDER	Killing another person
OTHER	Other crimes; Miscellaneous, minor offenses.
OTHER ASLT	Other aslt Other assaults; less serious injury or threat of injury without a weapon.
ROBBERY	Robbery; taking property with threat of bodily harm.
RUNAWAY	Runaway; runaway child under age 16.
THEFT	Theft; items stolen from outside a building or from a home business by someone invited in, shoplifting, purse-snatching (without bodily harm). Burglary of a motor Vehicle (BMV) is included in this category.
VANDAL	Vandalisms; Criminal mischief, defacing or destruction of property.

Definition of other abbreviations

BLKNO	Block number; last two digits of address deleted.
BURGENT	Burglary entry point; if applicable
BURGMO	Burglary method of operation
DOF1	Date of offense 1 (MMDDYY); the earliest possible date of occurrence.
DOF2	Date of offense 2 (MMDDYY); the date the crime was discovered.
OBJATK	Object of Attack; residence, apartment, business, service (gas Station), government (school, post office, city building).
PROP	Property; predominant type of property taken.
RA	Reporting Area; the smallest geographical area in which crime statistics are maintained.
STATUS	Status of the case: S – Suspended; C - Cleared; O – Open; E – Cleared by exception.
SWEAPON	Weapon used by suspect.



TOF1 Time of offense 1(HHMM); the earliest possible time of occurrence.
TOF2 Time of offense 2 (HHMM); the time the offense was discovered.

Suspicious Activity

Suspicious Activity Concerning Persons

Circumstance

Some one going door-to-door in a residential area, especially if they go to the rear of the residence.

Possible crime

Possible burglary suspects.

Circumstance

Someone waiting or loitering in front of an unoccupied house or closed business.

Possible crime

Possible burglary suspects.

Circumstance

Someone forcing entrance or entering a neighbor's house when it is unoccupied.

Possible crime

Possible burglary, theft, or trespassing.

Circumstance

Someone running, especially if something of value is being carried.

Possible crime

Possible suspect fleeing crime scene.

Circumstance

Much human traffic to and from a certain residence if it occurs on a daily or regular basis.

Possible crime

Possible narcotics, vice or fence operation.

Circumstance

Someone hysterically screaming.

Possible crime

Possible rape or assault.

Circumstance

Someone loitering around cars or going car to car peering into them, especially in parking lots or on streets.

Possible crime

Possible auto theft looking for work.

Circumstance

Someone offering items for sale at a very low price not common for the



item.

Possible crime

Possibly selling stolen property

Circumstances

Strangers loitering or driving thorough neighborhood several times.

Possible crime

Possible burglary or theft suspects casing the neighborhood.

Circumstances

Delivery person knocking on your door, but has with the wrong address or one who asks if someone else lives there.

Possible crime

Possible burglary suspect

Suspicious Activity Concerning Property

Circumstance

Large accumulations of property in homes, garages, or storage areas if items are in good condition, but not in use.

Possible Crime

Possible stolen property.

Circumstance

Property in vehicles not normally found there such as TV sets, stereos, guns auto parts. Especially if observed at an unusual hour.

Possible crime

Possible stolen property.

Circumstance

Property carried by person on foot especially at a usual hour or unusual place of if running and property is unwrapped.

Possible crime

Possible property just stolen in a burglary or robbery.

Circumstance

Property is removed from or loaded onto a vehicle or building if at a usual hour or from a closed business or unoccupied residence.

Possible crime

Possible burglary or theft in progress.

Circumstance

Slow moving vehicle driving in the dark with out lights in any location including residential streets, schools and playgrounds.

Possible crime

Possible burglar, drugs dealer or sex offender.



Circumstance

Parked or occupied vehicle containing one or more persons who do not live in the neighborhood, especially significant if observed at an unusual hour.

Possible crime

Possible lookouts for a burglary or robbery.

Circumstance

Vehicles being loaded with valuables, if parked by a business or unoccupied residence.

Possible Crime

Possible burglary or theft in progress

Circumstance

Abandoned vehicle parked on your block.

Possible crime

Possible stolen car.

Circumstance

Vehicle containing weapons.

Possible crime

Owner may engage in criminal activity.

Circumstance

Someone being forced into a vehicle especially females or juveniles.

Possible crime

Possible kidnapping or assault of attempt rape.

Circumstance

Multiple quick business transaction being conducted in or near vehicle around schools or parks.

Possible crime

Possibly selling stolen items or drugs.

Circumstance

Someone attempting too forcibly enter a locked vehicle especially in a parking lot.

Possible crime

Possible theft of car or its contents.

Circumstance

Someone detaching parts or accessories from a vehicle.

Possible crime

Possible theft or vandalism.

Circumstance



Objects thrown from a vehicle.

Possible crime

Possible disposal of contraband.

Other Suspicious Activity

Circumstance

Continuous repair operations at a non-business location.

Possible crime

Possibly altering stolen property.

Circumstance

Open or broken doors and windows at a closed business or unoccupied residence that was not there before.

Possible crime

Possible burglary in progress, completed burglary or vandalism.

Circumstance

Unusual noises such as gunshots, screaming or dogs barking continuously.

Possible crime

Possible burglary, assault or rape.

Circumstance

Sound of breaking glass.

Possible crime

Possible burglary or vandalism.

Circumstance

A person exhibiting unusual mental or physical symptoms or public display.

Possible crime

Person may be injured, under the influence of drugs or otherwise need medical attention.

Additional Information

Call the police at '911' immediately to report all suspicious activity. Do not worry that you're bothering the police or about being embarrassed if your suspicions prove to be unfounded. The police prefer to investigate then to be called after it is too late. Your call can save a life, prevent an injury or stop a criminal act. Be alert!

See also **Crime Watch Participants Guidelines** in Section IV and **Making a Report to the Police** in this section.



Making a Report to the Police Department

When reporting suspicious activity or an emergency, call '911.' Give the police operator:

- Your name and address
- The reason for the call
- The exact location of address of the activity
- A description of the suspect and any vehicle involved, including as much of the following information as possible

Suspect

Sex	Hat
Age	Glasses
Race	Complexion
Height	Shirt-type, color
Hair	Jacket-type, color
Eyes	Pants-type, color
Beard/Mustache	Shoes-type, color

Vehicle

Type	Color
Year	License plate number and state
Make	
Body Style	

Be sure to make a written note of as many of the above items as possible. The operator may not want all the above information at the time of the call. Keep the information for the officer when she arrives. Do not hang up until you're sure the clerk has all the required information.

Cellular Telephones

Cellular telephone users should dial '911' to be connected with the Dallas emergency dispatching system. Calling '911' from a cellular telephone sometimes can have unexpected results. If you inadvertently reach another city's police department, ask if they can transfer your call to the Dallas Police Department.

Procedures for making a report from a cellular telephone are slightly different because the operator may not know where you're calling from like they do when you call from a regular telephone. After being connected, immediately tell the 911 operator that you are calling from a cellular phone and give the following information:

- 1) Your cellular telephone number, so the dispatcher can call you back if you're disconnected before completing the call.
- 2) Your location, so that the dispatcher will be able to send an officer to your location if you are disconnected.



- 3) The nature of your emergency or why you need the police or fire to respond. Stay on the line until the dispatcher has all of the necessary information. If you're traveling as you call, the dispatcher may ask you to stay on the line to report your location as you travel.

Additional Information

Anyone who experiences a problem communicating the nature of their call to the '911' operator should ask to speak to a supervisor at the time of the call. Although, '911' tapes are maintained for a certain period of time, (between one to three months). Complaints are more easily investigated and resolved if made immediately.

At the time of your call, you may request that the officer contact you after investigating the situation. The officer does not automatically do this if not requested.

Translators who speak Spanish and several other languages are available either from within the communications center or through the use of Southwestern Bell's nationwide 24-hour "Language Line" in which the caller's language is identified and translators are connected on the line to interpret.



Other Resources

National Association of Town Watch
National Night Out
P.O Box 303
Wynnewood, PA 19096
Phone (800) 648-3688

Send for free National Night Out Organization Kit which will include updates in May and July and a recap after the August event. Receive quarterly newsletter for \$25 per year.

National Crime Prevention Council
1700 K Street NW, 2nd floor
Washington, DC 20006-3817
Phone (202) 466-6272
Fax (202) 296-1356

Free Catalog of crime prevention publications, videos, and posters. Free and low cost materials some are reproducible. Free subscription to Catalyst newsletter

FaxNet 1 Network of Crime Prevention
3030 North 3rd Street, Suite 200
Phoenix, AZ 85012
Phone (602) 320-4941
Fax (602) 953-5921

Free service in which local crime alert bulletins from law enforcement are retransmitted via fax to local business and neighborhood organizations. Requires a fax machine

Clearinghouse for Substance Abuse
Prevention Clearinghouse Publications
Catalog
P.O. Box 2345
Rockville, MD 20847-2345
Phone (800) 7296686
.

National clearinghouse for alcohol drugs and AIDS information. Free catalog of publications, brochures, and posters. Single copies and larger quantities are available free of for a small charge. Videotapes are \$8.50 each

Consumer Information Center
Department 6354
Pueblo, CO 81009

Send for free Consumer Resource handbook that tells which Federal Agencies can help with particular consumer problems.

US Drug Enforcement Administration
Demand Reduction Section
700 Army Navy Drive
Arlington, VA 22202
Phone (703) 307-7936

Offers speakers and literature regarding drug enforcement and demand reduction



American Association for Retired
Persons
601 E Street NW
Washington, DC 20049
Phone 265-4060

Crime prevention brochures available in
quantity free to organized crime watch
groups

National Child Safety Council
Jackson, MI 49204
Phone (517) 764-6070

Send for free sample brochures geared
toward children of all age groups. Larger
quantities of brochures are offered for
sale.

Greater Dallas Crime Commission
1601 Elm Street, Suite 925
Dallas, TX 75201
Phone 965-9000
Fax 965-9004

Organization that promotes crime
prevention, awareness initiative, and
area youth programs: supports law
enforcement: and brings criminal justice
issues to the state legislative agenda.
Various priced membership levels are
offered

National Fire Protection Association
1 Batterymarch Park
Quincy, MA 02269
Phone (800) 344-3555
Fax (617) 984-7057

Send for free catalog of fire safety
brochures geared toward adults and
children. Brochures and educational
coloring books are available for sale

Texas Crime Prevention Association
Attn: Membership Chairman
PO Box 18515
Austin, TX 78718-0515

Write for brochure and membership
application of this organization of law
enforcement officers and private citizens
dedicated to crime prevention
awareness.

Dallas Public Library
Refer to the helpful telephone numbers
in Section III or the blue pages of the
telephone directory for the nearest
branch.

Call your local branch to determine
availability of the Coles Cross Reference
Directory of Greater Dallas, any
divisional DPD crime reports, or any
other crime prevention material.

National Institute of Justice
National Criminal Justice Reference
Service (NCJRS)
Box 6000
Rockville, MD 20850
Phone (800) 8513420

Send for free NCJRS User Guide, which
describes the many services available
from this criminal justice information
network. Services include research of a
vast data base, an electronic bulletin
board, publications and videotapes



Community Council of Greater Dallas
2121 Main Street
Dallas, TX 75201
Phone (214) 741-5851

Information and referral to other
community organizations

Chamber of Commerce
Refer to the listing in the blue pages of
the telephone directory

Many Chamber of Commerce's have
crime prevention of public safety
committees



Internet Preventing Crime Web Pages

Name of Web Page	Internet Address
Automobiles	
Top 10 Stolen Vehicle List	www.ci.phoenix.az.us/police/tipsidx.htm/
Auto Theft Prevention Tips	www.ci.uh.edu/police/auto%20theft.htm/
Child Safety	
Texas Youth Commission	www.tyc.state.tx.us/prevention
Babysitting Tips	www.ci.phoenix.az.us/police/tipsidx.htm/
Gun Safety for Children	www.helpkeepkidsafe.org
McGruff Crime Prevention Tips	www.ci.nyc.ny.us/html/nypd/html/dcca/prevent.htm/
Child Protection	www.crimepreventiontips.com
Gang Prevention	
Gang Prevention Tips	www.teachervison.com
Texas Youth Commission	www.tyc.state.tx.us/prevention
Crime Prevention through Environmental Design	www.ncpc.org
Vacation Checklist	www.ci.phoenix.az.us/police/tipsidx/html/
Home Security	www.crimepreventiontips.com
Crime Prevention Expert	www.crimedoctor.com
Dallas Police Department	www.dallaspolice.net
Dallas County Sheriff	www.dallascounty.org
Dallas City Hall	www.dallascityhall.org
US Department of Justice	www.usdoj.gov
National Citizens' Crime Prevention Council	www.weprevent.org







Chapter VII

Volunteers in Patrol

Volunteers in Patrol (VIP) is a non-confrontational neighborhood patrol program designed to reduce crime through the increased cooperation between citizens and police. Volunteers donate time to patrol the neighborhood by driving their own vehicles or vehicles provided by their community organization. They are trained by the DPD to observe, recognize and report suspicious and criminal activity in their neighborhood.

The VIP program allows citizens to take an active role in crime prevention by acting as the eyes and ears of the police department. It builds camaraderie between the residents of the neighborhood by creating a safer environment and a better quality of life. It also sends a message that the neighborhood is aware, alert and will not tolerate criminal activity.

Requirements

A VIP group must extend from an organized crime watch or homeowners association. A minimum of 2 volunteers is recommended. It is most efficient to submit all patrol applications at the same time. The following individual requirements must be met by each volunteer to qualify for the VIP training program:

- ◆ Applicants must be at least 21 years of age
- ◆ Applicants must be in good health
- ◆ Applicants must have a valid driver's license
- ◆ Applicants must have no criminal record-no A or B misdemeanors within the past tow years and no felony convictions

Procedures

- 1) One person from the crime watch or homeowners group should be designated to organize the VIP program. To obtain applications for your volunteers, make copies of the attached VIP application or contact the DPD VIP coordinator or crime watch officer at your substation. The telephone numbers are included in Section I
- 2) All applications must have a copy of the applicant's driver's license and social security card attached. Completed applications should be returned to the group's VIP Coordinator, I.C.P. Coordination Unit at the address on the application.
- 3) Background and driver's check will be performed on each applicant.
- 4) After the applications are processed and approved, they will be forwarded tot he VIP coordinator who will schedule the VIP training program and notify the applicants of the scheduled dates and times. From the time of application until notice of the VIP class, anticipate a waiting period of approximately tow months.



- 5) The VIP training program is approximately seven hours held over a period of three evenings. The classes are generally held at your substation with the exception of one class held downtown at the 911 communications headquarters. Applicants must attend all classes to graduate. Topics covered in the classes will consist of the following:

Observation skills and note taking	City geography
Use of 911 and mobile phone	Laws of arrest
Beat configurations	Types of patrol

- 6) Patrol can begin when at least two volunteers have graduated. Discuss your neighborhood's crime activity with your crime watch or beat officer. This will help determine when and how often your VIP group should patrol. The VIP groups can patrol as little or as much as the activity of the neighborhood warrants; however, the DPD recommends the neighborhood be patrolled at least eight hours per week. The DPD also recommends the volunteers patrol in pairs.
- 7) A coordinator should be designated to organize schedules, contact patrollers, maintain equipment and keep a patrol log. Someone with access to a computer will make record keeping easier. A written set of bylaws or procedures is recommended so that patrollers will have clear understanding of their responsibilities.
- 8) To be most effective, the patrollers should have a cellular telephone to communicate with the other neighbors and the police. You may make any arrangements you like to obtain a telephone; however Verizon Wireless will sponsor groups who meet the requirements outlined below. Shop around and consider all cost(phone, airtime charges and monthly fees) as well as contract commitment length before making a decision.
- 9) The DPD recommends that magnetic signs be posted on the vehicle while patrolling. This is important to let potential criminals know that your neighborhood is patrolled as well as to alert neighbors who might otherwise be prone to call 911 to report a suspicious slow moving vehicle in the area. Obtain sign prices for several companies before placing your order because prices vary considerably from vendor to vendor.

VIP Sponsor

Verizon Wireless has agreed to sponsor VIP groups by providing a free cellular telephone, free monthly access, free 911 calls and two magnetic VIP vehicle signs. To qualify, your group must meet the following requirements:

- ◆ The organized group must consist of at least 10 members.
- ◆ All patrol members must have completed the DPD VIP training program.
- ◆ The group must have a written set of bylaws or procedures and elected officers.
- ◆ One member must be willing to sign a one-year contract with Verizon.



- ◆ The group must pay \$3.00 billing statement fee plus the standard charges for airtime usage (other than for 911 calls).

After your group is organized and meets the above requirements, contact the ICP Coordination Unit (ICP-CU) VIP Coordinator to request the Verizon forms. Complete and return the form to the ICP-CU, who will forward it to Verizon. After about two weeks, contact Verizon at the number included in Section III to make arrangements to pick up your cellular telephone. Contact the ICP-CU VIP coordinator at that time to make arrangements to pick up your magnetic signs.

Additional Information

Contact your substation's VIP coordinator, crime watch officer or Crime Watch Executive Board representative at the numbers listed in Section I to be put in touch with other groups that have established VIP programs. Other groups may be able to answer questions and offer suggestions about procedures that have worked in their neighborhoods.



Dallas Police Department Volunteers in Patrol Application

Name of Community Organization: _____

*At least two volunteers are required to graduate from training prior to commencing patrols.
Ten volunteers and other requirements must be met in order to qualify for Southwestern Bell sponsorship.
Applications are most efficiently processed if submitted in a group by the organization's coordinator.*

Personal

Name: _____ Maiden name: _____

Address: _____

City, State, and Zip: _____

Phone (Home): _____ (Work): _____

Driver's License No: _____ State: _____ Date of Birth: _____

Education

High School Graduate? _____ GED? _____ Highest grade completed? _____

Name and Address of High School: _____

College Graduate? _____ Degree and Major: _____

Name and address of college attended: _____

Driving Record

License ever suspended? _____ Explain: _____

Number of citations received in past two years: _____

Background

List associations, clubs, affiliations, etc. to which you belong: _____

Have you ever used marijuana or any other illegal drug? _____

How many times? _____ Date of last usage? _____

Have you ever been fired or asked to resign from any job in the past 5 years? _____

Have you ever been arrested or convicted of a crime, including DWI? _____

If either of the above answers are yes, please attach an explanation on a separate sheet of paper, giving details of dates, locations, charges, and disposition.



Employment

Present Employer: _____ Date hired: _____

Address: _____ Phone: _____

Supervisor: _____ Your title: _____

Previous Employer: _____ Date hired: _____

Address: _____ Phone: _____

Supervisor: _____ Your title: _____

References*List two close friends or neighbors who are not related to you who we can contact concerning your character.*

Name: _____ Phone (Hm): _____ (Wk): _____

Address: _____ City & State: _____

Name: _____ Phone (Hm): _____ (Wk): _____

Address: _____ City & State: _____

Emergency Contact*List an immediate family member or close friend who we can contact in the event of an emergency.*

Name: _____ Phone (Hm): _____ (Wk): _____

Address: _____ City & State: _____

Please review your answers carefully and read the statements below before signing this application.

I hereby certify that there are no willful misrepresentations, omissions, or falsifications in the foregoing statements and answers to questions. I understand that any omission or false statement on this application shall be sufficient cause for rejection for enrollment or dismissal from the Volunteers in Patrol program.

I fully understand that Volunteers in Patrol is a non-confrontational patrol program. Its purpose is to reduce crime through cooperation with the police department. Volunteers are trained how to observe suspicious and/or criminal activity in the neighborhood and report it to the police. I acknowledge as part of acceptance to this program, I will be required to:

- Attend all sessions. Failure to attend will be cause for dismissal from the program.
- Abide by all rules and regulations set forth by the police department and the City of Dallas.
- Provide my own transportation and insurance.

I further understand that the Dallas Police Department will conduct a background investigation which may include, but will not be limited to, fingerprinting, criminal history, employment history, and personal references.

Applicant Signature: _____ Date: _____

*Please attach a photocopy of your driver's license and social security card to this application.**Return your application with all required documents to your community group VIP coordinator or mail to:*

Dallas Police Department
ICP Coordination Unit
1400 S. Lamar Street
Dallas, Texas 75214

DPD 2/95



Operation Identification

Operation Identification (Operation ID) is a program in which citizens may permanently mark their valuables with an identification number, generally a Texas Driver's License number. The Program involves four steps:

- 1) Property is engraved.
- 2) Inventory list of property is prepared.
- 3) A registration card is recorded by the Dallas Police Department.
- 4) Operation ID decals are placed on your doors and windows.

The program is designed to:

- Discourage the activities of burglars and thieves by marking your possessions and placing decals on your windows.
- Aid in the return of found or recovered stolen property to the owner.
- Prevent burglars from fencing stolen property.
- Assist in apprehending and convicting criminals caught with marked property.

Procedures

- 1) Engravers and registration cards usually can be borrowed free of charge from all Dallas Police Substations and Dallas Public Libraries. Engravers also may be purchased at most home improvement centers. Call your substation or local library to check on availability of an engraver pen before going to borrow it. A driver's license or some form of identification may be required.
- 2) If you are not sure how to use the engraver, ask an officer or a librarian. Property should be marked on a permanent, non-removable part, in a place that can be seen without dismantling the object. Use the engraver to etch the letters TXDL and your license number on the object.
- 3) Prepare and inventory listing of valuable property in your home, including serial numbers if applicable. Photograph items that cannot be easily marked. Keep these documents in a safe place.
- 4) Return the engraver promptly.
- 5) Complete and mail the registration form to the ICP Coordination Unit (ICPCU), 1400 Lamar Street, Dallas, TX 75215.
- 6) Place operation ID decals in prominent places on your windows and doors.
- 7) Be sure to mark all new property as it is acquired and update your inventory list. Also be sure to complete and mail a new registration card whenever you move or change telephone numbers.

Additional Information

Texas ID numbers issued through the Department of Public Safety also may be used to mark property. If you do not have a Texas DL or a Texas ID number, ICPCU can issue a Property ID number that is registered in the Operation ID files at the Police Department. This PI number also can be used by businesses for the purposes of marking business property.

Operation ID brochure with registration forms are available through your substation. A sample personal inventory form is included in Section VII.



Help End Auto Theft (HEAT)

The Help End Auto Theft (HEAT) program is a voluntary statewide vehicle decal system designed to reduce car thefts. Under this program, the vehicle owner signs a consent for certifying that the police may legally stop and question the driver between the hours of 1am and 5am to determine if the vehicle is being operated without the owner's permission. Special decals are affixed to the front and back windows of the vehicle.

Procedures

- 1) Organize your residents for a HEAT party or combine a HEAT registration with a neighborhood meeting where many residents will be attending.
- 2) Call your crime watch officer at the phone number in Section I. Tell the officer that you want to schedule a HEAT registration.
- 3) Discuss with the officer when and where you want to do this. You may want to do it at the substation, a school or at a church parking lot. Residents must bring their vehicles so the location must be able to accommodate a large number of vehicles. Try to give two months notice of the event date to ensure an officer will be available to attend. Determine which day will provide the largest turnout of residents. Or you may contact the Texas Department of Public Safety web site at **<http://www.txdps.state.tx.us/>**
- 4) To register, the vehicle owner must present the following:
 - a. Vehicle certificate of title (copy)
 - b. Valid Drivers License
 - c. Proof of insurance or vehicle registration receipt
 - d. Telephone number where the owner may be reached between 1am and 5am.
- 5) There is no cost for registration. Once the consent form has been signed the officer will affix color-coded decals to the inside front windshield and the outside rear windshield to indicate the vehicle is registered with the State of Texas.
- 6) Keep a list of the neighbors who registered their vehicles with HEAT.
- 7) Residents may individually go to the DPD substation to register their vehicle at any time. No advance notice is required. The neighbors should simply tell the desk sergeant that they want to register their vehicle in the HEAT program. They must bring the proper documentation with them.
- 8) The owner has the option of extending the authority of the police to stop the vehicle at the Mexico border 24-hours a day.
- 9) Prior to the sale or transfer of the vehicle or withdrawal from the program of any other reason, the owner must completely remove the decals and notify the substation.

Additional Information

HEAT registration does not mean that you cannot drive your car between the hours of 1am-5am or that you cannot grant permission to others to drive your car. It merely gives the police a legitimate reason to stop your car. With proper identification, you should have no problem proving ownership of the vehicle. By signing the consent form, you acknowledge that the police may take certain precautions when stopping a registered vehicle and that you will advise anyone granted permission to operate your car of the HEAT provisions. For additional questions contact the Texas Department of Safety HEAT program staff at the number included in Section III.



Expanded Neighborhood Patrol

Expanded Neighborhood Patrol (ENP) is a program authorized by the DPD in which neighborhood organizations may hire armed, uniformed, off-duty police officers to patrol their area. The organizations may pay to rent a Dallas police car for use by the officer, subject to availability. Frequency and length of individual patrol periods are decided by the group with a 2-hour minimum patrol period required. ENP has shown to be very effective in reducing crime in neighborhoods. It is also the most expensive crime prevention program and can require a great deal of time and effort to organize and operate on a continuing basis.

Requirements

ENP must be approved by the Divisional Commander prior to formation. The following requirements must be met:

- The group must have a valid community organizational structure sufficient to support the program, the means of payment, and a representative to act as liaison between the group and the DPD.
- The group must hold a public forum meeting with all interested members of the neighborhood and DPD personnel to discuss the ENP and other viable options.
- A designated representative of the organization must sign a Letter of Agreement.
- The Division Commander can discontinue the ENP at any time it is determined that the program is not operating within DPD guidelines.

Factors to Consider

Document your findings on the following factors because neighbors will have questions regarding these issues that will need to be answered before they make a commitment.

Incorporation- Consult an attorney to determine if incorporation of your organization is advisable to reduce potential individual liability.

Insurance- The DPD encourages groups to obtain one million dollar liability policy. Coverage for the program is difficult to obtain and relatively expensive. Consult an insurance advisor.

Taxes- Federal, State, franchise and payroll taxes and tax returns are likely to be involved in this type of program. Consult a tax advisor before starting to avoid any tax problems.

Association Officers- since the amount of money involved with the ENP is generally much greater than that involved in most crime watch programs, it is recommended that the group elect or appoint officers, including a Treasurer, with specific responsibilities and authority outlined in by-laws or some other document.



Member Fee Billings- Members will need to be billed in advance of the patrol period to ensure that adequate funds are available to pay for the expenses incurred. Billings may be prepared on a quarterly, semi-annual, or annual basis. A surplus fund of at least a month's expenses is desirable to allow for unexpected expenses or slow collections.

Mobile Phones- although a cellular phone is not required, members want to be able to call the officer in an emergency. This feature alone is a key attraction that differentiates participants from non-participants. The more such features you can offer, the more incentive the neighbors have to join the ENP.

Initial Budget Estimate and Poll

After consulting with legal, insurance and tax advisor, poll your neighbors to determine if there is enough interest to sustain the program. The poll can be accomplished by telephone, by block captains in person or at meetings. You usually will have to provide an initial estimate of the monthly cost to neighbors, which may be difficult to do until you know the number of neighbors willing to participate. A rough initial budget may be calculated as follows. This example assumes a 5-hour patrol, 7 nights per week in an area of 200 homes for a four-week month:

Officer patrol wages at \$30.00.....	\$4,200.00
Patrol car at \$13.50/hour	\$1,690.00
Insurance (will vary based on amount of patrol)	200
Mobile phone costs(may vary from \$35-\$150/month)	100
Administrative Costs(postage, paper, etc.).....	34
Total estimate monthly cost.....	\$6,190.00

Number of households in area 200	Total estimated monthly cost \$6,190
Expected participation rate 50%	Divided by estimated members 100
Estimated number of members 100	Est. Monthly cost per home \$61.90

The above example is not meant to imply that this will be the actual cost of the program in your neighborhood, but rather to provide a basic format to assist you in calculating an initial budget estimate. You may have more or fewer expenses, and the actual costs may vary considerably, especially insurance and administrative costs. A lack of volunteer efforts will result in increased administrative costs. You also may have a larger or smaller participation rate among your neighbors. You may find ENP to be cost prohibitive in your neighborhood.

Start-up Procedures

If the initial poll of neighbors indicates adequate interest in the program, and after you have discussed alternatives with the DPD and residents in a public forum, proceed as follows:



- 1) Send out member billings. Quarterly, semiannually or annual billings will reduce administrative effort. Follow up calls will be necessary. If payments are not received from all the neighbors who originally indicated interest in the program, you may have to adjust the number of patrol hours accordingly. Revise your budget to reflect the actual number of participant from whom you have received payment.
- 2) Contact your substation ENP coordinator of crime watch officer for a Letter of Agreement to be signed and returned to the Divisional commander. Determine whether a patrol car will be available to your group. The ENP coordinator also will be able to provide a list of available officers.
- 3) Interview the officers and ask for references. Let them know what you expect from the program. Selection of the individual officers is up to the neighborhood organization, subject to the approval of the DPD. Negotiate a mutually agreed upon pay rate.
- 4) Contract for a mobile phone for the officer's use, to be filed to your organization. Generally, a one to three year contract with cancellation penalties is required. Airtime rates vary considerably. Negotiate with the provider for the best corporate rates. A deposit of \$300 may be required.
- 5) Determine the days, times, and length of patrol periods based on your budget and discussion with your patrol officer, Interactive Community Policing Lieutenant, and w/experienced ENP neighborhood groups to determine the most appropriate hours for your neighborhood. Adjust the schedule as needed for example you may want to increase patrol hours during higher crime periods, holidays or if a significant crime trend hits your area.
- 6) Notify participating members of the starting date for the patrol. The patrol schedule and the procedures they should follow if and when they need the officer's assistance. In some ENP neighborhoods, the members are not given the patrol car mobile phone number and may not be give the patrol schedule or the patrol may be performed on a random basis with no set schedule. For best acceptance by member, the group as a whole should make decisions such as these, after weighting the pros and cons and the individual circumstances of the neighborhood. In general, members may be easier to recruit and keep if they have a say in the procedure and have access to the officer. Neighbors typically will accept the decision if it is determined on a majority rule basis.

Ongoing procedures

Your organization will need one or more persons, either volunteers or paid consultants to prepare regular billings, payroll and tax returns, record payments, make collection calls pay monthly bills, and handle the bank account. Collection difficulties often occur, even in the best of neighborhoods.



Don't assume the program will run itself. Members will move or drop out and constant recruitment of new members may be necessary to maintain the level of service. Not all neighbors will participate which sometimes results in some resentment between neighbors. A large time commitment from neighborhood ENP coordinator is required because he or she basically is running a business with all the related problems of billings, collections and employee motivation etc.

The patrol officers are required to complete all necessary paperwork at the substation, which includes off-duty employment requests, checking in and out at the station and completing vehicle usage forms. Officers are also required to adhere to their on-duty standards of conduct while on off-duty jobs. They are not allowed to perform personal services and may stop vehicles only if probable cause exists.

Many ENP groups maintain a patrol logbook that includes a detailed map of the area, an up-to-date roster of members, confidential member information sheet and a patrol activity log completed by the officers. Voice mail can be used in conjunction with ENP to keep the officers informed of any unusual activity or member vacation schedules.

Additional Information

It is very important that members be instructed to call 911 first in any emergency situation when they may have time for only one call. The association and its representatives should be careful not to give any guarantees or exaggerated assurances of safety.

See **Volunteers in Patrol** in this section for a less expensive alternative to ENP. You may also talk to your ICP Lieutenant or crime watch officer to see if some other solutions are available, especially if the problem may be short term or non-recurring.



Citizen Police Academy

Established in 1992, the Dallas Citizen Police Academy is designed to educate citizens about the operations of the Dallas Police Department. The program strives to improve the relationship between the community and the DPD by providing interested citizens a better understanding of the responsibilities and functions of the DPD.

Classes

The training classes are held one night a week for ten weeks. Accepted applicants are expected to attend all ten classes. Applicants must attend at least seven classes in order to graduate. The classes cover the following topics:

- Overview of the Dallas Police Department
- Patrol Functions
- Tour of the Communications Center
- Demonstrations and rides on the vehicle training course
- Internal Affairs
- Family Violence
- Driving While Intoxicated (DWI) procedures
- Use of Deadly Force
- Pursuit Policies
- Investigation Techniques

Requirements

Applications for the Citizen Police Academy must be at least 21 years old and must work or live in the City of Dallas. There are no fees for the training classes. The application on the following page must be completely filled out and mailed to:

**Dallas Police Department
I C P Coordination Unit
1400 S. Lamar Street
Dallas, TX 75214**

Additional Information

For further information or to find out the dates of the next scheduled course, call the DPD's Training Section at the number included in Section III.



Dallas Citizen Police Academy

What is the Citizen Police Academy?

The Citizen Police Academy meets at the Dallas Police Academy once a week for ten weeks. Classes consist of an overview of the Dallas Police Department, patrol functions, tour of Communications Division, demonstration and ride on the vehicle training course, internal affairs, family violence, DWI procedures, explanation of the use of deadly force, pursuit policies, and investigation techniques.



Purpose

The Citizen Police Academy is a program to educate citizens on how the Dallas Police Department operates. A better understanding of how the Dallas Police Department operates will improve the relationship between the community and the Dallas Police Department.

Benefits

Graduates of the Citizen Police Academy will become aware of the responsibilities of the Dallas Police Department, and have a better understanding of the law enforcement profession.

Who may attend?

You must be 21 years old and work or live in the City of Dallas. Persons selected to attend are expected to participate in all sessions. There is no fee charged if a citizen is selected to participate in the Citizen Police Academy. Send the complete application to:

Dallas Police Department
Training Division
5310 Red Bird Center Drive
Dallas, Texas 75237-1935

Alumni Association

Graduates of the previous classes of the Citizen Police Academy have formed an alumni association to continue working with the Dallas Police Department and the community to enhance relations with the Dallas Police Department.

DALLAS POLICE DEPARTMENT



CITIZEN POLICE ACADEMY

**A Program of Citizens
and Police Working
Together**

Dallas Police Department Citizen Police Academy Application for Enrollment

PERSONAL

Name (Last, First, Middle)

Date of Birth

Street Address

Home Phone

Business Phone

City, State, Zip

Texas Driver's License Number

Social Security Number

Do you live in Dallas?

How Long?

Do you work in Dallas?

How Long?

EDUCATION

High School Graduate?

GED?

Name and Address of High School

College Graduate?

Degree & Major

Name and Address of College

BACKGROUND

Please Explain, briefly, why you wish to be enrolled in the Dallas Police Department Citizen Police Academy:

List Associations, Clubs, Affiliations, etc. to which you belong:

Have you ever been arrested for, convicted of, or cited for an offense other than traffic violations?

Yes

No

If yes, on a separate sheet of paper explain dates, charges, places, and actions taken.

Have you ever been fired or asked to resign from any job in the past five years?

Yes

No

If yes, on a separate sheet of paper explain in detail showing dates, charges, places, and actions taken

EMPLOYMENT

Present Employer

Supervisor

Your Title

Address

Phone

Date Hired

Previous Employer

Supervisor

Your Title

Address

Phone

Date Hired

REFERENCES AND EMERGENCY CONTACT

Name

Relationship

Address

Home Phone

Name

Relationship

Address

Home Phone

Emergency Contact

Relationship

Address

Home Phone

MEDICAL HISTORY

Medical information is needed in the event of an emergency. List any medications you are currently taking and the reason for which they are used, and any other medical information you feel the Dallas Police Department should know. Attach a separate sheet, if necessary.

CERTIFICATION AND SIGNATURE

Please review your answers carefully and read the statements below before signing this application. I hereby certify that there are no willful misrepresentations, omissions, or falsifications in the foregoing statements and answers to questions. I understand that any omission or false statement on this application shall be sufficient cause for rejection for enrollment or dismissal from the Dallas Police Department Citizen Police Academy. I understand that participation in this program is not to train citizens to be police officers. Rather, the goal and purpose of this program is to educate citizens regarding the purpose, rationale and context of police procedure. I acknowledge that as part of acceptance to this program I will be required to attend all sessions. Failure to attend will be cause for dismissal from this program. I will abide by all rules and regulations set forth by the Dallas Police Department and the City of Dallas, and provide my own transportation and insurance. I further understand that the Dallas Police Department will be conducting a thorough background investigation that may include, but not be limited to, fingerprinting, any criminal history, employment history, and personal references.

Applicant's Signature

Date



National Night out Against Crime

Since 1983, the National Association of Town Watch has sponsored National Night Out (NNO), generally held the first Tuesday in August. NNO is an event in which over 26 million people in more than 8,600 communities throughout the country join forces to promote police and community partnerships, crime and drug prevention awareness, safety, and neighborhood unity. NNO can be a family oriented activity to send a clear message to criminals that neighborhoods are organized and are fighting back.

Planning Your Activities

Groups are encouraged to work jointly with police and residents to plan events. These events can be large or small. Some crime watch groups host parties for the entire group in a central location; others have assorted block parties throughout the evening. The very simplest show of support is to encourage residents to lock all of their doors, turn on all of their outside lights and come out to the street to meet their neighbors. The goal is to bring the neighborhood together with the police to stress unity in crime fighting efforts.

NNO is a successful program in the City of Dallas, and many crime watch groups participate. It is very important to plan in advance. The police make every effort to attend all NNO neighborhood events but they must plan appropriately to assure the greatest attendance. Try to schedule the date with your crime watch officer in June if possible.

Keys to Success

- Start planning early
- Involve as many residents, businesses and city officials as possible.
- Invite your local beat and ICP officers and fire department.
- Plan Children's events and activities
- Advertise your event with flyers, media coverage, and voice mail etc.
- Encourage area businesses to participate and act as sponsors.
- Be creative

Activity Suggestions

Outdoor activities are encouraged. Some particularly popular NNO activities are:

- Flashlight walks or parades through the neighborhood
- Ice Cream Socials, Barbecues, block parties, progressive parties
- Spit the Burglary or crime prevention poster contest for children
- McGruff presentation
- Crime prevention seminars and speakers
- Home security or security lighting demonstrations.
- Police officer presentation on a variety of topics geared toward children.



Additional Information

Contact the national Association of Town Watch at the address included in Section VI and Other Resource for information and promotional materials contact other crime watch chairpersons to work together or swap ideas. Refer to the comprehensive list of Neighborhood Social Event Ideas in Section V for more suggestions. Be creative!



Home and Insurance Reduction Surveys

Home security surveys

A basic premise of crime watch is to make your property as difficult a target as possible for burglary. One of the best ways to accomplish this is with the proper installation of security devices around your home. Many security devices and techniques can be used to make your home more burglar resistant. Most people are not experts on the use of security techniques. They may be unaware of areas around their homes which could offer an invitation for a burglar to gain access.

The DPD encourages every property owner to arrange a free home security survey, available by simply scheduling an appointment with a crime prevention specialist at your substation. The crime prevention specialist is trained in the latest tested methods and devices used for properly securing your residence. The officer will come to your home, and with a checklist in hand to begin an inspection at the front door and work around the entire inside and outside of the residence with you to determine weaknesses and hazards that may require attention to become more burglar resistant. The officer will examine doors, locks, windows, lights, landscaping, gates, and garages. He or she will give you professional advice and recommendations about how best to secure your residence to reduce the risk of becoming a target for a burglary. Many of their recommendations may be inexpensive methods that will add security to your home. It is up to you whether you implement those recommendations, or not.

Homeowner's Insurance Reduction Surveys

Texas law provides for reductions in homeowner's insurance premiums if your home complies with certain security standards. The crime prevention specialist will use a checklist to perform a complete inspection of your home looking for specific requirements of the law that must be met to qualify for the reduction. The law provides for two levels of reductions.

An overview of the requirements for a 5% insurance reduction are as follows:

- Exterior doors, including a door to an attached garage, must be metal or 1 3/8" solid core wood doors, secured by deadbolt locks with a minimum bolt throw of one inch that penetrates a metal strike plate.
- Double doors must meet the above requirements plus the inactive door must be secured by headers and threshold bolts that penetrate metal strike plates.
- Deadbolts located within 40 inches of breakable glass must be key operated from both sides, unless prohibited by fire safety codes. Similarly, header and threshold bolts located within 40 inches of breakable glass must be flushed mounted in the edge of the door.
- Sliding glass doors must be secured by secondary locking devices to prevent lifting and prying.
- Dutch doors must have concealed flush bolt-locking devices to interlock upper and lower halves and be secured by a deadbolt lock.
- Garage doors must be equipped with a key operated locking device.
- Windows must be secured by auxiliary locking devices, such as key operated locks, screws, wooden dowels, pinning devices or metal bars.



The requirements for a 15% homeowner's insurance reduction are a monitored security alarm system which includes the following:

- Magnetic contact sensors on all exterior doors and windows, including interior, exterior, and overhead garage doors and upstairs windows.
- An interior and exterior siren.

Prior to the officer inspecting your premises, you must obtain a letter from your security company addressed to you at your current residence stating:

“All alarm equipment is Underwriters Laboratory Approved and the alarm is monitored by an Underwriters Laboratory Approved central station. The sales, service, installation, and monitoring of the system are done in compliance with the Private Investigators and Private Security Agencies Act, Article 4413 (29bb) Vernon's Texas Civil Statutes.”

The reductions may be applied separately or jointly. In other words, your home may qualify for a 5%, 15%, or 20% insurance reduction.

The DPD asks that you check to determine that the appropriate requirements are met prior to scheduling the insurance reduction survey. If you believe your home meets all the requirements for either or both reductions, and after you have obtained a letter from your alarm company, if applicable, call the crime prevention officer to schedule an appointment. If and when you meet the necessary requirements, the officer will file a written report with the Texas State Board of Insurance which will issue a Premium Reduction Certificate to be filed with your insurance company. Insurance companies are required by Texas state law to honor the Reduction Certificates. The certificate is valid for three years and can be renewed for an additional three years at the request of the policyholder after an additional inspection.

Additional Information

To arrange an appointment for either type of security or for specific information about the devices and techniques on the security inspection checklist, contact the crime prevention specialist or your crime watch officer listed in Section I of this manual.

Also see Home Security Devices and Methods in this section for more information about locks and other home security tips.



Home Security and Insurance Reduction Surveys

Home security surveys

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- Double doors must meet the above requirements plus the inactive door must be secured by headers and threshold bolts that penetrate metal strike plates.
- Deadbolts located within 40 inches of breakable glass must be key operated from both sides, unless prohibited by fire safety codes. Similarly, header and threshold bolts located within 40 inches of breakable glass must be flush mounted in the edge of door.
- Sliding glass doors must be secured by secondary locking devices to prevent lifting and prying.
- Dutch doors must have concealed flush bolt locking devices to interlock upper and lower halves and be secured by a deadbolt lock.
- Garage doors must be equipped with a key operated locking device.
- Windows must be secured by auxiliary locking devices, such as key operated locks, screws, wooden dowels, pinning devices or metal bars.







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Additional information

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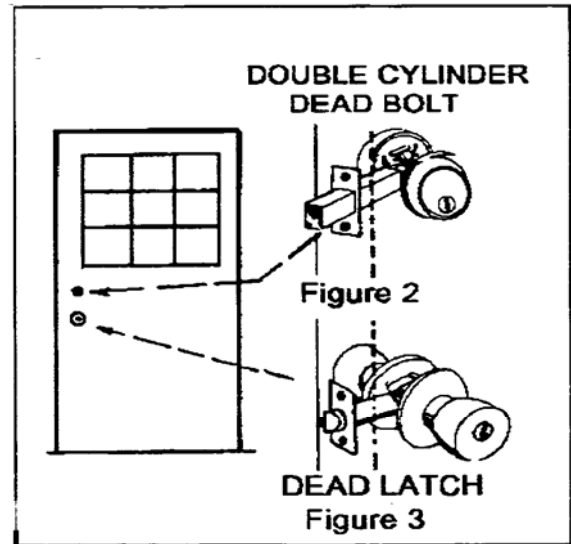
Also see Home Security Devices and Methods in this section for more information about locks and other home security tips.



Door Locks

The most secure locks are called dead bolt locks. A dead bolt lock has a solid metal bar at least one inch long, which extends from the door into the door frame when the door is locked (**Figure 2**). The word “dead” means that there are no springs to operate the bolt as there are in key-in-knob or spring bolt locks such as those used on bathroom doors. These types of locks easily can be popped open with a credit card or other device.

Double cylinder dead bolt refers to a lock that is operated by a key on both sides. Double cylinder dead bolts have the added advantage that the burglar has to leave the house the same way he entered. He cannot use a dead bolt locked door to take large items out of your house unless the door is destroyed or the key is left in the interior lock.

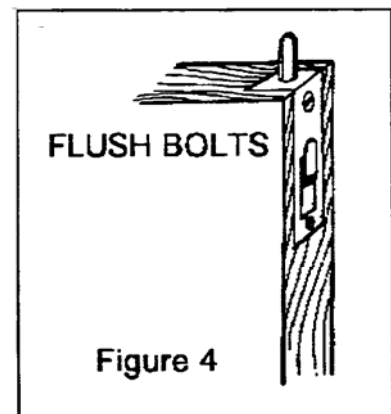


Single cylinder dead bolt is operated by a key on the outside and by a thumb latch on the inside. A single cylinder dead bolt should be used only if there is no window in the door or other glass located within 40 inches of the lock because a burglar can break the glass, reach in, and turn the knob to unlock the door.

Add a dead bolt if you do not want to replace your current door lock set. A dead bolt lock may be purchased separately and installed above your existing knob-lock set. Make sure the cylinder of the lock has a hardened steel guard ring around the key section.

Dead latch — A dead latch knob lock set (**Figure 3**) looks similar to a spring lock except that it has a small solid metal bar that locks into place when the key or thumb latch is turned. These locks are more secure than spring bolt locks but generally are not as secure as a dead bolt because the latch does not enter the door frame as deeply as a dead bolt.

Double doors — Install surface mounted or flush header and threshold bolts at the top and bottom of the stationary door of a set of double doors. **Flush bolts** (**Figure 4**) installed in the door edge offer additional security. The intruder cannot tamper with these devices if the doors are locked or if breakable glass is located within 40 inches of the bolts. Flush bolts should enter a reinforcing metal strike plate as discussed later.



Dutch doors — Flush bolts also should be used to interlock the upper and lower halves of dutch doors.

Chain latches — Do not rely on chain latches as locks. These latches may give a false sense of security and are easily kicked or pried loose.



Home Security Devices and Methods

Although there is no way to make any home completely safe from forced entry, the more barriers you put between your property and the criminal, the less likely you are to become a crime victim. Good locks, secure windows, and preventative techniques can slow down a criminal or discourage him altogether.

Many inexpensive, easy to install security devices are available, such as a variety of locks, window pinnings, and peepholes. Many different techniques can be used to deter an intruder. Burglars generally try the easiest entries first. Sometimes one lock may make a difference, causing a burglar to go elsewhere to find an easier target.

The following security recommendations are **not intended** to make the facility *burglary proof*, *robbery proof*, or *theft proof*. These guidelines, however, will reduce the probability of loss if **properly applied, maintained, and consistently used**. Changing security needs and improved technology may require continuing attention and possible upgrading. Use a *whole house* systems approach; fragmented implementation of security measures or inconsistent use will not provide optimal protection. Often the effectiveness of one device depends on the implementation of other security recommendations.

Using the following guidelines, perform a security check of your home by starting at the front door and working completely around the entire inside and outside of the house. Include inspection of all doors, windows, yard, fence, shrubs, gates, and garage. If you are not able to determine where or how you need to secure your home, free home security surveys are offered by the DPD.

Doors

One of the most common methods of entry by intruders is to physically destroy the door by kicking or battering in the door. Even the best doors and locks will not keep an intruder out unless you close them tightly and lock them securely each time you leave your house, even if you are only working in the yard.

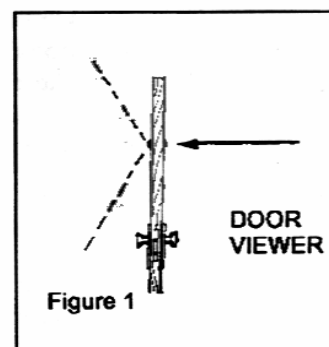
Exterior doors, including those leading into attached garages, should be of metal or solid core wooden construction. Exterior doors must be at least 1 3/8 inches thick, but a thickness of 1 3/4 inches is highly recommended. A thinner door may give way at the lock if kicked or battered. Hollow core doors are not sturdy enough to be acceptable.

Install a peephole or wide angle viewer in the door so you can see who is outside without opening the door. A 180 degree viewer is recommended. (Figure 1)

Shrubby should never block the view of your doors or windows. An intruder may hide behind the shrubbery while trying to gain entrance to your home.

Nameplates on a door or mailbox should have the last name only. Do not indicate sex or marital status.

House numbers should be clearly visible from the street and alley and should be lighted at night to assist emergency vehicles in locating your house quickly.



Dallas Building Code

Security measures may conflict with fire safety requirements. Depending on the configuration of your home, a trade-off may be necessary between security and the need for a quick fire exit. Teach your family members that in the event of a fire, the quickest exit sometimes is to break the nearest window by throwing something heavy through it.

The Security Provisions in Chapter 41, Ordinance 19450 of the Dallas Building Code require that each sleeping room must have a designated window or door fire exit. Any exterior door designated as a primary fire exit must have a single cylinder 1 inch dead bolt. Glazing (glass) may be installed within 40 inches of a single cylinder locking device **only** if the glass is laminated, patterned, wired, obscured or protected by approved bars, grilles or grates to prevent breakage. If a designated fire exit door has a double cylinder dead bolt, a key must be left in the inside keyhole whenever the home is occupied as a means of fast exit in case of fire. Always remove the key when leaving home.

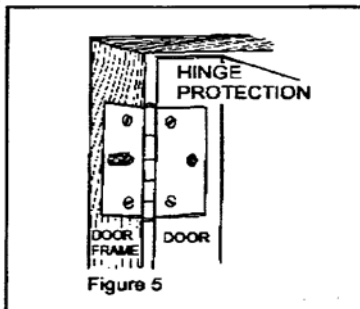
Locks and other security measures in any door or window designated as a primary fire exit must be easily operable from the inside without a key, special knowledge or effort. To obtain a copy of Ordinance 19450, call the City Secretary's Office, telephone number included in Section III.

Strike Plates

The strike plates and screws that come with many locks do not provide adequate protection. Doors easily can be kicked in if the bolt enters only a wooden door frame. Even the best lock will not hold if the frame gives way when kicked. Metal strike plates should be anchored into the studs of the building with wood screws a minimum of 3 inches in length.

Hinge Protection (Figure 5)

Most doors open to the inside of the building, thus the hinges are on the inside. If doors open to the outside, as is common with garage or storage room doors, thieves may remove the hinge pins and merely lift the door off of the hinges in order to gain entry. Hinges exposed to the exterior should be replaced with non-removable hinge pins. If this is not possible, the following steps will protect the door from being lifted from its hinges:



1. Remove the middle screw from both sides of the hinge leaves of the top and bottom hinges.
2. Insert a solid metal screw or concrete nail into the screw hole of the door frame hinge leaf, allowing it to protrude 1/2 inch.
3. Drill a hole in the door hinge leaf to fit the pin.
4. The 1/2 inch protrusion should fit into the hole of the hinge leaf on the opposite side when the door is closed. When closed, the door will remain firmly in place even if the hinge pins are removed.

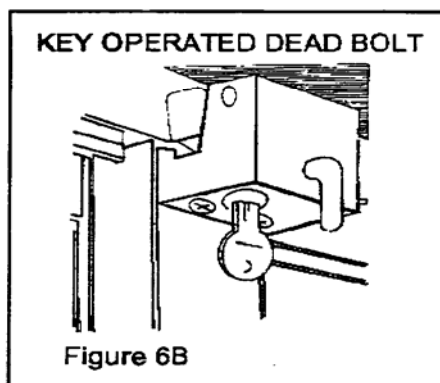
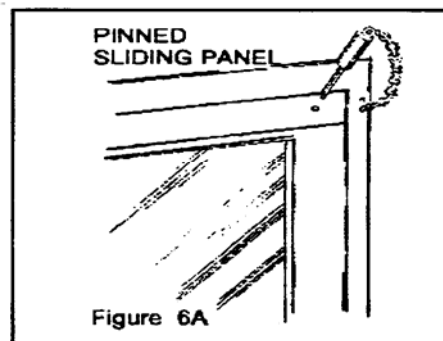
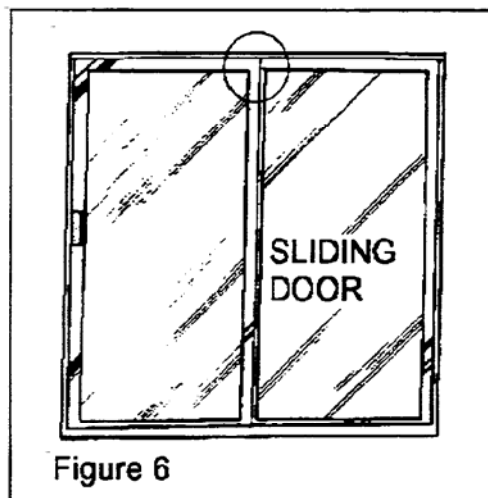


Sliding Doors (Figure 6)

A sliding glass door is particularly vulnerable because it can be lifted up and out of the track from the outside and it is often in an area secluded from public view. Sticks or bars may be placed in the track of the door to prevent it from moving; however, **burglars can easily remove these**. Unless the bar fits tightly against both sides of the door frame, a burglar can flip the stick out of the track with the tip of a knife inserted between the two panels of the door.

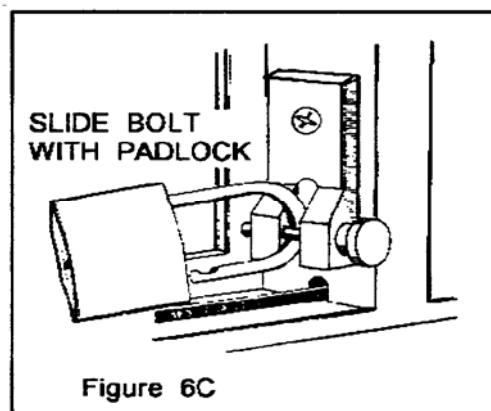
Sticks and bars will not prevent the intruder from making an easy exit with your household goods since they are easily removed from the inside. Installation of an auxiliary locking device on a sliding door is highly recommended. Any of the following methods will help to secure sliding doors:

- **Permanently install a key locking security bar**, called a *Charlie Bar*, which can be obtained at most home improvement centers.
- **Install a pin.** Drill a downward sloping hole through the top channel and into the top portion of the sliding door frame. Insert a screw or metal pin as illustrated (Figure 6A). Attach the pin to a light chain connected to an eye screw for easy storage when not in use. This offers only minimum security when no one is home as it is easily removed by an intruder.



- **Install a key-operated dead bolt** (Figure 6B).
- **Install two screws in the upper track** about 18–24 inches apart screwed in just far enough so the door still will slide, but cannot be lifted up out of the track when closed.
- **Install a slide bolt** for minimum security. Refer to Figure 14 under Sliding Windows.

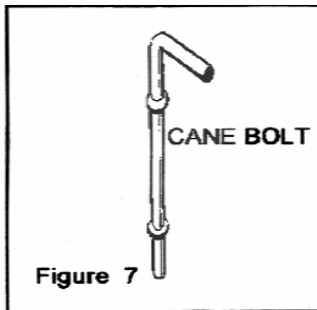
- **Bolt and padlock.** To offer additional security when your home is unoccupied, a padlock keyed to your front door may be added to the slide bolt (Figure 6C). Also refer to Padlocks (Figure 10) for minimum requirements for a security padlock.



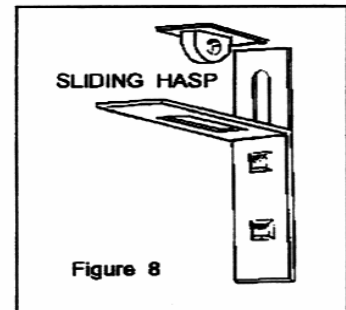
Garages

Always keep interior and overhead garage doors closed and locked. Thieves sometimes drive through an area looking for an easy opportunity. It takes only seconds to jump out of a car, run into a garage and take bicycles or lawn equipment. Intruders may gain entrance through the garage, burglarize the garage, and even use tools stored there to break into your home. Keep tools in a locked location.

The standard single lock on most garage doors is not adequate to keep intruders from prying up the opposite side and crawling in. Secure your garage door with one of the following:



- Add another bolt and padlock to the side opposite the current lock.
- Install a pair of cane bolts to the inside (Figure 7). These bolts operate only from the inside.
- Use a padlock in one or both of the tracks just above a roller.
- Add a top center hasp (Figure 8). Any person of average height can operate this device.

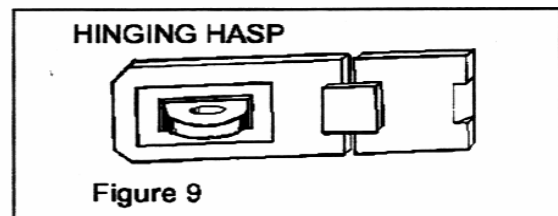


Additional garage security can be obtained by performing the following:

- **Secure garage windows** in the same manner as windows in your home. If the windows are not used, screw the windows shut to keep them permanently closed.
- **Cover garage windows** with one-way window film so you still can see out but thieves cannot see whether the garage is empty. Burglars often look into the garage to determine if any cars are inside before breaking into the home.
- **Consider installing a 180 degree wide angle viewer** or peephole so you can see if anyone is outside if your garage door does not have a window. (Figure 1)
- **Display your house number** on your garage door or back yard fence with reflective paint in numbers at least 2 1/2 to 3 1/2 inches high so that emergency vehicles can locate your house quickly from the alley, if necessary.
- **Secure attic openings** in attached carports or garages by installing a case hardened steel hasp and padlock (Figures 9 and 10).

Hasps (Figure 9)

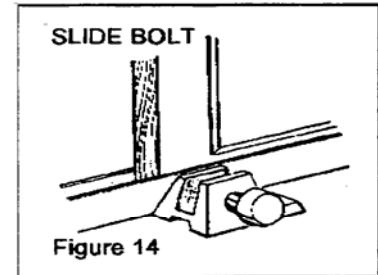
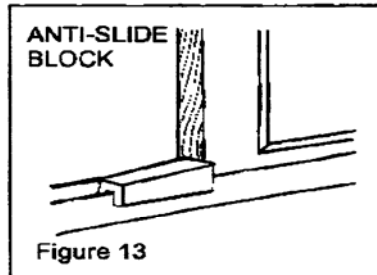
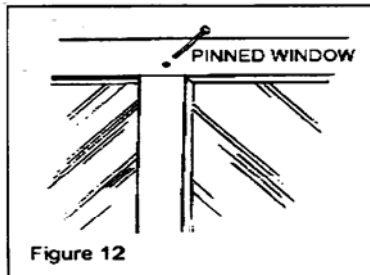
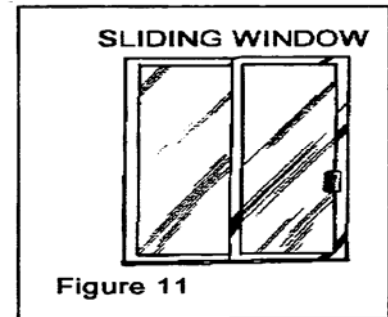
Hasps must be of case hardened steel and installed with carriage bolts through the door or fence gate. Use large washers on the inside. After the nuts are secured, deface the threads of the bolt ends with a hammer to keep the nuts from being removed.



Sliding Windows (Figure 11)

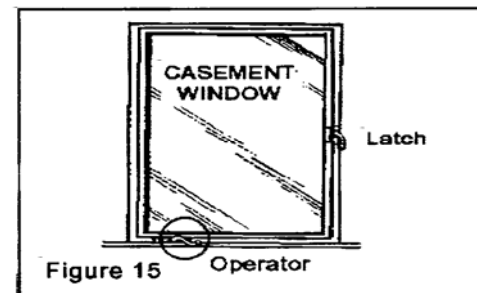
Sliding windows present the same types of problems as sliding glass doors; prevent the window from sliding or being lifted out of the track by using one of the following devices:

- Window pins (Figure 12) are discussed under Double Hung Windows below.
- Anti-slide block (Figure 13)
- Slide bolt (Figure 14)
- Install screws in upper track. Discussed further under Sliding Doors.

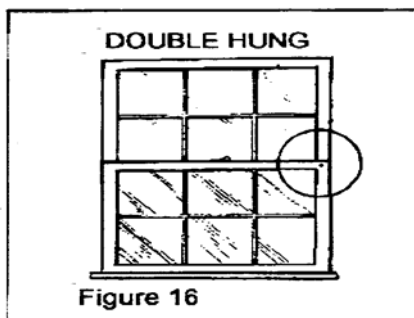


Casement Windows (Figure 15)

Make sure the latch works properly and the operator crank has no excess play. Replace worn hardware. For added security simply remove the operator crank from all windows but keep one in a safe place in each room for your use in case of emergency.

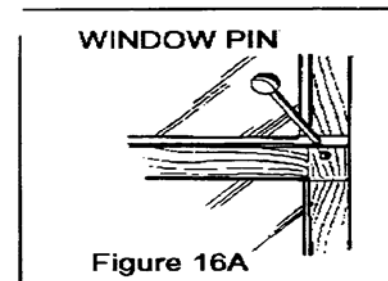


Double Hung Windows (Figure 16)

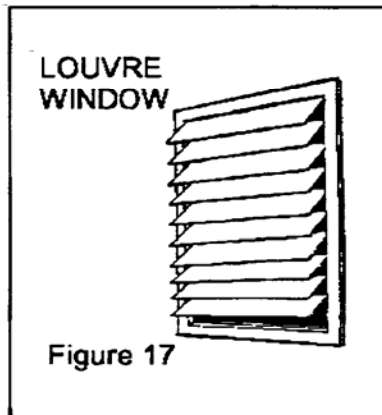


The standard crescent latches on double hung windows may be easily jimmied open. Several types of secondary locking devices are available at home improvement or security stores. The following is a simple, inexpensive method of securing double hung windows:

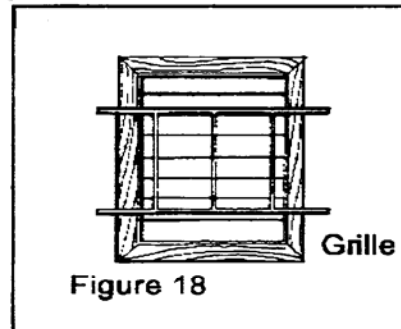
Pin window by drilling a downward sloping hole into the top of the bottom window through and into the bottom of the top window. Insert a metal pin or nail (Figure 16A) that can be easily removed in case of fire if a quick exit is needed.



Louvre or Jalousie Windows (Figure 17)



These windows are extremely difficult to secure. If possible, remove and replace these windows with solid glass or another type of window. If replacement is not possible, protect the window with a grate or grille (Figure 18). To ensure fire safety, use an inside release mechanism approved by the fire department in bedrooms. Do not leave the house with windows in a ventilating position. This is an invitation for thieves to attempt to pry them open.



Lighting

Good exterior lighting may be one of the best crime deterrents and is especially important where the yard area and view of the house is obscured by shrubbery or high fences. The more light, both inside and outside of your home, the better to discourage burglars. Take a few moments after dark to walk all the way around the perimeter of your house to determine dark areas where an intruder might hide.

- **Light the front, rear, and both sides of the exterior of your home.**
- **Locate outside lights under the eaves** or on the edge of the roof where it would be difficult for an intruder to reach them to break or remove light bulbs. Many types of outdoor lighting have wire guards to prevent breakage of the bulbs by vandals.
- **Use an inexpensive timer** or photoelectric cell to automatically turn lights on at dusk and off at dawn. Some fixtures come equipped with photoelectric cells.
- **Use exterior lighting regularly.** Turning on lights only when you are away signals your absence to criminals.
- **Keep on an interior light at night** with an inexpensive timer attached to lamps in one or more rooms. If you will be away overnight, set the timer to switch off the light at bedtime so that lights burning all night are not a give-away to a determined burglar.
- **Keep a lamp lit if you will be returning home late at night.** It is safer to enter a lighted room than a dark one.

Many types of outdoor lighting and timers are available for do-it-yourselfers at home centers and hardware stores. Compare not only the cost of the bulbs but the expected lamp life and lumens per watt ratings. More expensive types of bulbs, such as high pressure sodium, actually may be cheaper to operate in the long run. Contact TU Electric at the number included in Section III for specific fixture operating cost comparisons.



Landscaping

Burglars often look for dark or obscured areas in which to hide while they gain entry to your home. An unobstructed view of your home does not allow the burglar the privacy he may need and allows neighbors or patrolling police to more easily spot any trespassers.

- Trim back any shrubbery or plant growth that blocks the view of your front door or windows from the street.
- Cut back any tree limbs that may provide easy access to a second story window.
- Trim hedges and other plant growth away from doors and to window sill level on side and rear windows. Trim underneath hedges to about 12 inches above the ground. These measures will help to eliminate hiding places for intruders.

Fences

The best security fence is a chain link fence, minimum No. 9 gauge, with a height of at least six feet. A solid privacy fence is not recommended. This style of fence affords an intruder a hiding place while he tries to gain entry to your home. If you are installing a wood privacy fence, the following guidelines will help to increase security.

- Ensure that the support spines are installed on the inside of the fence, so the spines cannot be used as a ladder to easily climb into your yard.
- Leave spaces between each board to allow you to see if anyone is lurking in the alley. This also allows officers and others to see into your yard.

Security Closet

If you have valuables such as silverware, guns, jewelry, cameras, or other items, consider providing a security closet as a secondary barrier. A security closet also affords you a secure room if you realize there is an intruder in the house. Take your cellular phone with you if you have one. Follow these steps to convert an extra closet to a security closet:

1. Line closet walls with 3/4 inch plywood to strengthen them. Sheet rock walls can be kicked in from another room facing the closet wall.
2. Install a 1 3/4 inch solid core wooden door on the closet.
3. Install non-removable hinges or pin hinges to prevent removal of the door from the outside (Figure 5).
4. Install a 1 inch single cylinder dead bolt lock with the keyed side on the outside of the closet door. Hide the key in a safe place, far away from the closet.
5. Use 3 inch screws to install a reinforcing metal strike plate.

Small items that cannot be marked with identification numbers or that are rare and cannot be replaced, such as coin and stamp collections, should be kept in a safe deposit box at the bank for added security.



Alarms

Alarm systems may substantially reduce the probability of a burglar targeting your home, but do not depend exclusively on an alarm to protect you. **Alarms do not take the place of physical security — be sure to use the proper locking devices on doors and windows.** The basic functions of a security alarm system are deterrence, detection, and reporting. The elements of a basic alarm system should include the following:

- **System control panel** with read-out ability to check system functions. At a minimum, the control panel should show when the system is on, armed, and whether the battery is charged. Most systems have three settings:
 - **Off** shuts off all system sensors.
 - **Away** activates all system sensors and is only used when no one is at home.
 - **Home** activates the sensors that guard the exterior doors and windows, allowing you to move around inside the house and still be protected.
- **Reliable back-up battery** that will run the system during a power outage. The battery should be tested semiannually and replaced after three years.
- **Magnetic contacts** form a circuit between a door and the door frame or a window and a sill. When the door or window is opened, it breaks the circuit and sounds the alarm. Magnetic contacts on all exterior openings are required for homeowner's insurance premium reductions. Always ensure that your doors and windows are securely latched before arming your alarm system. Unlatched or loose fitting doors and windows may move or open from wind, causing sensors to trigger a false alarm.
- **Audible interior and exterior alarms** to warn you of an intrusion as well as to alert neighbors. Audible alarms also let the intruder know he has been detected.
- **Smoke and heat detectors** should be installed throughout your home to provide the earliest possible warning of fire.
- **System monitoring.** In addition to sounding the alarm, your system should transmit a signal to a 24-hour Underwriters Laboratory listed central monitoring station to ensure immediate notification of the police or fire department.

Security system technology is constantly changing. The best home security systems are customized to take into account your schedule, your children and pets, the configuration of your home, and any other special circumstances. Specific components of a security system also may include one or several of the following features. Discuss the cost and availability of these components with your security professional.

Motion detectors are passive infrared, photoelectric, or microwave detectors which will sense changes in a room caused by a human presence. Installation of motion detectors must be tailored for the circumstances of your home. If not properly set, these devices can cause false alarms by detecting pets and the movement of plant leaves, curtains, or balloons caused by drafts or air conditioning vents.



Home Security Devices and Methods (Continued)

Panic buttons can be manually activated if you suspect an intruder or if an intruder tries to force entry. Panic buttons are commonly located on system keypads, next to beds, alongside doorways, or as hand-held remote units.

Glass break detectors recognize the sound of breaking glass in a door or window and activate the alarm. These detectors provide an alert for burglars who may break the glass out of a window to prevent activation of magnetic window contacts.

Long range back-up radio transmitter to send a radio alarm signal to the monitoring station even if someone cuts the telephone lines.

Pressure mats placed under rugs in doorways, hallways, window areas, or stairways react to pressure from footsteps to activate the alarm.

Burglar screens will activate the system if the screen is cut or removed from the window.

Closed-circuit television system will let you monitor and/or record activity inside or outside of the home.

Specialized sensors can detect a variety of events such as a medical emergency, carbon monoxide gas, natural gas, or extreme low temperature inside the home.

Telephone lines should be buried, if possible, and the telephone control box should be installed in the garage to prevent tampering with telephone lines.

Wired systems use concealed or exposed wiring to connect the security system components.

Wireless systems use radio frequencies to connect the security system components.

The following guidelines will help you to select a reputable security company:

- Ask friends and neighbors for recommendations.
- Obtain written estimates of installation costs, monthly fees, and length of contract from two or three companies before making a decision. Discuss the equipment, warranty, training and written materials your family will receive, and all charges that will be involved, including any charges if additional training or servicing is needed.
- Make sure the salesperson and installers are currently licensed through the Texas Board of Private Investigators and Private Security Agencies. A current license is required by Texas law.
- Check the Better Business Bureau to see if the company has a record of satisfactorily handling any complaints.
- Ask for customer references and call them to see if they are satisfied with the service they have received since installation. The level of service after installation may be just as important as the actual equipment.

Additional assurance may be achieved by ascertaining if the company:

- Is a member of the North Texas Alarm Association (NTAA). Membership requires that the company has been operating for at least two years, and that it be sponsored by another NTAA member.
- Has signed the Alarm Accuracy Program Covenant which is a program sponsored by the National Burglar Alarm Association designed to help reduce false alarms.





Home Security Devices and Methods (Continued)

Additional information

Use your security devices! Remember that even the best locks and security alarms will work only if properly and consistently used. Outside doors and windows always should be locked. Some thieves look for residents working in the yard, washing a car, or engaged outside. Then they enter from the opposite side of the house to steal purses or other valuables while the unsuspecting victim is nearby.

Home Security and Insurance Reduction Surveys in this section provides information about obtaining professional advice from the DPD and homeowner's insurance reductions for which you may be eligible. Consult a professional at a home improvement center, hardware store, or reputable locksmith for further information about locks. Specialty security stores offer many additional security products.

See Operation ID in this section for information about property etching. For information about alarm permits and ways to prevent false alarms, see Security Alarm Ordinance in Section II.



Dallas PD Crime Prevention Brochures

Name of Publication

Publisher

Automobiles

Auto Theft Prevention	DPD
Carjacking	DPD
Don't be a beastosaurus, Share the Road	TDPS
How to Protect You and Your Car (English/Spanish)	AARP
Por el Futuro de su Familia (Seatbelt Safety)	TSA

Business Crime

Business Watch	DPD
Mind you Business	State Farm Ins.

Child Safety

Assault Prevention for Children	DPD
How to Protect Your Child	NCSC
Crime Prevention for Children	City of Dallas
Let's Play it Safe	LAW PUBLICATIONS
McGruff Says be Bicycle Safe	NCPC
Official Safety Manual, 1 st Grade	NCPC
Official Safety Manual, Ages 5-7	NCPC
Official Safety Manual, Ages 7-9	NCPC
Official Safety Manual, Ages 9-12	NCPC

Crime Prevention, General

Armed Robbery Report	DPD
Crime Prevention...Its Everybody's Business	DPD
Dallas Neighborhood Crime Watch	DPD
El Programa De Vigilancia De La Comunidad	city of Dallas
How to Protect Your Neighborhood (English/Spanish)	AARP
Prevent Crime During the Holiday Season	AARP
Take a Bite out of Crime (for teens)	NCPC
VIP-Volunteers in Patrol	DPD
What is Self-Defense?	TDH

Gangs

Gangs in Dallas	DPD
Parents Guide to Gang Prevention	DPD



Home Security

How to Conduct a Security Survey (English/Spanish)	AARP
Make My Day-Secure Your Home	AARP
Operation ID	DPD
How to Report Suspicious Activities (English/Spanish)	AARP
How to Use 911 Emergency Services	ASE
Police...Your Friends (for Children)	DPD
What to do When Stopped by the Police	DPD

Senior Citizen

Crime Prevention for Senior Citizens	DPD
Domestic Mistreatment of the Elderly	AARP
Age Doesn't Make Any Difference (English/Spanish)	TDH

Sexual Assault

Information for Survivors of Attempted Sexual Assault (English/Spanish)	TDH
Marriage: A License to Rape? (English/Spanish)	TDH
Rape- Suggestions for Self Protection (English/Spanish)	City of Dallas
Sexual Assault (English/Spanish)	TDH
Sexual Harassment	TDH
Y Si (Spanish)	TDH
Your Best Weapon Against Rape	DPD

Substance Abuse

An Introduction to misused drugs	NCSP
Bring Up a Drug Free Generation	NCPC
Learn to Recognize the Symptoms of Drug Abuse	NCSP
Talk with your Kids about Drugs	NCSP

Victims

Crime Hurts...You Can Help (victims support)	NCPC
Texas Crime Victims Compensation Program (English/Spanish)	TX AG

Key to Publishers:

AARP American Association of Retired Persons	TDH	Texas Dept. of Health
ASE American Security Educators	TDPS	Texas Dept of Public Safety
NCPC National Crime Prevention Council	TSA	Texas Safety Association
NCSC National Child Safety Council	TX AG	Texas Attorney General

Additional Information

Many of the DPD-published brochures and some of the others can be reprinted with private donations to include a sponsor's logo. Contact the ICP Coordination Unit at the number listed on Section II for information and to obtain permission of you or a corporate donor is interested in sponsoring publication of a brochure.



Some of the brochures, such as those printed by the American Association of Retired Persons and the National Crime Prevention Council, may be available directly from the organization at no cost or low cost to crime watch groups. To inquire about obtaining brochures directly, see the list of Other Resource organization sin Section VI for the addresses and telephone numbers.



DPD Crime Prevention Programs

The DPD offers many formal crime prevention program presentations, which are available to groups. These programs are generally an hour in length. Your crime watch officer or the crime prevention specialist can present many of the programs from your substation. An appropriate expert such as a Gang or Narcotics unit officer presents some.

Program Topics

Auto Theft-Designed to teach the public how to protect a car from theft by informing them of the latest anti-theft devices and prevention methods.

Bicycle Rodeo-designed to teach children bicycle safety by giving them several activities in which they maneuver their bicycles.

Bicycle Safety- designed to teach children of all ages safety skills and bicycle regulations.

Carjacking-designed to teach children of all ages safety skills and bicycle regulations.

Carjacking-designed to inform the public about how carjackings occur, methods of prevention, and how to avoid becoming a victim.

Child Molestation- designated to teach children to recognize and report molestation and to inform adults how to teach their own children and deal with this topic at home.

Construction Site Security-designed to teach and inform senior citizens how to avoid becoming victims of crimes that typically target seniors

Drug and Alcohol Abuse-designed to inform adults how to deal with drugs and alcohol, as well as to teach children about the detriments of drugs and alcohol.

Executive Protections-designed to teach high level executives in prominent positions about how to best prevent extortion and kidnapping of themselves and their families.

Forgery, check and Credit Card Abuse- designed to teach merchants and their employees how to avoid becoming victims of bad, forged or stolen checks and credit cards.

Fraud, Cons and Credit Card Abuse- designed to inform the public about how not to become a victim of theft from fraud and con artists who make up fake business ventures to part the victim from his money.

Gangs- designed to educate the public about gang activities and how to keep children out of gangs.



Internal Theft-designed to teach business owners and management how to best prevent theft by employees and other business associates.

Latchkey Kids-designed to teach parents and their children personal safety, awareness, and crisis avoidance for children who stay home alone for extended periods of time.

Max the Robot- large group presentation of an actual working robot used to present crime prevention programs of all kinds to children.

McGruff Presentations-large group presentation of an individual in a McGruff the Crime Dog Suit accompanied by a crime prevention officer to teach children all aspects of safety.

Office Security-information about how to make an office as secure as possible from thefts, assaults and robberies.

Officer Friendly-designed to introduce children to the police and to explain the police function and police equipment with the intent to eliminate the fear of police.

Police Officer as a Career- designed to approach young people as well as young adults with the information for the qualifications to become a police officer and an explanation of the police officer role.

Robbery Prevention-designed to teach the public how to best avoid being robbed and how to get out of a dangerous robbery situation as safely as possible. This program can be geared toward individuals, banks and saving and loans or retail businesses.

Sexual Assault Prevention-designed to help women avoid becoming victims of sexual assault and to teach them how best to avoid further injury in cases where rape is imminent.

Shoplifting Prevention- designed to teach merchants and their employees how to deter or prevent shoplifters and how best to handle a shoplifter when spotted and arrested.

Teens Crime and the Community-designed to combine education and action to help teens understand whom crime affect them, their friends and the community.

Vandalism-teaches the public how to best deal with destruction of property and who to contact for removal of graffiti or additional information

Violence in the Workplace-designed to inform the business community about what constitutes violence in the workplace and how to deal with situations involving violent behavior.

What is Suspicious? -designed to teach the public especially crime watch group, that suspicious activity can be a prelude to crime and how to report this activity immediately.



When and How to Report an Offense- designed to teach the public how to report a crime, what happens as the report is taken and what information is needed by the dispatch center for the officer enroute to the location.

Additional Information

Be sure to request presentations six to eight weeks in advance to ensure availability of the appropriate person. Arrangements should be made through your crime watch officer at the number in Section I. If you wish a specialist from another unit to speak to your group, your crime watch officer will be able to assist you. Other police or crime related subjects could be addressed in a formal presentation. Custom presentations will be made if your area has a specific need.



Chapter VIII

Sample Crime Watch Forms



Crime Watch Meeting

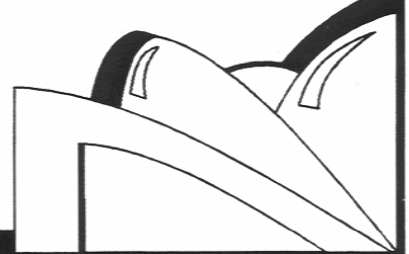
**Are You Concerned About Crime?
Please Join Us!**

What: _____

Where: _____

When: _____

**Other
Info:** _____



Crime Watch Meeting

Date: _____

Place of Meeting: _____

Attendance: _____

Crime Watch Area: _____

Please print all information clearly.

[illegible]***Please Print Clearly***

YES ! I WANT TO HELP . . .

Please print your name and phone number

Plan/Coordinate Neighborhood Gatherings

1 _____ 3 _____
2 _____ 4 _____

Provide a refreshment for gatherings

1 _____ 6 _____
2 _____ 7 _____
3 _____ 8 _____
4 _____ 9 _____
5 _____ 10 _____

Make Phone Calls – Reminders of Meetings, etc.

1 _____ 5 _____
2 _____ 6 _____
3 _____ 7 _____
4 _____ 8 _____

Donate Paper/Envelopes

1 _____ 4 _____
2 _____ 5 _____
3 _____ 6 _____

Collate, Staple, Stuff Envelopes

1 _____ 5 _____
2 _____ 6 _____
3 _____ 7 _____
4 _____ 8 _____

Write Articles for Newsletters

1 _____ 3 _____
2 _____ 4 _____

Distribute Newsletters

1 _____ 5 _____
2 _____ 6 _____
3 _____ 7 _____
4 _____ 8 _____



Crime Watch Block Directory

Information Request Form



Dear Neighbor,

Our crime watch group is preparing the block directory for

(Street Name)

A copy of the block directory will be provided to each resident so that if we notice anything unusual around a neighbor's home, we will know who to call. **(Of course, in any emergency situation you should always call 911 first.)** Will you please take a moment to provide the information below so that our directory will be as complete as possible?

Name(s): _____

Address: _____

Home Phone: _____

Work Phone(s): _____

Please complete and return this form to me at _____
or call me at _____ if you have any questions or concerns about
how this information will be used.

Thank you for your cooperation.

Block Captain



Neighborhood Block Directory

YOUR STREET		ALLEY	
<div>Across the Street</div> <div>Address: _____</div> <div>Names: _____</div> <div>Home Phone: _____</div> <div>Work Phone: _____</div>	<div>Across the Street</div> <div>Address: _____</div> <div>Names: _____</div> <div>Home Phone: _____</div> <div>Work Phone: _____</div>	<div>House Behind Next Door</div> <div>Address: _____</div> <div>Names: _____</div> <div>Home Phone: _____</div> <div>Work Phone: _____</div>	<div>House Behind Next Door</div> <div>Address: _____</div> <div>Names: _____</div> <div>Home Phone: _____</div> <div>Work Phone: _____</div>
<div>Next Door</div> <div>Address: _____</div> <div>Names: _____</div> <div>Home Phone: _____</div> <div>Work Phone: _____</div>	<div>Next Door</div> <div>Address: _____</div> <div>Names: _____</div> <div>Home Phone: _____</div> <div>Work Phone: _____</div>	<div>House Behind Next Door</div> <div>Address: _____</div> <div>Names: _____</div> <div>Home Phone: _____</div> <div>Work Phone: _____</div>	<div>House Behind Next Door</div> <div>Address: _____</div> <div>Names: _____</div> <div>Home Phone: _____</div> <div>Work Phone: _____</div>



Personal Inventory Listing

Name: _____

Date: _____

Address: _____

Page: _____

Store this listing and photographs of valuables in a safe place.

[illegible]

Be sure to list all valuables. Items commonly stolen during home burglaries are: televisions, radios, stereos, computers, VCRs, camcorders, power tools, typewriters, cameras, jewelry, bicycles, and guns.



Chapter IX

Other Information

Commonly Asked Questions

The crime watch chairperson often becomes the focal point for questions from neighbors, not only questions related to crime but often those related to traffic control, city ordinances, pet problems, and so forth. The following are some of the most frequently asked questions.

Traffic

We need a stop sign (traffic light/school zone/speed bumps) in our neighborhood. Who do we call and what are the requirements? Dallas Public Works and Transportation Department determines the necessity for stop signs, traffic signals, and school zone lights. Contact Planning and Development for speed bumps. Speed bumps require a traffic flow of 500 cars per day and must be initiated by a petition of two thirds of the residents on the street. The speeding problem will then be monitored to document the need.

Speeders continually cut through our neighborhood. We are worried about our children. What can we do? Speeding complaints can be directed to the DPD Traffic Division.

Neighborhood kids race their extremely loud motorcycles around the area. We call the police but by the time they come out, the kids are gone. How do we put a stop to this? When calling the police regarding an on-going neighborhood problem, residents should ask to be contacted by the responding officer. Residents should try to provide times when the problem is occurring, vehicle descriptions, license plate numbers, and names and addresses of the kids involved, if known. The resident should ask the responding officer for the service number assigned and request that an ICP referral be made to follow up on the problem. If the problem persists, the resident may contact the ICP officer in charge of their area.

Animals

A neighbor lets his dog (cat) run loose. What can be done? According to the city ordinance, a person commits an offense if he fails to restrain a pet (including cats) in an enclosed structure, a fenced yard, or by leash. Any animal not restrained by a leash, fenced yard, or enclosed structure is defined as a stray by the city ordinance and is subject to impoundment regardless of whether the animal is registered and/or tagged. The offense is punishable by a fine of \$25 to \$2,000.

What are requirements for owning a dog or cat in the City of Dallas? The owner or harbinger of a dog or cat must have the animal vaccinated annually for rabies, present a certificate of vaccination, and pay an annual registration fee to animal control to obtain a registration tag for the animal. It is a violation of this ordinance to harbor more than four



dogs, cats or any combination of dogs or cats on the premises of a dwelling unit that shares a common wall with another dwelling unit. The city does not limit the number of pets in detached houses. Violation of any of these provisions is subject to a fine of \$100 to \$2,000.

A neighbor's pet comes into my yard, what can I do? A resident who finds an animal on his/her premises may confine the animal. The resident must notify animal control within 72 hours to impound it. The impounded animal must be claimed within three days, after which it may be sold, disposed of, or euthanized. To redeem an animal from the city shelter, the owner must pay the registration fee and \$7 if the animal was delivered to the pound or \$33 if the animal was impounded by animal control. Traps designed to harm or kill an animal are forbidden, unless the trap is designed to kill common rodents and is not placed where other domestic animals may be endangered.

A neighbor's dog howls at night. Is this against the law? Noise made by any animal is considered unreasonable if it continues for more than 15 minutes or exceeds the sound pressure level allowed in a residential district. A person who is disturbed by an animal who unreasonably barks, howls, crows, or makes other unreasonable noise may file a disturbance complaint with animal control, who will mail a notice to the owner. If the disturbance continues, the complainant may file a civil complaint with the city attorney.

Are chickens allowed in the city? The city ordinance does not prohibit raising chickens on your property as long as the animals are fenced in, the area is kept clean, and the chickens do not make unreasonable noise. The sale of chicks as pets is prohibited.

A vicious dog is frightening our neighbors. How can we protect our children?

Dangerous dogs fall under provisions of state law as well as city ordinance. The Texas Health and Safety Code defines a dangerous dog as one who, in a place other than the dog's enclosure, makes an unprovoked attack that causes bodily injury, or causes a reasonable person to believe that the dog will attack. In addition to the normal requirements for dog ownership, the owner or harbinger of a dangerous dog must register the dog as a dangerous dog, restrain the dog at all times on a leash or in a secure enclosure, and obtain liability insurance of at least \$100,000.

A neighbor's dog bit someone. Where does he file a complaint?

A complainant bitten by a stray dog must file a written sworn complaint with animal control. Animal control will set a hearing, give notice to the dog's owner, and impound the dog. After the hearing, if the complaint is found to be true and the dog is found to have exhibited vicious propensities in the past conduct, animal control may destroy the animal or order it removed from the city. If the complaint is determined to be unfounded, the animal may be returned to its owner.



Solicitors

Solicitors knock o my door all hours of the day and night. What can I do?
Solicitation

At your residence is not allowed before 9:00a.m. or after 30 minutes following sunset of any day, or any time on a Sunday or major holidays. Visits before or after the allowed times should be reported. Obtain the name of the person and company and report it to the police.

I don't want to be bothered by salesmen at all. Can I put up a sign? Residents may Exhibit in a conspicuous place a "No Solicitors" sign with letters measuring no less than 2/3" in height. Solicitors are in violation of the ordinance if they knock or ring the doorbell at any residence displaying such a sign. Violations should be reported to the police. This provision does not apply t charitable solicitation. Charitable solicitors must register with the city. Religious solicitors must register and conspicuously display an identification badge.

How do I stop people from leaving advertising flyers on my doors? Sorry-other than contacting the companies involved to complain, there is nothing you can do. It is a violation of federal law to place any materials in a mailbox without affixing proper postage, but there is no law against leaving materials on your door or porch. Surprising at it seems, your sidewalk and front porch area are considered a public access way.

Telephone solicitors are driving me crazy. How so I stop them? Telephone solicitors may not call a residence before 9:00 a.m. or after 9:00 p.m. Mondays through Saturday or before noon or after 9:00 p.m. on Sundays. Complaints should be directed to the Consumer Protection Division of the Texas Attorney General's Office. Recent changes in Texas law require that telephone solicitors remove your name and telephone number from their calling list if you request it over the telephone. Obtain the name of the caller and the company at the time of the call. The Texas Public Utility Commission investigates complaints regarding violation of this law.

My mailbox is filled with junk mail every day. How do I stop it? Send your full name and any variations of your name along with your address to: Mail Preference Service, c/o Direct Marketing Association, P.O. Box 9008, Farmingdale, NY 11735-9008. Ask to have your name put on the master "purge list" used by 3,500 direct Marketing Association members. When you give your name and address to a company or group, ask that it not be shared with anyone else. Instead of tossing out those postage-paid envelopes, mail them back to the sender with a note asking to be removed from the mailing list.

Trash and Recycling

When and how often is trash picked up in the City of Dallas? Dallas is one of the few major cities that still pick up household trash twice a week. Trash must be placed in a bag or trashcan weighing no more than 40 pounds. Loose trash may be placed in a trashcan without a bag by purchasing a special annual sticker for your can. Curbside collection of brush and bulk trash is performed once per month. Brush is defined as limbs, twigs, and



bagged leaves. Bulk trash includes old appliances, furniture, mattresses, etc. Construction debris will be picked up only at an extra cost. Dirt, rocks, or concrete will not be collected. Certain areas of the city are eligible for a weekly recycling program. Call the Dispatch Center to find out scheduled pick up days and information about trash can stickers.

Residents in our area put out big piles of trash, brush, and tree trimmings weeks before pick-up. It is a violation of city ordinance to place trash in the alley or curb more than a week before scheduled pick up. If you miss the monthly scheduled pick up, you can call the Dispatch Center; if they are still in the area, they may come back. Special pickup can be arranged for an additional charge by calling the Sanitation Department's Customer Service. Major yard clean up and trimming of trees should be performed just prior to the scheduled pick up day to avoid violation of the ordinance.

Will the city pick up grass clippings or bagged leaves? The city will pick up grass trimmings only with a special permit purchased for a fee. Bagged leaves will be picked up only on bulk trash pick up days. Grass clippings and leaves may be dropped off at no charge at the McCommas Bluff Landfill or any of the Sanitation Department Transfer Stations to be used in the City composting program. Consider starting your own compost pile for free fertilizer. Information on composting is available from the Texas A & M Agricultural Extension Service and most area garden and nursery stores.

Other City Ordinances

What are the responsibilities of a property owner? Some of the responsibilities of a property owner are to maintain a structure in a weather-proof and water-tight condition, provide drainage to prevent standing water, eliminate objects or conditions on the property capable of causing injury such as open well, dead trees and branches, pointed objects and holes.

My neighbor doesn't take care of his yard. What are the city's requirements? Grass and weeds on property must be kept below 12 inches. Failure to do so may result in a court citation and a bill for mowing services if the City has to cut the weeds. The interior and exterior of the structure must be kept free of trash and litter, motor vehicles must be parked on approved surfaces such as concrete or asphalt, not on yards or sidewalk, garbage containers must be properly placed at the collection point on the day of collection. The homeowner or tenant is responsible for litter and high weeds in the area between the curbs in front of the house to the middle of the alley or back property line if there is no alley. Code violations should be reported to the Dallas Action Center.

What can be done about junk cars on our street? Motor vehicles that are inoperative or partially dismantled and have expired license tags or safety stickers are considered "junk motor vehicles" by Dallas City Code. These vehicles are in violation of the Code and may be ticketed. In cases of lengthy non-compliance, the City has the authority to tow a vehicle and have it crushed.

Isn't it against the law to operate a business from your home? If you have a home occupation in a residentially zoned area, you may not employ a person other than the occupants of the residence; you may not advertise in the yellow pages nor use a sign or



advertisement on or off the premises. You may not generate loud and raucous noise that interferes with the public peace and comfort.

What are the ordinances regarding garage sales? The City of Dallas permits two garage sales each year per property. The sale may last no longer than three days and a person cannot sell merchandise acquired solely for resale purposes in a garage sale. The sale must be inside a building, in the garage, or on a patio, not on the front lawn. Signs are limited to one sign, 2 square feet, placed on the lot where the sale is taking place. Call the Dallas Action Center to report a violation.

The area looks trashy with all the signs on telephone poles, trees, and fences. What is the city code? The City Code stated that no person shall post or affix any notice, poster or other paper or device, calculated to attract the attention of the public to any lamp post, public utility pole or shade tree, or upon any public structure or building, except as may be authorized or required by law. Violations should be reported to the Dallas Action Center.

I've been trying to work with the city about a neighborhood problem, but nothing is getting done. Who can I go to for help? The DPD's Interactive Community Policing (ICP) officers serve as a single police department point of contact for addressing non-emergency problems and will coordinate with other city departments as needed to resolve neighborhood concerns relating to safety or crime. Call your ICP officer to discuss your problem to see if he or she can offer assistance. Your city council member also may be able to offer assistance.

Additional Information

The Dallas Action Center phone (311) is answered 24-hours per day and is a good place to start with any concerns or problems with city services. The Action Center operators provide referrals and process service requests for other city departments. A list of council members and their telephone numbers are included in Section III.

Telephone numbers for each of the departments or organizations mentioned above are included in Section III, Helpful Telephone Numbers.



Victims' Assistance

As defined by the Texas Crime Victim's Rights Act, a **violent crime victim** is someone who:

- Has suffered bodily injury or death or who has been the victim of a crime involving aggravated assault, sexual assault, kidnapping, or aggravated robbery.
- Is the close relative of a deceased victim, or
- Is the guardian of a victim.

Texas Crime Victim's Rights

Victims of violent crimes have certain rights in the Texas criminal justice system. These rights have been incorporated into a "Bill of Rights for Victims of Violent Crimes." As a violent crime victim, you have the right:

- To protection from threats of harm arising from cooperation with prosecution efforts.
- To have your safety and that of your family taken into consideration when bail is being considered.
- If you so request, to be informed about the scheduling of court proceedings.
- If you so request, to information about procedure in the criminal investigation of your case by law enforcement, and about general procedures in the criminal justice system, including plea bargaining, from the prosecutor's office.
- To provide information about the impact of the crime to a probation department conducting a pre-sentencing investigation.
- To receive information about the Texas Crime Victim Compensation Fund which provides financial assistance to violent crime victims, and if you so request, referral to social service agencies that may provide additional help.
- If you so request, to be notified of parole proceedings, to participate in the parole process, and to be notified of the inmate's release.
- To be present at all public court proceedings relating to the offense, if the judge approves, and the right to a safe waiting area before and during court proceedings.

State law provides that a victim, guardian of a victim, or a close relative of a deceased victim may complete a Victim Impact Statement, detailing the emotional, physical, and financial impact that the crime has had on you and your family, and to have that statement considered by the sentencing judge and by the parole board prior to taking any parole action.

Crime Victim Liaisons

All victims of violent crimes should be provided with information by the officer responding to the call. The DPD and the District Attorney's office both have crime victim liaisons who will provide assistance and additional information or referrals to victims of violent crimes.

The neighborhood crime watch must act as a support group for any neighbor who has been a victim of crime. Not only does this help the neighbor deal with and overcome the incident, it strengthens the neighborhood as a whole by providing additional information for future crime prevention efforts and by sending a clear message to criminals that the group is unified. Neighbors may be able to aid the victim by going to court with him or her, assisting with Victim Impact Statement, or by just providing moral support.



Additional Information

For general information about the Texas Bill of Rights for Victims of Violent Crimes contact the Texas Crime Victims Clearinghouse. For information regarding counseling and assistance, contact Victims Outreach. These telephone numbers and the DPD and District Attorney's victim liaisons' telephone numbers are included in Section III, Helpful Telephone Numbers



Victims' Compensation

If you or a member of your family has been the victim of a violent crime resulting in death, physical injury, or psychological injury you may be eligible for supplemental benefits under the Texas Crime Victims Compensation Act.

Qualifications

In order to qualify for crime victim compensation, you must meet the following conditions:

- The crime must be reported to law enforcement within 72 hours of the commission of the crime unless there are justifiable extraordinary circumstances;
- The claim must be filed within one year unless good cause can be shown as to why the claim was not filed;
- The victim must be cooperating fully with law enforcement and prosecution efforts;
- The victim must be the innocent victim of a **violent crime**.

Potential Benefits

If you qualify, the potential available benefits include compensation for;

- Medical, drug, counseling, and rehabilitation expenses,
- Funeral expenses,
- Care of minor children,
- Partial loss of earnings and support.

There are limits to the amount of benefits a person may receive. Under certain circumstances, victims may be required to reimburse the fund. Crime victim compensation is the last source of financial assistance to proceed compensation to the victim after insurance and any other benefits or restitution.

How to File a Claim

Claim applications and additional information may be obtained from the DPD's or Dallas County District Attorney's victim assistance liaisons.

The crime victim liaison will assist you in applying for and obtaining benefits. The liaison will send the required documentation to the Crime Victim Compensation Division of the Texas Attorney General's Office. The liaison will also notify service providers that a claim has been applied for and is pending if so requested.



Additional Information

For general information about the Texas Bill of Rights for Victims of Violent Crimes contact the Texas Crime Victims Clearinghouse. For information regarding counseling and assistance, contact Victims Outreach. These telephone numbers and the DPD and District Attorney's victim liaisons' telephone numbers are included in Section III, Helpful Telephone Numbers.



Chairperson Recognition Awards

The City of Dallas and the Police Department recognize and appreciate the efforts of crime watch chairpersons, just as the participants of the neighborhood groups do. To show this appreciation, special recognition awards are given to crime watch chairpersons.

Length of service awards

Crime Watch Certificates of Merit are awarded annually to those chairpersons who have exhibited civic responsibility by devotion to the neighborhood crime watch program for a period of 5 year and at 5 year increments after that. The certificates are generally awarded y the Chief of Police at the Crime Watch Chairperson Awards Banquet held in August of each year. Certificates are mailed to recipients who cannot attend the reception in person.

Chairperson of the Month Award

The Chiefs of each of the six substations nominate two chairpersons each year for the Chairperson of the Month Award. The nomination is based on the chairperson's participation level in the crime watch and their outstanding efforts for the community and the police department.

Nomination is forward by the ICP Coordination Unit to the City Council. The City Council sets a date for the chairperson to receive the award and informs the crime watch officer, who then informs the recipient. On the scheduled date, the chairperson will receive the award from the City Council.

The recipient of this award is recognized each month in *The Link* newsletter.

Although all crime watch participants deserve recognition for their involvement, the chairperson put forth a great deal of effort to lead their group. The City of Dallas and the Police Department strive to honor and thank them with this special award.

Additional Information

If you would like to suggest an outstanding crime watch chairperson for this award, contact the crime prevention officer at your substation.



Dallas Crime Watch Resource Package User Comment Form

Once you are familiar with crime watch and this Resource Package, please fill out this form and mail it to the address on the reverse side of this page. Your comments will be valuable to us in producing future revisions and updates.

Are you? ☐ A new Crime Watch Chairperson/Volunteer
☐ Familiar with Crime Watch

How do rate your level of crime watch knowledge?

☐ Beginner
☐ Intermediate
☐ Advanced

Check the box that best describes your overall rating for each section:

Section	Very Helpful	Good	Fair	Needs Improvement	Didn't Use
Your DPD Operations Division					
Dallas Police Department					
City of Dallas Information					
Crime Watch Meetings					
Organizing a Crime Watch					
Crime Watch Activities/Tools					
Crime Prevention Programs					
Sample CW Forms					
Other Information					

Are there sections of the documentation you especially like?

Are there topics that you feel were left out or need more explanation?

Did you find errors in the documentation?

What part of the documentation did you use the most?

Other comments?

Thank you for completing this form. Your feedback will help us improve the Resource Package.



Your name, address, and telephone (optional):

Name: _____

Phone: _____

Fold

Fold and Mail To:

*Postage
Required*

**Crime Watch Executive Board
C/o DPD ICP Coordinaiton Unit
1400 S. Lamar Street
Dallas, TX. 75214**



