

# Crime Watch Executive Board 2000 - 2001



Apartment Reference Guide

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## **From the President of the Crime Watch Executive Board**

Dear User of this Guide:

This book is a product of the Crime Watch Executive Board 2000-2001. This Board is made up of civilian representatives of each sub-station as well as representatives of the Police Department. When I joined this Board in 1999, I found the same problems I had found other Crime Watch endeavors. We are artificially divided into business, single-family and multi-family Crime Watch groups. While some of the logistics of each group are different, we really all have the same goals. I had a vision of improving the communication and the tools for all our Crime Watch groups to facilitate each other.

A new member of the Board from the Business Sector took my vision and created the reality you hold in your hands. I want to thank Barbara Boazman for her work in bringing all the ideas together and making this handbook available to the City of Dallas. I also want to thank the other members of the Board for their input in the Handbook's creation and the DPD Officers for their feedback and support.

Sincerely,

Nancy R. Lloyd

Nancy R. Lloyd

CWEB President 2000-2001

**We want to thank Regency Office and Promotional Products**

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**for supplying the paper for printing this guide.**

This reference guide was developed by the Crime Watch Executive Board to meet the special needs of the multi-resident apartment industry in Dallas. Much of the information contained herein was taken from a similar document, which was provide to the Dallas Police Department's Northwest Interactive Policing and Crime Prevention Units by the Austin Police Department. We thank Senior Corporal Officer Scott Stephens for his graciousness in allowing us to use the information provided. Additional information contained herein was taken in whole or in part from the original Bluebook, published by the Apartment Association of Great Dallas (AAGD) in 1994 and the Texas Apartment Association's Bluebook.

**The information contained herein is meant to serve as a guide and not supersede the advice of legal counsel or company policy. Neither the publisher nor the author of this document is engaged in rendering legal services. If legal assistance is required, the services of a competent attorney should be sought.**

If further assistance is needed in explaining information in the Reference Guide you may contact the local Interactive Community Policing or Crime Prevention Units.

## Introduction

This information booklet will give the apartment manager the following tools: recognition of the warning signs of criminal activity, methods to stop residents from being a victim and a guideline to work effectively with the Dallas Police Department.

The Dallas Police Department recognizes that all properties are different, and therefore require special crime prevention techniques. While many of the following ideas make good sense for any establishment, some may be more appropriate for establishments with a history of problems. The booklet was designed for you to use and inspire ideas to protect your property. This is why we ask you to review all of the information and encourage you to implement those techniques that are best suited for your property.

The Dallas Police Department's Interactive Community Policing and Crime Prevention (ICP) officers have many relatively new law enforcement techniques to address and reduce the crime risk of the apartment industry in Dallas. They are dedicated to assisting each Property Owner and Apartment Manager in the implementation of these ideas. Remember one bad resident and/or neighbor can repel many good residents.

**Communication is your most effective tool!** Establish a fax or email program to share information with other apartment managers in your immediate area. Sharing information will help to eliminate the bad residents or prevent an unwanted applicants from moving to another apartment in your neighborhood. With an effective program of sharing information, you can alert others of a problem and possibly prevent a crime!

## **Interactive Community Policing (ICP)**

Community policing has been a commitment from the top down. The Dallas City Council, the City Managers Office and all areas of city services have joined forces.

Community policing is the interactive teamwork of citizens and city services. It is police officers and citizens working together to find solutions to community problems and concerns. Its goal is to improve the quality of life, decrease crime and disorder and increase resident satisfaction with city services by forming partnerships with citizens and businesses to improve the standard of life in Dallas.

The community police officer's role is expanding from the traditional role of answering calls for police service and making arrests to one with more authority and responsibility for what occurs on the officer's beat. The officers serve as coordinators of area residents and serve as a direct link between the citizens and the city. This philosophy is reflected by all officers, however each patrol division has 12 officers who are solely dedicated to performing community policing duties.

The role of the citizen is to be active within your neighborhood. There are many opportunities for each citizen to become involved with their ICP officers.

Join area crime watches.

Volunteers in Patrol (VIP) – Is a non-confrontational neighborhood patrol program. They are the eyes and ears of the police department by “patrolling” their neighborhoods. The VIP has a cellular phone and calls to report criminal activity, suspicious activity or unsecured property. Volunteers are never to take enforcement action.

The Citizens Policy Academy offers citizens an accelerated tour of the Dallas Police Department and its various operations and divisions. The two hour a week, ten-week program gives the attendees first hand knowledge and understanding of the workings of the police department.

For more information on these programs, contact the Community Policing Support Unit at 214-670-4427.

## Resource Telephone List

### Dallas Police Department:

#### Northwest Division

##### 9801 Harry Hines

Patrol	214-670-6178	Deputy Chief
Investigative Unit	214-670-6179	Lieutenant
ICP Unit	214-670-6206	Sergeant

#### Northeast Division

##### 9915 E. Northwest Highway

Patrol	214-670-4415	Deputy Chief
Investigative Unit	214-670-4416	Lieutenant
ICP Unit	214-670-7768	Sergeant

#### Central Division

##### 334 S. Hall Street

Patrol	214-670-4413	Deputy Chief
Investigative Unit	214-670-4414	Lieutenant
ICP Unit	214-670-4420	Sergeant

#### Southwest Division

##### 4320 W. Illinois Avenue

Patrol	214-670-7470	Deputy Chief
Investigative Unit	214-670-7471	Lieutenant
ICP Unit	214-670-6792	Sergeant

#### Southeast Division

##### 725 N. Jim Miller

Patrol	214-670-8345	Deputy Chief
Investigative Unit	214-670-8346	Lieutenant
ICP Unit	214-670-8346	Sergeant

#### Northcentral Division

##### 6969 McCallum

Patrol	214-670-7253	Deputy Chief
Investigative Unit	214-670-7236	Lieutenant
ICP Unit	214-670-7236	Sergeant

**VICE Section:** 214-670-7704

**Narcotics Section:** 214-670-6955

**Traffic Section:** 214-670-6955

**ICP Coordination Unit:** 214-670-4427

**SAFE Team:** 214-670-5598

**Dallas Fire Marshall:** 214-670-4319

**Texas Alcohol Beverage Commission** 214-670-1603  
**8828 Stemmons Freeway # 330**

**Department of Code Compliance**

**Northwest District** 214-670-1312  
**500 S. Ervay, 610 C**

**Northcentral District** 214-670-5870  
**500 S. Ervay, 610 C**

**Central District** 214-670-1314  
**500 S. Ervay, 200 B**

**West District** 214-640-7611  
**4320 W. Illinois Avenue**

**Southwest District** 214-670-7604  
**4230 W. Illinois Avenue**

**East District** 214-670-4537  
**500 S. Ervay, 200 B**

**Southeast District** 214-670-6961  
**500 S. Ervay, 200 B**

**Administration** 214-670-3118 Director  
**1500 Marilla** 214-670-3987 Assistant Director

See Figure 1, Dallas Police Department Divisional Map, to determine your location and your division. Then list the phone numbers in all appropriate places for easy access.





## Dallas Police Department Divisional Map

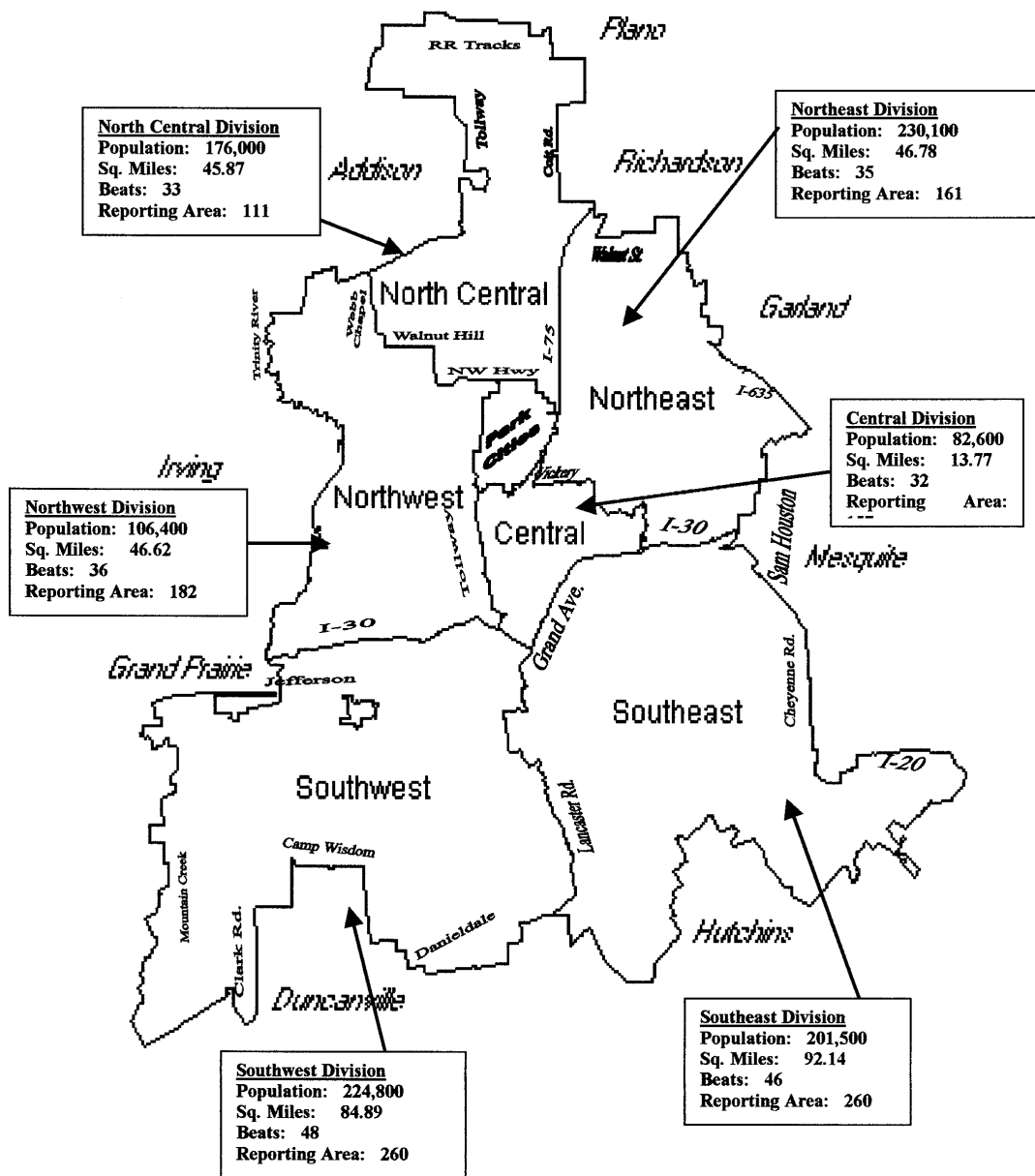


Figure 1

## Helpful City Numbers

City Hall Operator (general Information)	214-670-3011
Air Pollution	214-948-4435
City Attorney's Office	214-670-3510
City Manager's Office	214-670-3296
City Secretary's Office	214-670-3738
Mayor's Office	214-670-4054
City of Dallas Action Center	214-744-3600
Dallas Love Field	214-670-6073
Ambulance Billing	214-670-5080
Animal Registration	214-520-1896
Barricades for Emergencies	214-747-2600
Block Parties	214-670-3260
Brush Collection	214-747-2600
DART Bus Scheduling	214-979-1111
City Plan Commission	214-640-3085
City Election Administration	214-670-5657
Community Development (HUD Program)	214-670-4557
Community Policing Support Unit	214-670-4427
Consumer Protection	214-948-4400
Municipal Court	214-747-3800
Dallas Zoo	214-747-3800
Dead Animal Removal	214-747-2600
District Attorney	214-653-3600
Fair Housing	214-670-3247
Garbage Collection Services	214-747-2600
Housing	214-670-3617
Junk Motor Vehicles	214-744-3600
Lights (new/repair)	214-670-3272
Neighborhood Petition Paving	214-948-4270
Noise Pollution	214-948-4429
Parade Permits	214-670-2701
Other City Services	311

## Non-City Numbers

Attorney General (state)	214-742-8944
Better Business Bureau	214-220-2000
Community Council of Greater Dallas	214-747-3711
County Information	214-653-7011
Voter Registration	214-653-7871
Texas Department of Public Safety	214-226-7611

## Liability Of Apartments

**Crime prevention is the anticipation, recognition, and appraisal of a crime risk and the initiation of action to remove or reduce it.** When considering the elements of crime: ability, opportunity, and desire, the element that is the easiest to affect crime on our properties is opportunity.

The real meaning of this book is awareness. Managers will become aware of what crimes are prevalent in the apartment communities and how to recognize suspicious behavior that leads to crimes. With police interaction, they will learn what crime prevention tools are available. Managers will realize the power of their own decisions as they select residents, and, most importantly, they will find out how to establish a valuable crime prevention program at their property.

More than ever, property owners and management companies are faced with increased liability issues. Management and ownership's goal to reduce criminal activity on their property by initiating a crime prevention program as outlined in this book and the Texas Apartment Association's Bluebook is a direct approach to reducing crime.

Tracking crime on your property and crime trends in your neighborhood can accomplish this foreseeable requirement. The Dallas Police Department has crime analysts at each station that prepare crime reports for their area. These reports are provided at no charge to crime watch groups. It is no longer enough to just keep track of crime at your property, you must be aware of your competitor's crime problems and neighborhood crime problems. When criminals find one apartment complex lucrative, they could soon be looking for new conquests at your property. We urge you to consider the appropriate crime prevention techniques presented in this reference guide to add to your property's security. If every property in this city would commit to additional crime prevention measures, Dallas could have a great reputation for safety that would increase relocation to this city.

Contact the Texas Apartment Association to find out if the Bluebook seminar is available. The Texas Apartment Association has established a crime awareness program to help deter crime in your apartment community.

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## Environmental Design

The physical appearance of your apartment can make a big difference in your ability to prevent illegal activity. Many of the elements that make your business attractive to desirable residents will also discourage problem residents. In general, any steps that

show you care about the premises and watch for trouble will help. Call the ICP coordination unit at 214-670-4427 for assistance on environmental study.

### **Visibility And Access**

Let troublemakers know they will be seen. Create an environment where there is plenty of opportunity or where people can engage in normal behavior to observe the space around them. By designing an environment that creates a sense of “ownership,” two things may be accomplished. First, the residents will become more likely to report intruders to management or the police. Second, intruders will stand out and be more easily identified.

**Trim trees and shrubs for crime prevention** Keep bushes and shrubs trimmed to allow for a band of visibility across your property. The recommended height for shrubs is no higher than three (3) feet and trees cut up from the ground six (6) to seven (7) feet. This visibility helps to protect your residents and allows the criminal to be seen.

**Control traffic flow and access** If you are having a problem controlling access to the grounds around the building, consider blocking some parking exits, adding fencing, and rerouting traffic so all automobile and foot traffic coming, and going must pass within view of the office. For fencing, use cyclone type fences, wrought iron, or other see-through barriers.

If more control is needed, issue parking permits to residents. Post signs forbidding cars without permits to use the parking lot and be consistent in having violators towed away. Remember, it is your parking lot, not a public lot.

**Use lightening to its best advantage** Install lighting over all entrances, as criminals do not like to be seen. All external entrance points should be equipped with flood lighting. Courtyards, walkways, parking lots, and other areas should be well lighted.

**Secure the laundry rooms** Install appropriate security devices that allow access only to lawful residents. Ensure that lighting is adequate and works at all times. Do not allow access from an alley.

**Post signs** Post “No Trespassing,” “No Drugs” and “No Loitering” signs on the property. Let dishonest residents and their guests know that illegal activity will not be tolerated.

**Control and monitor building entrances** The fewer building entrances, the easier they are to monitor. If your building has public hallways and common areas, channel residents through the fewest entry points possible. For required fire exits, make them “exit only” doors and consider converting them to alarm doors, suitable for emergency use only. Ideally, the entrances that remain should be visible from the office, or monitored by closed circuit TV as described in the following paragraph.

**Install a video monitoring system** that, at a minimum, covers the office area. A monitoring system provides a video record should an incident occur. It also acts as a deterrent – people contemplating illegal activity are less likely to use your premises if they know you have their pictures. In addition, some apartment managers use video monitoring to look at potential residents before meeting them in the registration area.

- **Reminder**

Super VHS video is the minimum needed to allow video enhancement for prosecution of the suspect. Change video tapes frequently to provide the best possible picture.

### **Appearance And Maintenance**

A building that looks cared for will not only attract good residents – it will also discourage many who are involved in illegal activity. Any changes that help communicate “safe, quiet, and clean” may further protect the premises.

**Keep the exterior looking clean and fresh** Add a new coat of paint, keep garden strips well tended, and pick up litter regularly.

**Maintain apartments** Assure the apartments appear clean and well maintained. Poor apartment maintenance not only harms your business for good customers; it will also tell bad customers those standards are low.

**Remove graffiti** Graffiti may be the random work of a juvenile delinquent, or the work of a gang member marking territory. Regardless, it serves as an invitation for more problems, remove it, or paint over it immediately. Remove it again if it reappears; do not let it become an eyesore. If there seems to be a lot of gang activity in your neighborhood and the amount of gang graffiti has greatly increased, consider reporting this to the Dallas Police Department’s Gang Unit (214-670-GANG) before you paint over it. Graffiti is often a news source of the streets.

**Repair vandalism** As with graffiti, an important part of discouraging vandalism is to repair the problem fast. If the vandalism appears directly against you personally, advise the ICP offices immediately and discuss additional approaches to addressing the situation. Additional patrol officer attention is given to areas where there is an increase in the crime rate. Your report of vandalism provides a more accurate picture of what is going on in your neighborhood. Remember if your property looks like you respect and care for it others will also respect it, but if you show that you do not care for your property your neighbors certainly will not.

### **Advertising**

Marketing themes can enhance, or undermine, the apartment’s appeal. Evaluating the way you advertise is every bit as important as evaluating your standard for monitoring,

access control, appearance, and maintenance. An apartment may suffer from too few good residents because its advertising message is not effective, because the message is weak compared to the competition's, or even because the message is attractive to those involved in illegal activity. Just as every aspect of your business' appearance should communicate "clean, safe, and comfortable," so should your advertising.

## **Crime Prevention Tips For Apartments**

1. Be sure any closed circuit TV cameras in public protect resident's names and apartment numbers. Don't give them out and don't announce them aloud.
2. Have a written key control plan. Make sure it identifies who in your operation has keys and how many you will allow to be lost before changing the locks.
3. Have two (2) locks on all doors and sliding doors. Install double cylinder deadbolt is glass is within 40 inches of the locking device.
4. All main or front entry doors to dwelling units shall be arranged so that the occupant has a view of the area immediately outside the door without opening the door.
5. Take immediate action on security maintenance work orders.
6. Check to be certain all inside and outside areas are adequately lit.
7. Do thorough background checks on new hires and residence applicants.
8. Keep vacant apartments locked and secured. Conduct frequent checks on vacant apartments to ensure that trespassing or illegal occupancy is not occurring. **Enforce strict key control.**
9. Restrict exercise facilities to residents only. Also, make sure the exercise room has a window and an emergency alarm or a phone. **Enforce strict key control.**
10. Swimming pool area should be well lit and with a security fence around it. Enforce strict key control.
11. Managers should walk the property frequently. If any person is seen loitering on the premises, inquire if they need assistance. Do not jeopardize your personal safety. If you are unsure, all 911.
12. Consider hiring a private security company to patrol your property.
13. Maintain a good liaison with your Interactive Community Police Officer or Beat Officer.

14. Make sure all door hinges are protected from removal from the outside.
15. Make sure all windows have pinning devices in addition to the existing locks.
16. Keep trees and shrubbery trimmed back from upper floor windows.

## **Applicant Screening**

Once you set up a policy for registration, follow it. Some ideas may seem difficult or awkward to carry out, but with practice the process will become second nature.

- Prepare written rental criteria and communicate it to all applicants.
- Ask for two pieces of ID from each adult – Make sure that you see at least one photo ID per adult. Examples include: State issued driver’s license or ID, military ID, passport, or INS Green Card. The second piece of ID could be a credit card, a social security card, or another commonly carried type of identification. Take a moment to look at the photo and see if it matches the person. Check the address and see if it matches the information of the registration form. When the prospect signs the registration form, check to see if the signatures match.
- Keep a copy of the driver’s license, social security card, or other ID that is presented. Verify previous rental history and income. Check the applicant’s credit history.
- Be consistent and use the same process to screen all applicants unless the applicant is disqualified before the application process is complete.
- Watch for warning signs as listed in the section on WARNING SIGNS.
- Post your rental criteria in the leasing office.
- Establish criteria that discourage dishonest applicants from applying. Example: “We consider past criminal history.”
- Consider using criminal history checks if possible.

*Civil rights ensure that all qualified applicants feel equally invited to apply. State and federal fair housing guidelines prohibit discrimination based on race, color, religion, sex, national origin, family status, or handicap. Municipal ordinances may have additional protected classes.*



Make sure the process is impartial – that it neither directly nor indirectly discriminates. To comply, you should design a fair process and apply it consistently and equally to all applicants.

If you discover the applicant falsified information on the application, you have grounds for denying their application, and with the right provisions in your lease, for terminating the tenancy.

## **Policy Enforcement**

The best time to begin emphasizing the importance of community policies is during the move in process. Always conduct a lease orientation meeting with your new residents.

- People often do not read their lease. There should be a complete review of the lease whereby each paragraph of the lease is explained to the resident.
- All addendums should be explained in detail, as they will often contain important disclaimers and specific company policies.
- A Resident Handbook and Community Polices should be given to each resident. It should include instructions regarding emergencies for fires, freezes, as will as specific policies regarding the amenities.

It is vital that the policies be enforced. Policy enforcement, or lack thereof, silently sends a message. It should be enforced equally and consistently. All violations should be given to the resident in writing and should be followed up in a timely manner.

## **Evictions**

There are many reasons for which a landlord may try to evict a tenant. These reasons include: if a tenant owes rent; if there are any unauthorized occupants or guests living in the dwelling; or if there is any other substantial breach of the rental contract. Note that an eviction is different from a termination of the contract at the end of the lease term. In order to legally evict a tenant, the landlord must follow the procedure below, which will include going to the Justice of the Peace court or a higher court.

There are two types of evictions commonly used, a three-day notice for possession for a listed cause, and a thirty-day notice for possession when no lease is currently in effect. Both of these evictions take approximately the same amount of calendar days to complete, as the three day notice is only the beginning of a process that can take up to several weeks dependant upon the availability of your tenant to be served with papers, the level of cooperation of your tenant, Justice of Peace Court Dockets and the complete documentation of your case available to the court.

The three-day notice is issued for a cause such as:

1. Non-payment of rent.
2. Violation of quiet enjoyment, criminal activity, or any other provision of your lease.

Note: It is important to have a rental agreement that is legally binding that prohibits criminal activity so quick action can be taken when necessary.

The thirty-day notice is used in situations such as:

1. Tenant refusal to accept your proposed changes to lease.
2. The landlords desire for repossession for any reason after a lease has expired.

The eviction process:

The landlord must first deliver a written Notice to Vacate to the rental unit. This is also known as demand for possession. The tenant is entitled to at least three (3) days notice to vacate unless a written lease sets a different period, such as 24 hours. The notice may be:

1. Delivered to the tenant or any person over 16 years of age residing at the unit;
2. Delivered by certified, registered, or regular mail;
3. Delivered by attaching it to the inside of the front entrance door; or
4. Attaching it to the outside of the front door only if:
  - there is no mailbox and
  - the landlord cannot enter the unit because of a dangerous animal or there is an alarm system and the landlord does not know the code.

The notice should:

1. State the number of days to vacate and
2. Indicate, "The tenant's right to occupancy is being terminated."

The notice may also:

1. Be dated;
2. Indicate the reason for the eviction; and

3. Indicate the amount of rent that is delinquent, if applicable.

The tenant does not have to move out of the unit by the date indicated in the Notice to Vacate. If the tenant decides to stay in the unit, the landlord then has the right to file an Eviction Suit at the Justice of the Peace office. The landlord still cannot remove the tenant or the tenant's property without a court order, except in the case of abandonment or when exercising a landlord's lien. After the landlord files the eviction suit, the court clerk will send the eviction citation to the Constable's office for service to the tenant. After two unsuccessful attempts, the Constable will post the citation in a conspicuous place on the outside of the rental unit. The landlord does not have to accept any delinquent rent.

The tenant may file an appeal to the court in writing, orally, or submitted by an attorney. Then a court date will be scheduled for the Eviction Hearing. Once the hearing date has been set, the landlord and tenant should appear before the Justice of the Peace to present their facts. The Judge will make a decision (judgment) based on the facts presented during the eviction hearing. If the judgment is in favor of the landlord, tenant will have five (5) days to move out or appeal the decision. If the judgment is in favor of the tenant, the landlord will have five (5) days to appeal.

If the tenant does not move out or appeal, the landlord must request that the Judge issue a Writ of Possession, which is a court order directing the Constable or Sheriff to place the landlord in possession of the rental unit. The landlord under the supervision of the Constable or Sheriff will remove the tenant, all occupants and personal items. Before removing all people and belongings, the officer executing the writ must give the tenant 24 hours to move from the time the officer posts a written warning on the front door. This notice must be no smaller than 8 ½ X 11 inches. It must inform the tenant that a writ has been issued, and state the date and time the writ will be executed.

### **Crime Prevention For Employees**

It is as important for apartment management employees to practice crime prevention techniques as it is for the residents. **You must not ignore the risks of rape, robbery, assault, or other crimes by or against your employees.**

- Arrange the office area so that a physical barrier is between the employee and the front door.
- Keep window coverings open during the day.
- Display signs stating "Photo Identification Required" or "For the protection of our resident's please leave your driver's license with us while we show you our apartments" and "No Cash Accepted".
- Follow your key control system.

- Keep rent checks, petty cash, and such items secured in a back office.
- Keep doors locked after regular business hours.
- Keep purses and wallets out of sight.
- Prepare written personal safety guidelines and distribute to all personnel.
- Conduct training sessions on personal safety.

## **Recommended Criteria For Exclusion Of Person From Premises**

Management will direct the individuals to leave and not return to the premises if that person participates in any of the following behavior. When a resident violates any of these provisions, the resident is subject to the rules of the lease agreement and local laws.

1. Makes unreasonable noise.
2. Engages in fighting or in violent and threatening behavior.
3. Engages in any activity that constitutes a criminal offense.
4. Engages in any activity involving firearms or illegal drugs.
5. Damages, defaces or destroys any property belonging to the apartment.
6. Substantially interferes with any right, comfort, or convenience of any resident.
7. Drives a vehicle in a careless or reckless manner on apartment property.

When you follow the above recommendations, you are sending the signal to the criminal element that you are taking responsibility of your property and will not tolerate criminals taking advantage of your business.

## **Warning Signs Of Criminal Activity**

As you review the following list, keep in mind that many items are not significant unless seen in conjunction with others.

- Incomplete or unreadable information provided on the registration card, such as unsubstantial address or illegible writing.

- Lack of picture ID and/or stories about lost ID. Also, one member of a couple may show ID, while other refuses.
- Inconsistencies between ID and registration information, such as different dates of birth or home addresses.
- Requests for specific units, particularly ones that are out of the way or difficult to see from the parking lot.
- Evidence of large amounts of cash.
- Pagers and cellular phones used by people who otherwise appear to be of low economic status.
- Physical and/or behavior signs that indicate significant intoxication or drug influence.
- High traffic – cars and pedestrians stopping for brief periods or one person staying in the vehicle while another goes to the door.
- A steady pattern of visitors who stay for a short while may indicate prostitution or drug trafficking.
- Various obvious signs such as exchanges of small packets for cash, known prostitutes or pimps visiting residents, people using drugs while sitting in their cars, syringes and other drug paraphernalia laying about.

**If you believe any illegal activity may be occurring. Call 911 immediately.**

## **Working With The Police**

Ideally, managers who pursue the recommendations of the preceding sections will rarely need to take more severe actions. If you need police assistance, keep in mind:

- **The earlier the better.** Never hesitate to call the police if you are suspicious about someone or something. During the occurrence, call 911. Notify your ICP Officer of the situation and ask for them to stop by to discuss your concerns.
- **Try to become familiar with the officers who work in your area.** A one-on-one relationship with your ICP and Patrol officers goes a long way toward assuring effective information sharing.

- **If problems accelerate, ask for more help.** Contact your ICP officers or the substation and describe your problem. They will work with you to resolve chronic criminal activity.

## **H.E.A.T.**

The **Help End Auto Theft (H.E.A.T.)** program is a voluntary statewide vehicle decal system designed to reduce car thefts. Under this program, the vehicle owner signs a consent form certifying that the police may legally stop and question the driver between the hours of 1 a.m. and 5 a.m. 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**

- Organize your business for a HEAT party or combine a HEAT registration with a crime watch where all employees will be able to register.
- Let the ICP officers and the crime prevention officer know you would like to set up a HEAT registration.
- Discuss with ICP and crime prevention officers when and where you want to do this.

To register, the vehicle owner must present the following:

1. Vehicle certificate of title (copy is acceptable)
2. Valid driver's license
3. Proof of insurance or vehicle registration slip, and
4. Telephone number where the owner may be reached between 1 a.m. and 5 a.m.

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.

Reduce your chances of auto theft:

- Lock your vehicle. Do not leave your keys in the ignition.
- Never hide a spare key on your vehicle.
- Roll up windows completely.

- Do not leave valuables in sight to tempt a thief.
- Never leave your car running while it is unattended.
- Always park with the wheels turned toward the curb.

## **Operation Identification**

**Operation Identification (Operation ID)** is a program in which citizens and businesses may permanently mark their valuables with an identification number, generally a Texas driver's license number. Other numbers can be used such as social security numbers or a company's federal identification number.

The program involves two steps: property is engraved with an identification number and an inventory list is prepared with serial numbers and any other identifying number located on the item. Get the serial number on your computer's hard drive if possible. Take pictures of each item for your records.

The program is designed to:

- Discourage the activities of burglars and thieves by marking your possessions.
- 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**

- Engravers can be obtained free of charge from all Dallas Police substations and Dallas Public Libraries. Engravers also may be purchased at most home improvement centers.
- Property should be marked on permanent, non-removable parts in a place that can be seen without dismantling the object. Use the engraver to etch the letters "P.I." and property identification number on the object.
- Prepare inventory listing of valuable property, including serial numbers if applicable. Photograph items that cannot be easily marked. Keep these documents in a safe place.

Be sure to mark all new property as it is acquired and update your inventory list.

## Computer Theft

Computers, especially laptops, are an easily taken item. Laptops can be carried without attracting attention. Make sure that the laptop case does not have a computer company insignia on the outside. This alerts the thief that you are in possession of an item he wants to steal.

Due to the popularity of “laptop bandits,” a number of devices have been developed to protect the laptop as well as the desktop computers.

- Cabling can be purchased that will allow you to attach them to a workstation or desk.
- Cards can be purchased and installed into your computer that will give off a high-pitched sound when moved or tampered with before a disarming code is used.
- Newly developed tracking software can be installed into your computer. This program talks back to the tracking website when the computer is connected to the Internet. If the computer has been reported stolen, the company can trace the number and contact the police. The cost is nominal in comparison to replacing a stolen unit. The software can be found on the Internet. An example of one such program can be found at [www.computrace.com](http://www.computrace.com), which offers a thirty-day free trial.

The most valuable protection is common sense. Prepare a security program and stick to it. Do not leave laptops unattended. Do not leave laptops sitting in plain sight in your vehicle.

## Narcotics Trafficking

Over the past several years our area has been plagued by an influx of persons associated with various narcotics activities that include the smuggling of large amount of narcotics by drug dealers, and the manufacture and sale of these illegal substances. Dealers routinely sell to individuals.

### Narcotics Trafficking Behavior

Managers should keep a watchful eye for the warning signs of drug activity and be willing to contact the police department with suspicions. Each member of the staff should be educated and be alert for potential drug activity. Each member should learn how to spot paraphernalia and to determine what behavior accompanies drug dealing and use.



- Increased traffic on property, especially on weekends and late at night.
- Visitors making brief stops at apartments.
- Visitors enter the resident's apartment carrying large valuables and leave without these items.
- Leaving one person waiting in the vehicle while another enters the apartment.
- The exchanging of money for small packets.
- Powerful lights on all night, which can be the indication of growing marijuana.
- Refusing to allow maintenance into the apartment.
- An apartment unusually fortified by extra deadbolt locks, additional security latches on doors and windows and elaborate alarm systems.
- Car traffic not usually associated with your resident profile.
- Guns may also be present.
- Pagers or cellular phone used by people who would not typically have the need for such items or who have no visible means of support or that look "out-of-place" with such items.

While drug trafficking is the most common type of criminal activity, methamphetamine labs are the most dangerous. Meth "cooks" can set up an operation and manufacture the drug in as little as 12 hours.

### **Drug Lab Behavior**

- Vans or pickups loaded with trunks, chemical containers, or basic chemistry paraphernalia – glassware, rubber tubing, heating appliances, or other related items.
- A strong cat urine/ammonia smell, or a sweet heavy perfume smell – may indicate usage of the amalgam process for methamphetamine production.
- Water running in bathrooms or kitchen facilities for long periods.
- The odor of ether, chloroform, or other chemicals.

- The presence of flasks, beakers, and rubber tubing consistent with high school chemistry class.
- Foil on windows to completely block exterior light.

If you notice certain narcotics trafficking behaviors or if you suspect a lab is being operated, dial 911 and report it. Do not investigate yourself.

It is important to remember that these are not always indications of illegal activity. Legitimate residents may exhibit some or all of these behaviors.

There are additional indicators of drug use. Become familiar with them so that you may recognize a potential problem. (See Figure 2)

## **Paraphernalia**

Paraphernalia that indicates drug activity may include some of the following:

- Bags of white powder.
- Syringes.
- Excessive amounts of small plastic bags or foil.
- Sophisticated weight scales or pocket sized weight scales.
- Opaque glass vials.
- Rolling machine, rolling papers or rolling trays.
- “Roach” clips used to hold marijuana joints.
- Small glass pipes used for smoking.
- Unusual amounts of copper scouring pads used in freebase pipes.

Again it is important to remember that these are not always indications of illegal activity. Legitimate residents may exhibit some or all of these behaviors.

## Indicators of Drug Use

Major Indicators	Cocaine & Crack	Heroin	Marijuana	PCP	Methamphetamine	Hallucinogens (LSD)	Inhalants
General Indicators	Runny, sore nose. Confusion Slurred speech Anxiety Chronic cough Congestion, wheezing Weight loss Malnutrition and ill health. Irritability Depression Social problems Dilated pupils, tremors, nausea	Euphoria, Lethargy Drowsiness, slowed pulse Constricted pupils Needle marks Abscesses on skin	Marked reddening of conjunctive Odor of marijuana Marijuana debris in mouth Body tremors Eyelid tremors Relaxes inhibitions Increased appetite Imparted perception of time and distance Disorientation Possible paranoia	Perspiring Warm to the touch Blank stare Very early angle of HIGH onset Difficulty in speech Incomplete verbal responses Repetitive speech Increased pain threshold Cyclic behavior Confused agitated Hallucinations Possibly violent & combative Chemical odor "Mood Walking"	Anxiety Excitation Restlessness Hallucinations Faintness	Dazed appearance Body tremors Synesthesia Hallucinations Paranoia Uncoordinated Nausea Disorientated Difficulty in speech Perspiring Poor perception to time and distance Memory loss Flashbacks  NOTE: with LSD, piloerection may be observed (goose bumps, hair standing on end)	Residue of substance around nose and mouth Odor of substance Possible nausea Slurred speech Disorientation Confusion Bloodshot, watery eyes Lack of muscle control Flushed face Non-communicative Intense headaches  NOTE: Anesthetic gasses cause below normal blood pressure, volatile solvents and aerosols cause above normal blood pressure
DURATION OF EFFECTS	60-90 Minutes	4-6 Hours	2-3 Hours – Exhibits effect (Impairments may last up to 24 hrs without awareness of effects).	Onset: 1-5 minutes Peak Effects: 15-30 Minutes Exhibit effects: Up to 4-6 hrs	10-20 Hours	Duration varies widely from one hallucinogen to another	6-8 Hours for most volatile solvents. Anesthetic gasses and aerosols vary short duration.
USUAL METHODS OF ADMINISTRATION	Injection through vial and/or pipes. Freebasing or smoking through glass pipes	Injection	Smoked Oral	Smoked Oral Insufflations Injection Eye drops	Smoked	Oral Insufflations Smoked Injected Transdermal	Insufflations (Historically, have been taken orally).
OVERDOSE SIGNS	Hallucinations Paranoia Death	Shallow breathing Slowed pulse Clammy skin Respiratory arrest Coma Convulsions	Fatigue paranoia	Long intense "trip"	Bizarre behavior Violence Coma Psychosis	Long intense "trip"	Coma

Figure 2

## **Prostitution**

In the City of Dallas prostitution is wide spread to meet the demands of clientele. While some consider prostitution to be an insignificant offense, as it involves individuals who are consenting participants, the related crimes that surround prostitution are not insignificant. Things that accompany prostitution are pimps intimidating girls into prostitution, theft, burglary, criminal mischief, child pornography, robbery, runaways, and even murders.

Managers may observe the following as an indication of prostitution activity:

- Noticeable or increased traffic at the property especially late at night.
- Male or female visitors that make brief stops.
- Residents or guests, who are dressed in outrageous, even bizarre, attire not in keeping with the typical clothing worn by other residents.
- Exchange of money between a resident and guest.

Recommended things to do once a prostitute is identified:

- Call 911.

## **Gang Awareness**

A gang is a group of people who form an allegiance, to the exclusion of others, for common purposes and engage in violent, unlawful, and anti-social or criminal activity. A gang has a common name, identifying signs, symbols, and colors and has members or associates whom, individually or collectively, engage in patterns of criminal activity. Gangs increase the severity, frequency, and duration of criminal activity in our communities.

By wearing clothing of specific color combinations, the gang member announces membership in the gang to display loyalty to the gang, send a message to other gangs, demonstrate a declaration of unity within the gang and to challenge other gangs. Managers should not assume that gang activity would not occur at their property. Wherever the property is located, gang activity might occur. The formation of gangs and their inherent competition with existing gangs has increased gang warfare using sophisticated weapons with a dramatic increase in assaults, homicides, drive-by shootings and other criminal activity.

Graffiti is a graphic gang language, a “newspaper” and a directory or roll call of members, is often designating gang boundaries or territories, and advertises gang

rivalries. By its presence, it declares turf ownership. It warns, threatens, and challenges. Graffiti sends a negative message to the public driving past your property and should be removed immediately.

The manager's reaction to graffiti sends a message to the gangs. If your property should be faced with this type of vandalism, take immediate action by photographing the graffiti and documenting the date and location. Remove or paint over the graffiti as soon as possible. Watch for suspicious activity and report it to the police.

Contact the Dallas Police Department for up-to-date information on gangs in your area.

## **Trespassing**

To control problem behavior at your property, there may be times when you need to exclude a visitor from your premises. In the State of Texas this problem is most effectively handled by applying the criminal trespassing statute of the Texas Penal Code. Under this statute:

Texas Penal Code 30.05 defines Criminal Trespass as:

*A person commits criminal trespass when he enters or remains on property or in a building of another without effective consent and the person had notice that entry was forbidden or received notice to depart but has failed to do so.*

To further explain the statute the term "notice" needs clarification. There are several methods of notice that are acceptable under Texas Penal Code Section 30.05 (b)(2):

- Oral or written communication by the owner or by someone with authority to act for the owner.
- Fencing or other enclosure that is obviously designed to exclude intruders.
- A sign or signs posted on the property or at the entrance to the building placed so that it would be reasonably likely to come to the attention of the intruders, indicating that entry is forbidden.
- The placement of identifying purple paint marks on trees or posts on the property, provided that the marks are:
  1. Vertical lines of not less than eight inches in length and not less than one inch in width;
  2. Placed so that the bottom of the mark is not less than three feet from the ground or more than five feet from the ground; and

3. Placed at locations that are readily visible to any person approaching the property and no more than 100 feet apart on forestland or 1000 feet apart on land other than forestland.

A. If you have an individual whom you **DO NOT** want on the property, call 911. An officer will be dispatched to your location. **(YOU MAY NOT HOLD THAT INDIVIDUAL UNTIL THE POLICE GET THERE).**

B. When the officer arrives at the location, and if the individual is still there:

- A representative of the property in the presence of the officer will give a verbal criminal trespass warning.
- If the individual leaves the representative will be given a Criminal Trespass warning card. (See Figure 3).
- The Criminal Trespass warning is valid for 60 days from the date it was issued. In the event a photo was taken of the individual the Criminal Trespass warning would be valid for six months from the date it was issued. The business has the responsibility of holding this evidence.

If the individual returns to the location within the 60 days or six months call 911. **DO NOT** hold the individual. Once the officers arrive and the individual is still there he may be arrested for the violation. The officer will need to see the valid Criminal Trespass warning card since it has the required information on the card to place the individual in jail.

Police officers may make an immediate arrest for Criminal Trespass when any of the following criteria are met:

- The person is currently on your premises, has been asked by you and in the presence of the police officers to leave the premises, and is refusing to leave.
- The person has been previously warned, and that warning documented with a report and the suspect is currently in the officer's presence.

OR

- The person has an outstanding warrant that is the result of your initiating a complaint with municipal court or a police officer filing charges for trespassing and a judge has issued a warrant.

**Document the incident.** Whether an incident requires police help or not, keep an incident log of any problem behavior. The log can become valuable for working with police, prosecutors, and neighbors to determine the scope of problems and your efforts to address those problems. Maintain a list of people who have been barred from the property. Make sure all employees understand which people are barred.



City of Dallas

## Trespass Warning

Reporting Person \_\_\_\_\_, a  
representative of complainant \_\_\_\_\_  
warned a \_\_\_\_\_ a \_\_\_\_ / \_\_\_\_ D.O.B.  
\_\_\_\_\_, in the presence of Officer \_\_\_\_\_  
Badge # \_\_\_\_\_ that to return to this location of \_\_\_\_\_  
\_\_\_\_\_ would constitute an Office of Criminal Trespass. This is  
documented on Service Number \_\_\_\_\_, Date \_\_\_\_\_.

POL-03448

Figure 3

## **Burglary/Robbery**

A burglary is the act of entering a home or apartment, or building, not open to the public, with the intent to commit a crime. A theft has been committed if someone unlawfully obtains property with the intent to deprive the rightful owner of it.

A robbery occurs in the course of committing a theft and with the intent to obtain or maintain control of the property, intentionally, knowingly, or recklessly causes bodily injury to another; or intentionally or knowingly threatens or places another in fear of imminent bodily injury or death.

- Security lighting is the most effective psychological deterrent to nighttime criminal activity. Most criminals do want to be seen or recognized.
- Your employee's ability to see and recognize potentially hazardous situations and react promptly is critical to your residents' and employees' safety.
- If the criminal is seen, get as much information as possible about their appearance such as height, weight, race, age, hair color, clothing as well as make, model, license plate number of the vehicle used in the crime. (See Figure 4 and 5).
- Call 911 to report the crime. Give as much information as possible. Completion of the forms as shown in figures 4 and 5 should be given to the police officer that responds to your call. The officer will give a service assistance information form. This form will have the service or case number. (See Figure 6).



**SUSPECT DESCRIPTION REPORT**

Sex: \_\_\_\_\_ Race: \_\_\_\_\_ Age: \_\_\_\_\_ Height: \_\_\_\_\_

Weight: \_\_\_\_\_ Hair: \_\_\_\_\_ Eyes: \_\_\_\_\_ Glasses: \_\_\_\_\_

Tattoos: \_\_\_\_\_

Complexion: \_\_\_\_\_ Facial Hair: \_\_\_\_\_

Scars/Marks: \_\_\_\_\_

Hat: \_\_\_\_\_ Tie: \_\_\_\_\_ Coat: \_\_\_\_\_

Shirt/Blouse: \_\_\_\_\_

Pants/Skirt: \_\_\_\_\_

Shoes: \_\_\_\_\_

Distinguishable walk or limp: \_\_\_\_\_

Speech impediment or accent: \_\_\_\_\_

What suspect said or did: \_\_\_\_\_

Additional information: \_\_\_\_\_

**Reporting person's information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Figure 4

**AUTOMOBILE DESCRIPTION REPORT**

**MAKE:** \_\_\_\_\_ **YEAR:** \_\_\_\_\_  
(Ford, Chevrolet, Dodge, etc)

**MODEL:** \_\_\_\_\_

**COLOR:** \_\_\_\_\_ **BODY STYLE:** \_\_\_\_\_

**LICENSE #:** \_\_\_\_\_ **STATE:** \_\_\_\_\_

**IDENTIFYING FEATURES:** (dents, decals, bumper stickers) \_\_\_\_\_

---

**Number of suspects:** \_\_\_\_\_

**What did the suspect do?** \_\_\_\_\_

**What did the suspect say?** \_\_\_\_\_

---

**What did the suspect take?** \_\_\_\_\_

---

**Where did the suspect go?** \_\_\_\_\_

**Information of any witnesses:**

**Name** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Additional information:** \_\_\_\_\_

---

**Reporting person's information:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

**Figure 5**

01/02/01

Figure 4

**SUSPECT DESCRIPTION REPORT**

Sex: \_\_\_\_\_ Race: \_\_\_\_\_ Age: \_\_\_\_\_ Height: \_\_\_\_\_

Weight: \_\_\_\_\_ Hair: \_\_\_\_\_ Eyes: \_\_\_\_\_ Glasses: \_\_\_\_\_

Tattoos: \_\_\_\_\_

Complexion: \_\_\_\_\_ Facial Hair: \_\_\_\_\_

Scars/Marks: \_\_\_\_\_

Hat: \_\_\_\_\_ Tie: \_\_\_\_\_ Coat: \_\_\_\_\_

Shirt/Blouse: \_\_\_\_\_

Pants/Skirt: \_\_\_\_\_

Shoes: \_\_\_\_\_

Distinguishable walk or limp: \_\_\_\_\_

Speech impediment or accent: \_\_\_\_\_

What suspect said or did: \_\_\_\_\_

\_\_\_\_\_

Additional information: \_\_\_\_\_

\_\_\_\_\_

**Reporting person's information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Figure 5

**SERVICE ASSISTANCE  
INFORAMTION**

1. Service # \_\_\_\_\_  
has been assigned to your incident. Keep this for your records. Refer to it if you contact the Department later for further information or assistance.

2. Copies of your report are available from:  
Records Division  
Police & Courts Bldg.  
106 So. Harwood at Main St.  
Room 20, Basement                      Info via recorder  
Dallas, Texas 75201                      214-670-4455

Please note there is a \$4.00 non-refundable search fee for each report researched or copies.

3. RECORDS DISION HOURS are:  
Monday through Friday 8:00 a.m. to 4:00 p.m.  
Closed on Saturday, Sunday and Holidays.

4. REQUESTED BY MAIL. Please furnish:  
Name of complainant or driver  
Date of incident  
Location or address of incident  
Service number as shown above

5. Note: Include check or money order payable to "City of Dallas" – Do not send cash.

6. Reports are available only to the complainants, their attorneys, or insurance representatives.

7. No phone requests for reports or information is allowed.

Figure 6

## **Burglary Of Vehicles**

When a vehicle burglary occurs on your property, the vehicle's owner is not the only victim. This type of crime gives your property a bad reputation.

Texas Penal Code 30.04 defines Burglary of Vehicle as:

*A person commits an offense if, without the effective consent of the owner, he breaks into or enters a vehicle or any part of a vehicle with intent to commit any felony or theft.*

Vehicle burglary is a crime of opportunity. Good lighting in your parking lot is the most effective psychological deterrent to nighttime criminal activity. The following recommendations were obtained from interviews with detectives who work on burglary of vehicle cases to make your property a harder target:

- Make sure the vehicles are locked. Thieves prefer entering without breaking glass.
- Do not leave valuables in plain view for thieves to see. This includes clothing, mail, radar detectors, luggage, music accessories, and laptop computers.
- Thieves will normally park within 50 feet of the target vehicle. Park close to your destination in a well-lit area. Avoid parking next to a large vehicle
- Alarms with visible signs of protection are a deterrent.

Report the theft immediately by calling 911. Give as much detailed information as possible as to what was stolen.

## **Auto Theft**

The legal definition of Auto Theft is similar to that of any theft, with the difference being the value of the property stolen.

Texas Penal Code 31.07 defines unauthorized use of a vehicle as:

*A person commits an offense if he intentionally or knowingly operates another's boat, airplane, or motor-propelled vehicle without the effective consent of the owner.*

Prevention of these thefts is similar to the prevention of auto burglaries.

- Use auto theft deterrent. Alarms, steering wheel locking devices, kill switches, and collars for steering columns provide visible deterrent and reduce the chance of theft.
- Remove keys from the ignition.
- Never leave the vehicle unattended and running.
- Roll up windows completely
- Never leave a spare key on the vehicle.

Report the theft immediately by dialing 911. A vehicle description with the license plate number is necessary for an accurate theft report. The owner or driver of the vehicle must make the report.

## **Public Intoxication**

Texas Penal Code 49.02 defines Public Intoxication as:

*A person commits an offense if the person appears in a public place while intoxicated to the degree that the person may endanger the person or another.*

Public intoxication is generally looked upon by society as a minor offense. For a person to be in violation of the law, he must be intoxicated, in a public place, and be a danger to himself or others. By definition, a public place is a place to which the public or a substantial group of the public has access. The common area of an apartment is a public place, but the interior of an apartment is not.

By department policy, officers will arrest for public intoxication as a last resort. The main goal is to get the person to a place where he will not be a danger to himself or others and ceases to cause a disturbance.

## **Disorderly Conduct**

Texas Penal Code 42.01 defines Disorderly Conduct as:

*A person commits an offense if he intentionally or knowingly:*

1. *Uses, abusive, indecent, profane, or vulgar language in a public place, and the language by its very utterance tends to incite an immediate breach of the peace;*

2. *Makes an offensive gesture or display in a public place, and the gesture or display tends to incite an immediate breach of the peace;*
3. *Creates, by chemical means, a noxious and unreasonable odor in a public place;*
4. *Abuses or threatens a person in a public place in an obviously offensive manner.*
5. *Makes unreasonable noise in a public place other than a sport shooting range, as defined by Section 250.001, Local Government Code, or in or near a private residence that he has no right to occupy;*
6. *Fights with another in a public place;*
7. *Enters on the property of another and for a lewd or unlawful purpose looks into a dwelling on the property through any window or other opening in the dwelling;*
8. *While on the premises of a apartment or comparable establishment, for a lewd or unlawful purpose looks into a guest room not his own through a window or other opening in the room;*
9. *Discharge a firearm in a public place other than a public road or a sport shooting range, as defined by Section 250.001, Local Government Code;*
10. *Displays a firearm or other deadly weapon in a public place in a manner calculated to alarm;*
11. *Discharge a firearm on or across a public road; or*
12. *Exposes his anus or genitals in a public place and is reckless about whether another may be present who will be offended or alarmed by this act.*

There are several categories of Disorderly Conduct: using abusive, profane language or making an offensive gesture that incites an immediate breach of the peace; abusing or threatening another; making unreasonable noise; fighting with another; entering on the property of another for a lewd or unlawful purpose; window peeping; discharge or display of a firearm in the manner calculated to alarm; and reckless exposing of oneself.

All of these must have occurred or be occurring in a public place. It is seldom that a police officer witnesses an act of disorderly conduct. Usually management or a resident will report the act to officers. The officer will then attempt to identify the suspect and complete a report. There are some minor acts that should be reported even if the witness does not wish to pursue criminal charges. One example of this is window peeping. Thought it may seem relatively harmless and minor, statistics prove that most rapists start out as window peepers!

## Call 911 and Action Steps

If officers do not show:

- Call 911 again to see if a squad car has been dispatched.
- If you are not satisfied ask for the 911 clerk's supervisor.
- If they are unable to help call the station and ask for the desk sergeant.

What you can do about the following problems or concerns:

### **Burglary:**

Contact your private security company, area substation (Investigative unit or Crime Prevention Office), and ICP unit.

### **Disorderly Congregation of teens:**

Contact your area substation and ICP unit.

### **Graffiti:**

Contact the Code Compliance office, ICP office, Dallas County Restitution Center, or Dallas Volunteer Center of Dallas.

### **Homeless Camps:**

Contact your area substation and ICP unit.

### **Junk Motor Vehicles:**

If the vehicle is on private property, contact your area Code Compliance office. If it is on public property, call "311" and your ICP unit.

### **Panhandling:**

Contact your area substation and ICP unit.

### **Problem Night Clubs/Bars:**

Contact your area substation, ICP unit, VICE unit or the Texas Alcohol Beverage Commission.

### **Prostitution:**

Contact your area substation, ICP unit, or VICE unit.

### **Public Intoxication concerns:**

Contact your area substation and ICP unit.

### **Traffic Concerns :**

Contact your area substation and ICP unit or Traffic division.



**Theft:**

Contact your private security company, area substation (Investigative unit) and ICP unit.

**Robbery:**

Contact your private security company, area substation (Crime Prevention unit), Crimes Against Person Office and the ICP unit.

What do you do if an abutting property is a contributor to an existing problem? This contribution may be through a lack of management or structure deterioration due to insufficient maintenance

**Action Steps:**

1. Meet with the business or property management
2. Offer assistance
3. Contact Code Compliance for assistance
4. Work with police, ICP or SAFE
5. Work with Fire Department / Fire Marshall
6. Special regulatory agencies that may have a responsibility for that type of business
7. Civil Suit – You may consider a law suit



