

August 8, 1969

MEMORANDUM

To: Mayor Allen  
From: Dan Sweat  
Subject: Analysis of Complaints on City Services

I am attaching three pieces of information which you will find very interesting. One is the summary of complaints from Town Hall meetings and recommendations of the Community Relations Commission. The second is the monthly statistical report from Johnny Robinson on the work of his City Services Coordinators. The third is a summary of evaluations and recommendations of eight interns who are working with the City Services Coordinator in various parts of the City.

As I indicated to you before when publicity was released on the CRC's complaint summary, I was surprised to find that the Parks Department came in for so much criticism. I did not feel this was the case with our City Services Coordinator.

I have attempted to analyze the most frequent complaints in the CRC report and the city services report. You will note the percent of total in each of the major categories. I am extremely impressed with the total number of complaints received and corrected by the City Services Coordinator. This is a result, of course, of the beefed-up staff utilizing the interns.

You will find the comments and recommendations of the interns very interesting, and I think it is significant that only one of the interns consistently feels that everything is wrong.

I have been exceptionally pleased with the fact that although the interns place a great deal of extra work on the departments in getting complaints answered, there have been very few complaints registered with me from the departments.

DS:je

Attachments



Mr. William H. Boone, Jr.

6. Do you believe the CRC can be the prime agent in getting the School Board to fully integrate the Atlanta public schools?

The CRC can be a prime agent in pointing out any existing inequities within the School system, and offer recommendations to alleviate these inequities.

7. Can CRC do anything to speed integration of neighborhoods. . . ?

The CRC can make certain that all complaints concerning discrimination in housing are thoroughly investigated. The Commission can also work with existing neighborhood fair housing groups in stimulating initiative.

8. At present, the CRC has no powers outside of holding hearings and investigation should the CRC be given additional powers?

The CRC has not submitted any formal resolutions requesting additional powers, and has been able to work quite effectively without them. If some should be requested, this decision would have to be made by the Board of Aldermen.

9. Atlanta is very heterogeneous in its makeup. How do you make the CRC membership reflect the diverse segments. . . ?

By appointing citizens representative of all segments of Atlanta.

10. What do you consider when you select a CRC member. . . ?

Citizens who have the qualifications to maintain the very excellently balanced commission, and who have the talents and motivation to carry out the duties of the Commission.

11. Why did the Finance Committee give the CRC a sizable increase in its budget this year. . . ?

As the Commission developed its responsibilities, additional financial needs emerged, and the Finance Committee and the Board of Aldermen apparently felt additional funds were justified, and, therefore, approved them.

12. As late as 1961, it was reported that you did not favor an official human relations council. . . why did you change your view in 1966?

The answer to Question No. 1 also answers this question.