

AGENDA
COMMUNITY RELATIONS COMMISSION
September 12, 1969 Meeting

This is a special meeting of the Commission called to review the proposed 1970 Program Plan.

1. Discussion of Section I - Legislation
2. Discussion of Section II - Town Hall Meetings and Section III - Public Hearings
3. Discussion of Sections IV - XII
4. Other business.

*From Astoria post
to
enforcement*

*(City Senior Council
action line
may be all in riding
around in low income
neighborhoods*

CITY OF ATLANTA



CITY HALL ATLANTA, GA. 30303

Tel. 522-4463 Area Code 404

IVAN ALLEN, JR., MAYOR

R. EARL LANDERS, Administrative Assistant
MRS. ANN M. MOSES, Executive Secretary
DAN E. SWEAT, JR., Director of Governmental Liaison

MEMORANDUM

TO: Dan Sweat DATE: September 3, 1969

FROM: J. H. Robinson

SUBJECT: Statistical Report for May 26, 1969 to August 31, 1969

Dan, you will find enclosed, a complete statistical report on the City Services Coordinator's Program during this period.

You will also see a complete break-down on each department as it relates to complaints received, and complaints corrected. The figure as it relates to others, means the coordination of service with other agencies outside of the City Government.

We were actively involved and participated in 227 neighborhood meetings, this was made possible due to the additional manpower we received from Urban Corp and HUD.

JHR:bt
Enclosure

MAY 26, 1969 TO AUGUST 31, 1969

Department or Authority	Received	Corrected
Atlanta Housing Authority	28	19
Sanitation	530	406
Police	306	109
Parks & Recreation	62	47
Housing Code Division	93	57
Traffic Engineering	97	73
Construction	99	69
Planning	6	6
Fulton County Health Department	43	28
Public Works	97	55
Others	106	87
TOTAL	1467	956

TOTAL MEETINGS ATTENDED 227

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. . . ?

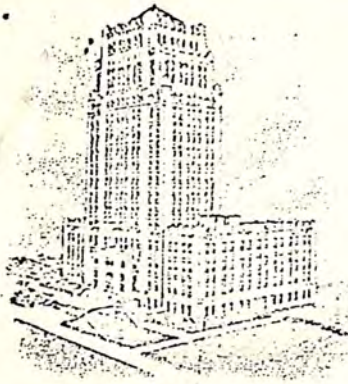
Citizens who have the qualifications to maintain the very excellently balanced commission, and who have the talents and motivation to carry out the duties of the Commission.

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.



CITY OF ATLANTA

COMMUNITY RELATIONS COMMISSION
MEMORIAL DRIVE ANNEX BLDG.
121 MEMORIAL DRIVE, S. W.
ATLANTA, GEORGIA 30303
522-4463

July 25, 1969

DR. SAMUEL W. WILLIAMS, CHAIRMAN
VICE MAYOR SAM MASSELL, JR.,
EX-OFFICIO

COMMISSION MEMBERS

MR. T. M. ALEXANDER, SR.
MR. R. BYRON ATTRIDGE
MRS. SARA BAKER
MISS HELEN BULLARD
MR. R. J. BUTLER
MR. MIKE CHEATHAM
REP. JAMES E. DEAN
MR. ROBERT DOBBS
REP. C. G. EZZARD
MR. L. L. GELLERSTEDT, JR.
MR. CHARLES HART
DR. ROBERT E. LEE
MRS. F. W. PATTERSON
RABBI JACOB M. ROTHSCHILD
MR. PAUL SHIELDS
MR. L. D. SIMON
MRS. MARY STEPHENS
DR. J. RANDOLPH TAYLOR
REV. J. A. WILBORN

MR. WILLIAM MCGEE, EX-OFFICIO
ATLANTA YOUTH CONGRESS

MR. NAT WELCH
EXECUTIVE DIRECTOR

TO: Mayor Allen and the Board of Aldermen

FROM: Community Relations Commission

SUBJECT: Summary of Complaints from Town Hall
Meetings and Recommendations of the
Commission

The key role of the Community Relations Commission (CRC) in the Mayor's Summer Program has been in holding Town Hall meetings in the disadvantaged areas of the City. The Commission initially goes in to hear the complaints of citizens and returns some thirty days later and reports on actions taken by City Hall and other agencies. In many cases, CRC has been able to report corrective action taken by City Departments and other agencies (note Supplement "A" for responses this week to complaints at Perry Homes). Town Hall meetings have been held since March in the following communities: Blair Village, Grant Park, Mechanicsville, Perry Homes, University Homes and Edgewood-Kirkwood.

This report tabulates the frequency of complaints registered in the initial meetings. The frequency of complaints is not in itself conclusive evidence of the gravity of problems faced by Atlanta.

The purpose of this memorandum is to make recommendations on problems the Commission has been unable to resolve.

Far and away the most frequent complaint received was the need for more and better recreational facilities. Twenty-six complaints were received on this subject compared with eight each on police and garbage service. Twenty-four complaints on recreation dealt with the need for more swimming pools, more play lots for tots, and programs for teenagers. Two complaints had to do with lack of services by

*Dan
For your info.
Mel*

APPROVED
by the
Community Relations Commission
City of Atlanta
Date 7-25-69

Summary of Complaints

Community Chest agencies in the disadvantaged areas. The Commission would like to recommend four areas for improving this situation:

1. The Parks Department capital improvement budget of approximately \$350,000 is grossly inadequate. This sum can easily be expended to build one new park; but this \$350,000 has to be spread over 65 parks. For example, a modern swimming pool costs approximately \$220,000. The City of Atlanta needs to give serious consideration to a multi-million dollar bond issue for improvement and expansion of its Parks system. It should be pointed out that the Parks Department is operating 80 play lots of which 40 are staffed. These are constructed and maintained principally from Federal Poverty Funds. If these funds are reduced, this would throw an immediate and substantial burden on this City.
2. Emphasis should be placed on expanding and improving play lots for tots and neighborhood parks in such communities as Mechanicsville, Summerhill, Fulton Village, Blue Heaven, Bowen Homes, Perry Homes and Grant Park area. Parks need to be in walking distance of these citizens where possible; ghetto families have very poor transportation. Improved transportation in disadvantaged areas will help broaden recreational opportunities.
3. Better utilization must be made of school playgrounds and facilities. This requires more cooperation between the Atlanta School Board and the Parks Department. With the costs of construction and real estate spiraling, Atlanta has to make better use of school facilities for recreation.
4. The need is pressing for improved recreation in public housing. The Atlanta Housing Authority can build recreational buildings. The City should urge action here by the Authority. The Board of Aldermen has offered to pay 50% of the costs of operating recreational programs in public housing if the Authority would do likewise. Under Federal law, AHA can not do so. Therefore, the City must accept its responsibility here in as much as it has assumed responsibility in providing other services in public housing.

A major burden for improving recreation in the City rests with the Parks Department. Churches have been remiss in developing recreational programs

Summary of Complaints

and using their facilities for their neighborhoods. Community Chest agencies need to step up their programs in disadvantaged areas and to guard against serving just the middle class. The Atlanta Children's and Youth Services Council has done an outstanding job in coordinating and promoting volunteer services and warrants continuous support.

Complaints about the Atlanta Police Department were eight in number..... seven dealing with the need for greater protection and quicker response and one about segregation in the department. Four suggestions were made by citizens for improving police services:

1. More foot patrolmen in areas of high crime.
2. Quicker switchboard answering at headquarters.
3. Complete desegregation of the Police Department.
4. Improved street lighting in areas of high crime. This has sharply reduced crime in some American cities.

If Atlanta is to cope with its rising crime rate, citizens must share this responsibility with the Police Department. The Atlanta Police Department must be given adequate funds for operations, salaries, training and research. Atlanta citizens have a strong responsibility to report crimes and to serve as witnesses where needed.

Garbage service also ranked second in number of complaints. The Commission received six complaints on the quality and frequency of garbage collection and two complaints on garbage being strewn over premises. The Commission held a special meeting in June with the Director of the Public Works Department and the Director of the Sanitary Service to inform them of these facts and to make recommendations. The Public Works Committee of the Board of Aldermen needs to take further steps to mechanize garbage collection and to increase the pay of sanitary workers and to elevate the dignity of the job. Citizens need to show more appreciation for the men who perform this important public service.

A serious complaint heard at Town Hall meetings during the spring dealt with the failure of the City to remove junk cars. The responsibility for removing junk cars on private property rests with the Sanitary Department and on streets with the Police Department. In the last few weeks both departments have moved forward with aggressive programs for coping with this nagging problem.

Other complaints received by the Commission are listed below in the frequency in which received:

7 complaints.....on sewers and drainage--5 on flooded streets and
2 on dirty sewers and smelly creeks.

5 complaints.....lack of jobs for youth.

Summary of Complaints

- 5 complaints..... Comprehensive Health--3 on services offered and 2 alleging discriminatory hiring practices.
- 5 complaints..... Model Cities--lack of knowledge of program, inadequate community representation, objections to home purchase and repair programs, and community contractors not getting a chance to bid.
- 4 complaints..... repair of and the need for better street lighting.
- 4 complaints..... need for new streets and the paving of existing streets.
- 3 complaints..... rats.
- 3 complaints..... City of Atlanta--2 on the lack of coordination of City Departments and 1 on the lack of responsiveness to complaints of citizens.
- 3 complaints..... Atlanta Housing Authority--2 on the condition of housing and 1 on high rents.
- 2 complaints..... stray dogs.
- 2 complaints..... Urban Renewal--the desire of citizens for information, and representation on urban renewal committees.
- 2 complaints..... Economic Opportunity Atlanta

The Community Relations Commission itself was not above criticism. One complaint was registered on the lack of youth representation on the Commission and another on the inability of the Commission to respond to complaints.

SUPPLEMENT "A"

The follow-up meeting in the Northwest Perry Homes area was held on July 22. The CRC was able to report the following positive actions on complaints registered by the citizens:

1. Transportation--the CRC met with Mr. William Maynard, President of the Atlanta Transit Company, to encourage the extension of the Perry Boulevard Bus to Hollywood Road. This would enable the residents of Perry Homes to have bus transportation to the K-Mart and several large grocery stores in the Bankhead Highway area. The Atlanta Transit Company agreed to make this extension on a three month trial basis. New bus schedules were handed out to residents of Perry Homes at the CRC meeting.
2. Recreation:
 - a. Through the efforts of the Atlanta Youth Council, the Butler Street YMCA and Community Chest a recreation program for teenagers at Northwest Perry Homes has been developed. This program will provide recreation four nights a week during the remainder of the summer.
 - b. Mr. Persells reported that the Atlanta Housing Authority will begin surveying for the construction of a new recreation building within the next few weeks.

3. Consumer Services:

a. CRC reported that Mr. Alterman, of Big Apple Food Stores, has agreed to build a new supermarket in the area providing a minimum of three suitable acres can be found. Mr. Welch surveyed the area with a large shopping center developer who promised a best effort to develop a shopping center for the Perry Homes Area.

b. Mr. Lindskoog met with Mr. Yates, of Yates & Milton Drug Stores, to request that a pharmacist be placed in their Drug Store in Perry Homes. Mr. Lindskoog plans to work further on this issue

4. Atlanta Housing Authority:

a. In response to the residents request, new railings will be placed on unprotected stairways.

b. Mr. Persells reported that operations are now under way to eliminate the maggots that have become a serious problem in one section of the housing project.

5. Proctor Creek--citizens were pleased with the report that the City is presently doing extensive work to eliminate the odor of Proctor Creek.

Community Relations Commission

		<u>Percent of Total</u>
Total Complaints	87	
Parks	26	30%
Police	8	9%
Sanitation	8	9%
Sewers, etc.	7	8%
Employment	5	6%
Health	5	6%
Model Cities	5	6%

Cities Services

		<u>Percent of Total</u>
(July) * Total Complaints	708	
Parks	32	5%
Police	133	19%
Sanitation	267	38%
Sewers, etc.	59	8%
Employment	No Figures Available	
Health	19	3%
Model Cities	No Figures Available	

* Other Prominent Complaints

Housing Code	36
Traffic Engineering	40

COPY

KING & SPALDING

TRUST COMPANY OF GEORGIA BUILDING

ATLANTA, GEORGIA 30303

404 525-0481

January 22, 1969

HUGHES SPALDING
WILLIAM K. MEADOW
HUGHES SPALDING, JR.
CHARLES H. KIRBO
POPE B. MCINTIRE
KENNETH L. HEWITT
HARRY C. HOWARD
R. BYRON ATTRIDGE
ROBERT W. HURST
HENRY HALL WARE III
ANTHA MULKEY
CHARLES M. KIDD
JOHN C. STATON, JR.
FURMAN SMITH, JR.
G. LEMUEL HEWES
PHILIP F. ETHERIDGE
R. WILLIAM IDE III
CHARLES M. SHAFFER, JR.
JAMES A. BRANCH III

ROBT. B. TROUTMAN
CHARLES L. GOWEN
JAMES M. SIBLEY
JOHN IZARD
KIRK M. MCALPIN
RICHARD A. DENNY, JR.
WILLIAM H. IZLAR, JR.
BRADLEY HALE
ROBERT L. STEED
DANIEL J. O'CONNOR, JR.
HUGH PETERSON, JR.
JOHN A. WALLACE
DAVID L. COKER
JOHN D. HOPKINS
A. FELTON JENKINS, JR.
JACK H. WATSON, JR.
HORACE H. SIBLEY
W. DONALD KNIGHT, JR.

The Honorable Herbert Jenkins
Chief of Police
City of Atlanta Police Department
175 Decatur Street, S. E.
Atlanta, Georgia

Dear Chief Jenkins:

I am Chairman of the Law Enforcement Subcommittee of the Community Relations Commission, and this subcommittee has been asked to study the feasibility of the establishment of a Citizens' Review Board of the Police Department for the City of Atlanta. The request for this study has come from several citizens' groups in the community.

We want to discuss the matter with all groups who are responsible for police protection and police-community relations. We felt it would be the best approach to initiate our study by determining your feelings and suggestions in this regard. It would be good if you could let us know a convenient time when the subcommittee might come by your office for a brief conference.

Sincerely,

Byron Attridge
Chairman, Law Enforcement Committee
Community Relations Commission

BA:jmb

cc: Mr. Nat Welch
cc: Mr. Dan Sweat
cc: Members, Subcommittee

2/6

January 16, 1969

Mills Lane
Ed Smith
Billy Sterne
Joe Birnie
Gordon Jones

Dear Friends:

Through the Community Relations Commission, the City is seeking ways to improve the conditions and opportunities of our less fortunate citizens.

A definite plan is being developed which will need your advice and assistance in the area of private enterprise opportunities for Negro businessmen.

I would appreciate your meeting with me briefly on Thursday morning, February 6th at 10:00 a. m. in order that I may have the benefit of your ideas about this project.

Sincerely,

Ivan Allen, Jr.

IAJr:am

bc: Nat Welch
Dan Sweat

January 16, 1969

MEMORANDUM

TO : Nat Welch, Community Relations Commission
FROM : Ivan Allen, Jr.

Attached is a copy of the letter I have written to the five bank presidents requesting them to me with the idea of discussing their ability to make financial loans to Negro businessmen.

Prior to this meeting, I would like to have a memorandum from you as to how you think they may assist, a summary of what has already been done in this area; and an outline of the meeting you plan to have on February 20th.

I would hope you would be available to sit in on the meeting on February 6th.

Attachment



DAVID APTER & ASSOCIATES

1145 19th Street, N.W. Washington, D.C. 20036

13 January, 1969

Ivan Allen, Jr., Mayor
City of Atlanta
City Hall
Atlanta, Georgia 30303

Dear Ivan:

I was delighted to get your response to our proposal addressed to white racial attitudes.

Before reporting again to the Ford Foundation, I'm waiting to hear from a couple of local coalitions, after which I expect to be able to make my recommendations for pilot cities. If all goes well, I should have something more specific to review with Nat Welch early next month.

Like all your admirers, I was disappointed, though hardly surprised, by your decision to retire. Elizabeth and I were pleased to see the Washington Post's comment. Thanks to her own bedside clipping service, here's another copy of the editorial for your scrapbook.

Best regards,

A handwritten signature in blue ink, appearing to be 'C-'. The signature is simple and stylized, with a horizontal line extending from the end.

Calvin Kytle

CK/fvg
cc: Mr. Dan Sweat
Mr. Nat Welch
Mr. Jerry Horton
Encl/ Wash Post clip
(1/11/69)

WHO The Atlanta Community Relations Commission is sponsoring

WHAT a series of Workshops in Human Relations for City employees.

WHEN The first session is scheduled for Wednesday afternoon, May 28 1:00 P.M. to 5:00 P.M. The Commission is requesting each City department to send one receptionist to the initial workshop

WHERE Committee Room 2 in City Hall.

WHY As a part of their 1969 program the Community Relations Commission is initiating a series of workshops in human relations for City employees. These workshops have two major objectives: (1) to provide ways in which personnel working for the City can better relate to minority group citizens with whom they come in contact; and (2) to assist City personnel in gaining a better understanding of the major problems confronting citizens in the disadvantaged communities of Atlanta.

The CRC believes that the actions and attitudes of any City employee who comes in contact with the public can have a considerable impact on the relationship between the City Government and a given community. This is especially true in dealing with the problems of Atlanta's Negro citizens.

Mayor Allen and his administration have made tremendous strides in breaking down the barriers of racial prejudice. It seems only logical that community relations can continue to be improved between the City Government and the citizens if the Mayor's farsighted and compassionate attitude in human relations is reflected in the actions and attitudes of all city personnel.

It is the hope of the CRC that these workshops in human relations will act as a catalyst in bringing this about.



4/28

COMMUNITY RELATIONS COMMISSION

ESTABLISHED BY THE MAYOR AND THE BOARD OF ALDERMEN, NOVEMBER, 1966
1203 CITY HALL, ATLANTA GEORGIA 30303 TELEPHONE 522-4463 EXT. 433

DR. SAMUEL W. WILLIAMS, *Chairman*
THE HONORABLE SAM MASSELL, JR., *Ex-Officio*
President, Board of Aldermen

COMMISSION MEMBERS

MR. T. M. ALEXANDER, SR.
MR. R. BYRON ATTRIDGE
MRS. SARA BAKER
MISS HELEN BULLARD
MR. R. J. BUTLER
REP. JAMES E. DEAN
MR. ROBERT DOBBS
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MR. CHARLES HART
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MRS. F. W. PATTERSON
RABBI JACOB M. ROTHSCHILD
MR. M. O. RYAN
MR. JACK SELLS
MR. PAUL SHIELDS
MR. L. D. SIMON
MRS. MARY STEPHENS
DR. J. RANDOLPH TAYLOR

MR. NAT WELCH
Executive Director

TO: The Business Advisory Committee

FROM: Nat Welch *NW*

SUBJECT: Committee Meeting April 28, 1969

DATE: April 9, 1969

The Business Advisory Committee of the Community Relations Commission will meet from 3:30-5:00 p.m., Monday, April 28 in the Aldermanic Chambers of City Hall. Here is the agenda:

1. A report and an evaluation of the "Workshop on Black Business Opportunity" sponsored by the Commission at Atlanta University, February 20.
2. John Cox, Director of the Atlanta Youth Council, will outline several projects your company can undertake this summer to get disadvantaged kids off the streets and constructively involved.
3. CRC Project Director Chuck Williams, who is working with twenty-five large Atlanta companies on stepping up employment of minority persons, will give a brief report. The Committee wants to hear about any successful ideas your company has developed to increase minority employment.
4. Andy Huber of the National Alliance of Businessmen will briefly outline their program which will emphasize employment of black females.

Please feel free to bring along one or two other of your company's executives who might have interests in the above areas.

KING & SPALDING

TRUST COMPANY OF GEORGIA BUILDING

ATLANTA, GEORGIA 30303

404 525-0481

March 3, 1969

HUGHES SPALDING
WILLIAM K. MEADOW
HUGHES SPALDING, JR.
CHARLES H. KIRBO
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KENNETH L. HEWITT
HARRY C. HOWARD
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JOHN A. WALLACE
JOHN C. STATON, JR.
FURMAN SMITH, JR.
G. LEMUEL HEWES
JACK H. WATSON, JR.
HORACE H. SIBLEY
GEORGE GRAHAM TRASK
JAMES A. BRANCH III

Honorable Ivan Allen, Jr.
Mayor
City of Atlanta
City Hall
Atlanta, Georgia 30303

Dear Mayor Allen:

The February meeting of the Community Relations Commission was held this past Friday, February 28th, and a substantial portion of the meeting was taken up with discussion of the so-called "welfare payments freeze."

There was a great amount of confusion as to just exactly what was involved in the "freeze." However, it appears that the federal government presently plans to restrict welfare grants to the states beginning July 1, 1969, which would in turn cause some reduction in the payments to individual recipients. It was the strong consensus of the Community Relations Commission that any reduction in the individual welfare payments - particularly in the summer month of July - would increase unrest and the possibility for general trouble in the community.

It is clear that the whole question of the "freeze" needs to be studied and clarified, and I have asked the staff of the Commission to undertake such a study. I have also talked with Dan Sweat this morning who is also studying the matter.

Honorable Ivan Allen, Jr.
March 3, 1969
Page Two

If the problem exists as it now appears, the Commission will be available to assist you in any way in attacking the problem.

Sincerely,

Byron Attridge
Vice-Chairman
Community Relations Commission

BA:jmb

cc: Reverend Sam Williams
cc: Mr. Nat Welch
cc: Mr. Dan Sweat

Department of Justice
Washington

July 23, 1969

Mr. Nat Welch
Executive Director
Community Relations Commission
1203 City Hall
Atlanta, Georgia 30303

*See your info
Nat*

Dear Mr. Welch:

The President and the Attorney General have asked me to reply to your letters of May 8 and May 12, 1969, in which you express the concern of the Atlanta Community Relations Commission that the Civil Rights Division is in need of additional resources. Please excuse my delay in responding.

Attorney General Mitchell has recognized the need for additional resources within the Civil Rights Division and has sought an increased budget from the Congress. In his testimony before the House Subcommittee on Appropriations, Attorney General Mitchell made the following statement with respect to the needs of the Civil Rights Division.

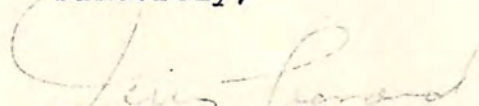
In the important field of civil rights, our commitment is to enforce all the civil rights laws, on behalf of all our people in all sections of the country. To fully carry out this responsibility in three priority areas--housing--education and employment--places an operational burden upon the Civil Rights Division that vastly exceeds its capacity, even with the modest increase in staff that has been requested above the revised 1969 levels. We seek for 1970, only 35 positions and \$1,073,000 above that asked for in 1969.. As you will recall, we asked for 55 positions and \$447,500 by way of a supplemental request primarily to implement Titles I, VIII and IX of the 1968 Civil Rights Act. We have not increased the request of the prior Administration for Fiscal Year 1970 primarily because it was

our judgment that a larger increment of additional manpower over that sought in the 1969 supplemental could not be effectively utilized by the Division as it is now constituted and operating. However, we can conceive of nothing more devastating to our concepts of equal justice than to have sectional, or piecemeal enforcement of civil rights statutes imposed upon us because we have failed to ask the Congress for the necessary resources. We cannot hope to reach, by our enforcement of these laws, all forms or shades of discrimination. But we are totally committed to removing on a priority basis the patent injustices in employment, housing and education that remain in one degree or another in all areas of the Nation. We shall in candor ask for all the manpower we believe can be effectively used to this end and we earnestly hope that you will provide it.

We deeply appreciate the position that the Atlanta Community Relations Commission has taken and the help which it has given in support of the budget for this Division and we hope you realize that the additional support which we have received, at least in part, will enable us to bring about greater compliance of the civil rights laws.

Best regards.

Sincerely,



Jerris Leonard
Assistant Attorney General
Civil Rights Division

File

CITY OF ATLANTA
OFFICE OF CITY COMPTROLLER
ATLANTA 3, GEORGIA

January 2, 1969

TO: Those Noted

FROM: J.V. Gordon

SUBJECT: CIP 1969 Update

We have been instructed to give first priority to matching the CIP Master File against Fulton County's Real Property Master File.

Fulton County is now reformatting their Real Property Master File and will have a reformatted file, updated through 1968, available for us by January 15, 1969.

Parcel Code Number identification as used in our CIP file differs from that used by Fulton County on their Real Property Master File. The two identification methods are shown here:

	County PCN	City PCN
District	XXX	99X
Land Lot	9999	999X
Square	XXXX	9999X
Unit	999	999X

9 = A digit only
X = Either a digit or an alphabetic character

This results in PCN identification as shown here:
County PCN XXX9999XXXX999
City PCN 99X999X9999X999X

As can be seen, not only are there differences in the characteristics of the various positions but the City PCN is a total of 16 characters whereas the County PCN is only 14 characters.

The different PCN identification formats resulted from the City's having to allow for Dekalb County's numbering system when the CIP file was originally built. Dekalb County has since then changed to the PCN identification method used by Fulton County.

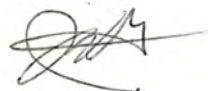
PCN is the sequence in which both the City and County files are kept. Since the PCN identifiers are not compatible in format, it has been necessary for us to translate PCN from the County format to the City format whenever we used data supplied by the County. This translation process would cause the resultant file to be out of sequence and thus require a sort of the Master File.

The translation and sorting was done in order to preserve the ability to run the series of CIP report programs which required for input, a PCN in the City's format.

During the upcoming match of 1968 Fulton County tapes with the 1967 CIP file, we will convert our PCN identifier on the CIP file to the County's format. This will render it impossible to continue to use existing CIP report programs without modifications and will alter the method of making updates to the master file.

It is anticipated that the special Committee which has been appointed to study the data processing needs for planning information will define future reporting requirements. If it is necessary to run the CIP reports, they could be run with the 1967 CIP Master which will remain unimpaired as a result of the conversion.

Fulton County's file should be available for us to schedule processing the weekend of January 18 - 19.

A handwritten signature in dark ink, appearing to be 'JG', is located in the middle right section of the page.

Distribution:

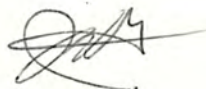
Messrs: George Berry
Milton Converse
Charles L. Davis
Collier Gladin
Frank Howard
R. Earl Landers
W. Roy Smith
John Watson

JG/bb

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Distribution:

Messrs: George Berry
Milton Converse
Charles L. Davis
Collier Gladin
Frank Howard
R. Earl Landers
W. Roy Smith
John Watson

JG/bb

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

Community Relations Commission

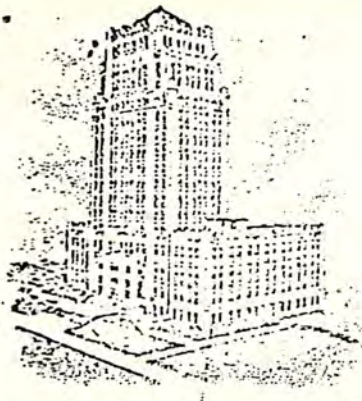
		<u>Percent of Total</u>
Total Complaints	87	
Parks	26	30%
Police	8	9%
Sanitation	8	9%
Sewers, etc.	7	8%
Employment	5	6%
Health	5	6%
Model Cities	5	6%

Cities Services

		<u>Percent of Total</u>
(July) * Total Complaints	708	
Parks	32	5%
Police	133	19%
Sanitation	267	38%
Sewers, etc.	59	8%
Employment	No Figures Available	
Health	19	3%
Model Cities	No Figures Available	

* Other Prominent Complaints

Housing Code	36
Traffic Engineering	40



CITY OF ATLANTA

COMMUNITY RELATIONS COMMISSION
MEMORIAL DRIVE ANNEX BLDG.
121 MEMORIAL DRIVE, S. W.
ATLANTA, GEORGIA 30303
522-4463

July 25, 1969

DR. SAMUEL W. WILLIAMS, CHAIRMAN

VICE MAYOR SAM MASSELL, JR.,
EX-OFFICIO

COMMISSION MEMBERS

- MR. T. M. ALEXANDER, SR.
- MR. R. BYRON ATTRIDGE
- MRS. SARA BAKER
- MISS HELEN BULLARD
- MR. R. J. BUTLER
- MR. MIKE CHEATHAM
- REP. JAMES E. DEAN
- MR. ROBERT DOBBS
- REP. C. G. EZZARD
- MR. L. L. GELLERSTEDT, JR.
- MR. CHARLES HART
- DR. ROBERT E. LEE
- MRS. F. W. PATTERSON
- RABBI JACOB M. ROTHSCHILD
- MR. PAUL SHIELDS
- MR. L. D. SIMON
- MRS. MARY STEPHENS
- DR. J. RANDOLPH TAYLOR
- REV. J. A. WILBORN

MR. WILLIAM MCGEE, EX-OFFICIO
ATLANTA YOUTH CONGRESS

MR. NAT WELCH
EXECUTIVE DIRECTOR

TO: Mayor Allen and the Board of Aldermen

FROM: Community Relations Commission

SUBJECT: Summary of Complaints from Town Hall
Meetings and Recommendations of the
Commission

The key role of the Community Relations Commission (CRC) in the Mayor's Summer Program has been in holding Town Hall meetings in the disadvantaged areas of the City. The Commission initially goes in to hear the complaints of citizens and returns some thirty days later and reports on actions taken by City Hall and other agencies. In many cases, CRC has been able to report corrective action taken by City Departments and other agencies (note Supplement "A" for responses this week to complaints at Perry Homes). Town Hall meetings have been held since March in the following communities: Blair Village, Grant Park, Mechanicsville, Perry Homes, University Homes and Edgewood-Kirkwood.

*San
For your info.
Mel*

This report tabulates the frequency of complaints registered in the initial meetings. The frequency of complaints is not in itself conclusive evidence of the gravity of problems faced by Atlanta.

The purpose of this memorandum is to make recommendations on problems the Commission has been unable to resolve.

Far and away the most frequent complaint received was the need for more and better recreational facilities. Twenty-six complaints were received on this subject compared with eight each on police and garbage service. Twenty-four complaints on recreation dealt with the need for more swimming pools, more play lots for tots, and programs for teenagers. Two complaints had to do with lack of services by

APPROVED
by the
Community Relations Commission
City of Atlanta
Date 7-25-69

Summary of Complaints

Community Chest agencies in the disadvantaged areas. The Commission would like to recommend four areas for improving this situation:

1. The Parks Department capital improvement budget of approximately \$350,000 is grossly inadequate. This sum can easily be expended to build one new park; but this \$350,000 has to be spread over 65 parks. For example, a modern swimming pool costs approximately \$220,000. The City of Atlanta needs to give serious consideration to a multi-million dollar bond issue for improvement and expansion of its Parks system. It should be pointed out that the Parks Department is operating 80 play lots of which 40 are staffed. These are constructed and maintained principally from Federal Poverty Funds. If these funds are reduced, this would throw an immediate and substantial burden on this City.
2. Emphasis should be placed on expanding and improving play lots for tots and neighborhood parks in such communities as Mechanicsville, Summerhill, Fulton Village, Blue Heaven, Bowen Homes, Perry Homes and Grant Park area. Parks need to be in walking distance of these citizens where possible; ghetto families have very poor transportation. Improved transportation in disadvantaged areas will help broaden recreational opportunities.
3. Better utilization must be made of school playgrounds and facilities. This requires more cooperation between the Atlanta School Board and the Parks Department. With the costs of construction and real estate spiraling, Atlanta has to make better use of school facilities for recreation.
4. The need is pressing for improved recreation in public housing. The Atlanta Housing Authority can build recreational buildings. The City should urge action here by the Authority. The Board of Aldermen has offered to pay 50% of the costs of operating recreational programs in public housing if the Authority would do likewise. Under Federal law, AHA can not do so. Therefore, the City must accept its responsibility here in as much as it has assumed responsibility in providing other services in public housing.

A major burden for improving recreation in the City rests with the Parks Department. Churches have been remiss in developing recreational programs

Summary of Complaints

and using their facilities for their neighborhoods. Community Chest agencies need to step up their programs in disadvantaged areas and to guard against serving just the middle class. The Atlanta Children's and Youth Services Council has done an outstanding job in coordinating and promoting volunteer services and warrants continuous support.

Complaints about the Atlanta Police Department were eight in number..... seven dealing with the need for greater protection and quicker response and one about segregation in the department. Four suggestions were made by citizens for improving police services:

1. More foot patrolmen in areas of high crime.
2. Quicker switchboard answering at headquarters.
3. Complete desegregation of the Police Department.
4. Improved street lighting in areas of high crime. This has sharply reduced crime in some American cities.

If Atlanta is to cope with its rising crime rate, citizens must share this responsibility with the Police Department. The Atlanta Police Department must be given adequate funds for operations, salaries, training and research. Atlanta citizens have a strong responsibility to report crimes and to serve as witnesses where needed.

Garbage service also ranked second in number of complaints. The Commission received six complaints on the quality and frequency of garbage collection and two complaints on garbage being strewn over premises. The Commission held a special meeting in June with the Director of the Public Works Department and the Director of the Sanitary Service to inform them of these facts and to make recommendations. The Public Works Committee of the Board of Aldermen needs to take further steps to mechanize garbage collection and to increase the pay of sanitary workers and to elevate the dignity of the job. Citizens need to show more appreciation for the men who perform this important public service.

A serious complaint heard at Town Hall meetings during the spring dealt with the failure of the City to remove junk cars. The responsibility for removing junk cars on private property rests with the Sanitary Department and on streets with the Police Department. In the last few weeks both departments have moved forward with aggressive programs for coping with this nagging problem.

Other complaints received by the Commission are listed below in the frequency in which received:

7 complaints.....on sewers and drainage--5 on flooded streets and
2 on dirty sewers and smelly creeks.

5 complaints.....lack of jobs for youth.

Summary of Complaints

- 5 complaints..... Comprehensive Health--3 on services offered and 2 alleging discriminatory hiring practices.
- 5 complaints..... Model Cities--lack of knowledge of program, inadequate community representation, objections to home purchase and repair programs, and community contractors not getting a chance to bid.
- 4 complaints..... repair of and the need for better street lighting.
- 4 complaints..... need for new streets and the paving of existing streets.
- 3 complaints..... rats.
- 3 complaints..... City of Atlanta--2 on the lack of coordination of City Departments and 1 on the lack of responsiveness to complaints of citizens.
- 3 complaints..... Atlanta Housing Authority--2 on the condition of housing and 1 on high rents.
- 2 complaints..... stray dogs.
- 2 complaints..... Urban Renewal--the desire of citizens for information, and representation on urban renewal committees.
- 2 complaints..... Economic Opportunity Atlanta

The Community Relations Commission itself was not above criticism. One complaint was registered on the lack of youth representation on the Commission and another on the inability of the Commission to respond to complaints.

SUPPLEMENT "A"

The follow-up meeting in the Northwest Perry Homes area was held on July 22. The CRC was able to report the following positive actions on complaints registered by the citizens:

1. Transportation--the CRC met with Mr. William Maynard, President of the Atlanta Transit Company, to encourage the extension of the Perry Boulevard Bus to Hollywood Road. This would enable the residents of Perry Homes to have bus transportation to the K-Mart and several large grocery stores in the Bankhead Highway area. The Atlanta Transit Company agreed to make this extension on a three month trial basis. New bus schedules were handed out to residents of Perry Homes at the CRC meeting.

2. Recreation:

- a. Through the efforts of the Atlanta Youth Council, the Butler Street YMCA and Community Chest a recreation program for teenagers at Northwest Perry Homes has been developed. This program will provide recreation four nights a week during the remainder of the summer.
- b. Mr. Persells reported that the Atlanta Housing Authority will begin surveying for the construction of a new recreation building within the next few weeks.

3. Consumer Services:

a. CRC reported that Mr. Alterman, of Big Apple Food Stores, has agreed to build a new supermarket in the area providing a minimum of three suitable acres can be found.

Mr. Welch surveyed the area with a large shopping center developer who promised a best effort to develop a shopping center for the Perry Homes Area.

b. Mr. Lindskoog met with Mr. Yates, of Yates & Milton Drug Stores, to request that a pharmacist be placed in their Drug Store in Perry Homes. Mr. Lindskoog plans to work further on this issue

4. Atlanta Housing Authority:

a. In response to the residents request, new railings will be placed on unprotected stairways.

b. Mr. Persells reported that operations are now under way to eliminate the maggots that have become a serious problem in one section of the housing project.

5. Proctor Creek--citizens were pleased with the report that the City is presently doing extensive work to eliminate the odor of Proctor Creek.

Community Relations Commission

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* Other Prominent Complaints

Housing Code	36
Traffic Engineering	40

CITY OF ATLANTA



August 6, 1969

CITY HALL ATLANTA, GA. 30303

Tel. 522-4463 Area Code 404

IVAN ALLEN, JR., MAYOR

R. EARL LANDERS, Administrative Assistant
MRS. ANN M. MOSES, Executive Secretary
DAN E. SWEAT, JR., Director of Governmental Liaison

MEMORANDUM

TO: Mr. Dan E. Sweat, Jr.
Deputy Chief Administrative Officer

FROM: Johnny H. Robinson
Community Development Coordinator

SUBJECT: Monthly Report (Statistical)

Dan, you will find enclosed a breakdown on the amount of complaints received from July 1, 1969 - August 1, 1969.

The overall received are as following:

Total Received	708
Total Corrected	405
Total Meeting Attended	105

We were also involved in a survey for the Planning Department in Plunkettown.

JHR/mc

TO: Johnny H. Robinson

FROM: Martin Bement

SUBJECT July 1, 1969 to Aug. 1, 1969

COMPLAINTS

	<u>Received</u>	<u>Corrected</u>
Atlanta Housing Authority	<u>1</u>	<u>0</u>
Sanitation	<u>15</u>	<u>15</u>
Police	<u>8</u>	<u>2</u>
Parks	<u>1</u>	<u>1</u>
Housing Code Division	<u>6</u>	<u>1</u>
Traffic Engineering	<u>2</u>	<u>2</u>
Construction	<u>6</u>	<u>1</u>
Planning	<u>2</u>	<u>2</u>
Fulton County Health Department	<u>2</u>	<u>2</u>
OTHER _____	<u> </u>	<u> </u>
TOTAL	<u>41</u>	<u>14</u>

MEETINGS

	<u>Number</u>
E.O.A. Staff	<u>2</u>
CNAC	<u>1</u>
Area Block	<u>2</u>
CRC	<u>2</u>
MISC.	<u>2</u>
TOTAL	<u>7</u>

COMMENTS - OBSERVATIONS

TO: Johnny H. Robinson

FROM: Clarence Greene

SUBJECT July 1, 1969 to Aug. 1, 1969

COMPLAINTS

	<u>Received</u>	<u>Corrected</u>
Atlanta Housing Authority	<u>3</u>	<u>2</u>
Sanitation	<u>146</u>	<u>125</u>
Police	<u>44</u>	<u>14</u>
Parks	<u>8</u>	<u>3</u>
Housing Code Division	<u>24</u>	<u>17</u>
Traffic Engineering	<u>11</u>	<u>11</u>
Construction	<u>18</u>	<u>18</u>
Planning	<u>0</u>	<u>0</u>
Fulton County Health Department	<u>3</u>	<u>1</u>
OTHER _____	<u>2</u>	<u>0</u>
TOTAL	<u>253</u>	<u>191</u>

	<u>WCCORDWARD</u> <u>Number</u>	<u>SAWYER</u> <u>Number</u>	<u>CHRISTENBERRY</u> <u>Number</u>	<u>BLOOM</u> <u>Number</u>	<u>GREENE</u> <u>Number</u>
E.O.A. Staff	<u>2</u>	<u>6</u>	<u> </u>	<u> </u>	<u>2</u>
CNAC	<u>2</u>	<u>1</u>	<u> </u>	<u>1</u>	<u>3</u>
Area Block	<u>7</u>	<u>2</u>	<u> </u>	<u>2</u>	<u> </u>
CRC	<u>1</u>	<u>2</u>	<u>2</u>	<u> </u>	<u>4</u>
MISC.	<u> </u>	<u>6</u>	<u>4</u>	<u> </u>	<u>4</u>
	<u>12</u>	<u>17</u>	<u>6</u>	<u>3</u>	<u>13</u>
		TOTAL			

COMMENTS - OBSERVATIONS

Parks & Housing Code have answered promptly. The differential between answered and unanswered is due in part to end of the month filing.

DATE AUGUST 1, 1969

TO: Johnny H. Robinson

FROM: E. F. JACKSON

SUBJECT JULY 1, 1969 to JULY 31, 1969

COMPLAINTS

	<u>Received</u>	<u>Corrected</u>
Atlanta Housing Authority	<u>5</u>	<u>4</u>
Sanitation	<u>34</u>	<u>23</u>
Police	<u>23</u>	<u>12</u>
Parks	<u>11</u>	<u>5</u>
Housing Code Division	<u>6</u>	<u>4</u>
Traffic Engineering	<u>10</u>	<u>6</u>
Construction	<u>1</u>	<u>1</u>
Planning		
Fulton County Health Department	<u>7</u>	<u>3</u>
OTHER	<u>35</u>	<u>23</u>
PUBLIC WORKS 21 11		
PERSONNEL 2 2		
BOARD OF EDUC. 6 4		
BUILDING INSPE 5 5		
LICENSE DIV 1 1		
TOTAL	<u>161</u>	<u>81</u>

MEETINGS

	<u>Number</u>
E.O.A. Staff	<u>3</u>
CNAC	<u>4</u>
Area Block	<u>2</u>
CRC	<u>2</u>
MISC.	<u>5</u>
STAFF MEETINGS (CITY HALL)	
DIST. COURT	
SPEC. MEETINGS	
TOTAL	<u>16</u>

COMMENTS - OBSERVATIONS

THE NUMBER ONE PROBLEM STILL IS PROCTER CREEK. DESPITE SUCCESSFUL MEETING WITH PUBLIC WORKS BOARD AND WORK REPORTS TO ME BY JACK CAMERON THE ODOR STILL REMAINS. THIS MONTH FULL OF SPECIAL PROJECTS: HEALTH FAIR C.R.C. RODENT CONTROL. PETITIONS FOR Bd OF EDUC. GROUPS TO TALK WITH C.R.C. Hosp. Admin. Board AND CLEANUP PROJECTS. ALL HAVE ASKED FOR CITY ASSISTANCE. DIRECT COMPLAINTS FROM RESIDENTS HAS IMPROVED AND SHOULD CONTINUE TO DO SO. COOPERATION FROM E.O.A. STAFF IS GOOD. THE... BUT... PREV OFFICERS ARE GREAT HELP. --S

TO: Johnny H. Robinson

FROM: Tommy Isaac

SUBJECT JULY 1, 1969 to JULY 31, 1969

COMPLAINTS

	<u>Received</u>	<u>Corrected</u>
Atlanta Housing Authority		
Sanitation	<u>27</u>	<u>21</u>
Police	<u>19</u>	<u>11</u>
Parks	<u>1</u>	<u>1</u>
Housing Code Division		
Traffic Engineering	<u>12</u>	<u>10</u>
Construction	<u>5</u>	<u>5</u>
Planning		
Fulton County Health Department		
OTHER _____	<u>17</u>	<u>15</u>
TOTAL	<u>81</u>	<u>63</u>

MEETINGS

	<u>Number</u>
E.O.A. Staff	<u>1</u>
CNAC	<u>1</u>
Area Block -	<u>1</u>
CRC	<u>1</u>
MISC.	<u>2</u>
City Hall	
TOTAL	<u>6</u>

COMMENTS - OBSERVATIONS

MR. ISAAC REPORTS COOPERATION WITH CENTRAL CITY E.O.A. STAFF
IS GOOD ALONG WITH MOST CITY SERVICES. HOWEVER HE IS NOT
RECEIVING THE AMOUNT OF COMPLAINTS THE AREA INDICATES
RESIDENTS ^{DID} MEET LAST NIGHT AND IF TODAY IS ANY INDICATION,
THINGS SHOULD CHANGE. MR. ISAAC'S OTHER DUTIES KEEPS HIM
AWAY A GOOD DEAL SO SOMETIMES HE IS NOT THERE TO RECEIVE
COMPLAINTS - SCOP

TO: Johnny H. Robinson

FROM: Nathaniel Maddox

SUBJECT July 1, 1969 to July 31, 1969

COMPLAINTS

	<u>Received</u>	<u>Corrected</u>
Atlanta Housing Authority	<u>6</u>	<u>4</u>
Sanitation	<u>51</u>	<u>24</u>
Police	<u>39</u>	<u>16</u>
Parks	<u>11</u>	<u>11</u>
Housing Code Division	<u>11</u>	<u>10</u>
Traffic Engineering	<u>9</u>	<u>7</u>
Construction	<u>29</u>	<u>18</u>
Planning	<u>0</u>	<u>0</u>
Fulton County Health Department	<u>7</u>	<u>5</u>
OTHER _____	<u>9</u>	<u>6</u>
TOTAL	<u>172</u>	<u>101</u>

MEETINGS

	<u>Number</u>
E.O.A. Staff	<u>5</u>
CNAC	<u>2</u>
Area Block	<u>11</u>
CRC	<u>1</u>
MISC.	<u>6</u>
TOTAL	<u>25</u>

COMMENTS - OBSERVATIONS

Comments are on next sheet.

A SUMMARY OF THE EVALUATIONS AND
RECOMMENDATIONS OF:

Mr. Bement (East Central)

Mr. Bruce (West Central)

Mr. Christenberry (Pittsburg)

Mr. Isaac (Central City)

Mr. Menez (Edgewood)

Mrs. Snider (City Hall)

Miss Sowell (Nash-Washington - Extension)

Miss Woodward (West End)

AUGUST 1, 1969

EVALUATIONS OF CITY SERVICES

In evaluating City Services not all interns mentioned all City Services. There was divided opinion on many departments. However, the general consensus was that the City Services were not responding well enough to complaints by area residents.

The Atlanta Housing Authority, according to Miss Sowell, does not respond at all. However, the Housing Code Department was commended by Mr. Christenberry and Miss Sowell. This was not the case with Mr. Menez, who feels the department is "not only inadequate, but also poorly administered".

Mr. Isaac reported that the Police Department is doing well in Central City, but Mr. Christenberry, Mr. Menez, and Miss Sowell reported very poor response. Mr. Christenberry was told that the Police Department did not know to return route sheets; however, that is not believed. In most areas they have shown poor response on pick-up of junk cars.

Only Mr. Isaac mentioned Public Works. He noted only one third response.

The Recreation Department was commented on by Miss Woodward and Mr. Menez. Mr. Menez stated that the Recreation Department was not only hampered by lack of equipment, but its unsystematic system allows for inconsistency. Miss Woodward was more explicit, stating that recreation "appears to suffer not in quantity but in quality". Since this is Atlanta's third year of expanded summer recreation, she feels that "one would expect to find activities with carryover values". Further, Atlanta is loosing its best opportunity to communicate with youth in these areas. She reports that youth does not participate in other programs, such as Model Cities, E.O.A., etc.

The Sanitation Department came in for quite a bit of comment. Miss Sowell, Miss Woodward, and Mr. Isaac had reasonably good experiences with this department. Mostly their request had been answered promptly. Miss Sowell stated that the quick response on the trash barrels gives tangible evidence of the City's concern. Thus this service of the Sanitation Department is invaluable. Miss Woodward states that there is such high confidence in the department and in Mr. Hulsey in West End that citizens there usually call Mr. Hulsey directly with their complaints. Not all opinions of the Sanitation Department are good. Mr. Christenberry reports poor pick-up of junk cars by this department, especially if the car has not been tagged by the City Service Coordinator. Mr. Menez feels the departments "output capacity is totally inadequate". Thus the Sanitary Department seems to respond well on complaints concerning litter barrels and/or trash removal and poorly on removal of junk cars.

The "Sidewalks Department" was commended by Mr. Isaac who stated that he has received one-hundred percent response.

Miss Sowell reports Street Maintenance as being prompt in replying. However, she feels they should have informed this office that no additional paving could be done.

The Traffic Engineering Department did not please Miss Sowell, Mrs. Snider, or Mr. Menez. Miss Sowell felt they should have notified the Community Development Coordinator's Office that no traffic signals were available for this year. Mrs.

Snider noted that many times the Traffic Engineering Department replied with "will check this next week" or "maybe next year". She felt this type of reply did more harm than good. Mr. Menez criticized "the bureaucratic procedure in which things are done". Mr. Isaac reported answers to all five route sheets sent to Traffic Engineering. Thus of the four comments on this department, only Mr. Isaac was satisfied.

RECOMMENDATIONS

There were several types of recommendations which appeared often in the intern evaluations. These were concerned mainly with the City Services Coordinator, junk cars, and the establishment of a central telephone number or office. Although many recommendations were quite similar each was presented from a slightly different viewpoint.

The recommendations concerning the City Services Coordinators centered around the number of coordinators and their duties. Miss Sowell, Mr. Isaac, and Mr. Bement recommend that there be one City Service Coordinator per target area. Others, such as Christenberry, Mrs. Snider, and Miss Woodward felt that "more City Service Coordinators should be hired". Mr. Christenberry suggested that since the City Service Coordinators do public relations work anyway, the "expensive, blue-ribbon bedecked Community Relations Commission" could be abolished and the commission's money be used for more City Service Coordinators. Miss Woodward, Mr. Bement, Miss Sowell, and Mr. Christenberry also discussed possible changes in the coordinator's duties. Miss Woodward recommended making them the administrators of "Little City Halls" and increasing the scope of

their duties to include early slum detection, consumer services complaints, public relations, and general information distribution. All of this involves removing the coordinators from the E.O.A. Centers. Mr. Christenberry feels the City Service Coordinators be viewed as "innovative chaps with an overview of the whole system whose job is to better integrate existing services and develop new services as they see fit". They should have the power to "recommend revisions in and additions to the city codes in their respective areas". Mr. Bement saw the coordinator's job as that of a "city-man in the ghetto; touching, listening, stimulating, teaching, reporting". Miss Sowell believes the City Service Coordinators could perform a broader coordinating function between the various groups on his (or her) area.

Those were not the only recommendations pertaining to City Service Coordinators. Mr. Christenberry wants all City Service Coordinators (both present coordinators and all future ones) to spend time with experienced coordinators, learning methods of "handling 'routine' community problems". He also feels that all City Service Coordinators should have a personal knowledge of the operation of all city departments. Mr. Isaac recommended that the coordinators be publicized in the community. Miss Sowell suggested that regular "hours of attendance" in their offices be kept by the coordinators, and that route sheets from the City Service Coordinators should received priority action (perhaps special funds could be allocated for this). Thus these inter recommendations concerning the City Service Coordinators relate

to their role, their number, their training, etc. There is dissatisfaction not with the ideal of a City Service Coordinator, but with the reality.

A large number of recommendations concerned centralization. Mr. Bement suggested the entire system be tied to one telephone number, such as 511. He also suggested a central City Services Intake and Routing Office containing one or two complaint desks from each department. This would expand the Community Development Office's coordinating function by enabling departments to work together on problems not "apropos" to any one department. Mrs. Snider also felt a central information service for field personnel was needed. Under her plan, the Community Development Office could become a central coordinating agency for target area groups who might need supplies or other help and those churches, businesses, etc., who might like to help such groups. A centralized publicized telephone number was also recommended by Mr. Isaac. Miss Woodward suggested a central complaint department similar to that of Mr. Bement, but not included as a part of the Community Development Office. In the complaint department there would be a central real-time information bank and "exceptions" crews to investigate all types of complaints. Centralization as seen by the interns, would expand the function of the Community Development Office and aid in its operation.

Junk cars were the object of many of Mr. Christenberry's and Mr. Menez's recommendations. Both felt that only one department of the City should have responsibility for removal of junk cars, rather than both Sanitary and Police. Menez suggested that this single agency be the Sanitary Department. Both felt that manpower in Sanitary should be increased; Christenberry suggesting that these

be used to make "periodic sweeps through all infected areas to remove junk cars". An additional suggestion made by Mr. Christenberry was to assign personnel from the Community Development Office to work with Rex Honeycutt of Sanitary in the development of a profitable system for handling junked cars. In other words, these intern recommendations were concerned with increasing the efficiency of junk car removal.

Although the above are the major types of groupings of intern recommendations, there were many more. Mrs. Snider and Miss Woodward suggested "little City Halls". Miss Woodward also suggested a social research and planning staff which would begin slum prevention studies, a new training orientation program for summer recreation employees, plain english translations of city ordinances, new ordinances concerning consumer service violations; investigation of bribery complaints, regulation of absentee landlords, and use of volunteers for summer recreation programs. Mrs. Snider and Miss Woodward had recommendations pertaining to publicity. Miss Woodward feels the War on Poverty should be publicized to affluent Atlanta; Mrs. Snider suggested that City Hall publicize itself through direct effective action. Miss Sowell and Mrs. Snider felt that high level pressure (i. e., Mayor Allen) should be used against those departments which were unresponsive to the Community Development Office. Several suggestions were made with regard to personnel. Mr. Isaac believes the intern program should be continued part-time all year. Miss Woodward suggested the pay of policemen and recreation employees be increased. She also suggested strengthening the lines between the E.O.A. Manpower Program

and the City Personnel Office. Miss Sowell recommended that the Atlanta Beautification Corps workers could be used to clean streets and vacant lots in answer to complaints. Mr. Christenberry also suggested increasing the number of housing inspectors. Other's suggestions included improving the Summer Program Book by printing it in color code, having each department use the same area definition providing space for up-dating the book, revising the route sheet filing system by using file cards (Mrs. Snider); charging land owners for cleaning their property, giving recognition to the Housing Code Department for its fine performance, making a concentrated effort in one area in the hope that changes in crime, property values, etc. (Mr. Christenberry).

September 29, 1969

Dr. David B. Lyon
Suite 132-B
490 Peachtree Street, N. E.
Atlanta, Georgia 30308

Dear Dr. Lyon:

Thank you for your letter of September 22nd expressing
an interest in being of service in the field of race relations.

I am referring your letter to our Community Relations
Commission, and I am sure Mr. Nat Welch will be in
touch with you shortly. ←

Sincerely yours,

Ivan Allen, Jr.
Mayor

IAJr:lrd

CC: Community Relations Commission

From: Community Relations Commission
121 Memorial Drive, SW
Atlanta, Georgia 30303



For Release, Thursday, September 25, 11:00 A.M.

BEN HILL LEADERS DEPLORE VANDALISM

Mayor — We had a fine response!
Nat

A group of Ben Hill church, school, business and community leaders released a statement today expressing their "shock and shame" at an act of vandalism directed against a Negro family recently who moved on an all white street in this southwest Atlanta community.

The McMichael family purchased a home on Kimberly Road and moved into it in late August. Vandals hit once breaking windows and hit again some three days later. The McMichael's elected to move and their money was refunded by the real estate agent who sold the property.

The statement by the group of Ben Hill leaders continued: "We know the spirit of this community. We believe that the good people of Ben Hill and surrounding communities want their moral support placed behind the movement for fairness in housing and equality in education. We encourage that every effort be made by the Atlanta Police Department to apprehend the offender so that justice will prevail and respect for the law be strengthened in event that a similar situation should face us again. We believe that man, his person and his personality, is sacred and that property rights must be respected and that unless we can come to this point of view, none of us are safe." This statement represented the first collective effort of censure from that community. The group met at the Ben Hill Methodist Church with the Atlanta Community Relations Commission acting as the convener.

Among those participating in the meeting were: Rev. L. Clyde Allen, Bill Atchison, Ernest R. Bennett, Rev. W. C. Bowen, Kenneth R. Drane, Milton S. Earnest, John Geren, Rev. William Geren, Mrs. Thelma Heath, James R. Lemon, Walker McKnight, Charles L. Moates, Dr. Harmon D. Moore, H. Jack Smith, Charles Stinson, Jr., Ray Terry, Jr., Cecil M. Thornton, Lyndon Wade, Thomas G. Ward, Nat Welch, Rev. Paul F. Wohlgemuth and Cy Young.

For Release:
Thursday PM, January 2, 1968
From: Community Relations Commission
1203 City Hall, Atlanta, Georgia 30303

BENNY T. SMITH NAMED FIELD REPRESENTATIVE FOR
COMMUNITY RELATIONS COMMISSION

Benny T. Smith, widely known community leader, has been named field representative for the Atlanta Community Relations Commission and will assume his new duties immediately. It was announced today by Nat Welch, executive director for the Commission.

As field representative, Smith will head up CRC's expanded Town Hall Meeting Program for 1969 and will act as a communications link between the Neighborhoods and the Commission.

"We have expanded the scope of this position and are delighted to have secured the services of such an able and experienced leader as Benny T. Smith," stated Welch.

Smith was raised in Vine City and educated at Booker T. Washington High School, Morris Brown College and the Blayton School of Accounting. With funds he won on the national TV show, "Strike It Rich," in the mid fifties, Smith opened and operated a dry cleaning firm in Vine City. He

Page 2
Press Release January 2, 1968
Benny T. Smith

later was the proprietor of a neighborhood grocery store in the Poole Creek Community. Smith was subsequently employed by the U.S. Postal Data Center and the Georgia Department of Labor where he played a key role in the Jobmobile Program in cooperation with the National Alliance of Businessmen.

Smith was a prime mover in the organization of the Community Relations Commission some two and a half years ago. He helped organize the Price and the the Pittsburgh EOA centers and the Model Cities Program. He is a former vice president of the All Citizens Registration Committee, former president of the Metropolitan Atlanta Grassroots Council, president of the Southeast Community Council, board member of the Metropolitan Atlanta Summit Leadership Congress, and former vice president of the Fourth Ward Improvement Council. He served as chairman of the transportation committee for the Poor People's Campaign to Washington.

CRC's new field representative has received awards for community service and leadership from the Peoplestown Civic League, the Atlanta branch of the NAACP, the Excelsior Knight Civic and Social Club, the Southeast Community Council and the Veterans' Administration Hospital.

Mr. Smith is a member of the Wheat Street Baptist Church and Prince Hall Masons. He resides at 209 Archcrest Drive.

CRC

OFFICE LETTER
TRUST COMPANY OF GEORGIA

TO A. H. Sterne

FROM C. Linden Longino, Jr.

SUBJECT: Bank Loans to Minority Businesses

I have a collection of many news articles and other reports, as well as my own thoughts, on the general subject of business formation and development in urban "underprivileged-ghetto-black-minority" areas. Common threads bind all of these together:

1. A city cannot endure with a central core of business and individual poverty.
2. Strengthening the underprivileged business community would go a long way toward solving the overall number one problem of the city. (Minority group members comprise 12% of the U. S. population but they own only 3% of U. S. business, according to government figures.)
3. This uplifting can be done by direct government "intervention" or by the more fortunate members of the "privileged" business community; the latter being a better way for innumerable reasons, but a combined effort being workable and not necessarily undesirable.
4. Many government programs exist and many private organizations have been formed to cope with these problems, but there is much duplication of effort and a general lack of intercommunication and coordination.
5. Banks can play a key role because of the general scarcity of money available to the ghetto businessman for starting or upgrading his business. (Only 150 of this country's 14,000 commercial banks engage in specific loan programs of this nature.)
6. A bank can follow three basic paths:
 - A) Establish its own high risk loan plan (C&S has done this).
 - B) Participate with the SBA in "Project Own", a liberalized loan guarantee program. This plan is endorsed by the ABA. (Trust Company, First National, National Bank of Georgia and maybe Fulton National Bank do this.)
 - C) Banks within a city can organize a "pool" of funds and talent, offering loans as well as management assistance. (This has been informally discussed, but no such move is under way in Atlanta. Banks in some other cities have taken such action.)
7. Conclusion: Each bank must make its own decision as to the extent of its involvement, if any, in this area of community service. A formal "pool" of banks is not necessary if each bank will assume its responsibilities and take an active role in this area of lending. A central "clearing house" would make the job easier for all interested parties, public and private. Independent services of banks, attorneys, accountants, consultants and various national, state, and local government bodies could be efficiently channeled toward the common objective. We have suggested that the Atlanta Chamber of Commerce might assume the role of coordinator if such a "clearing house" is established.

During the past ten years Atlanta has experienced an economic growth rate that is rivaled by few American cities. To a large extent this was only possible because of an enlightened business and banking community. . . . the community that you gentlemen represent.

During this same ten year period Atlanta has also experienced a social development that is rivaled by few American cities. We can feel fortunate in that this has usually taken place in a peaceful and orderly fashion. This was only possible because of an enlightened black and white community that has grown with Atlanta.

We now live in a city where the population is almost 50% ~~black~~ *Negro*. The continued economic growth of our city will depend greatly on the means by which the heretofore untapped resources of our ~~black~~ *Negro* citizens can be utilized.

The Community Relations Commission has recently initiated a project of vital importance to all of us. It concerns the further development of ~~black~~ *Negro* entrepreneurship in Atlanta. The Commission, in developing this project, has as co-sponsors the Atlanta Business League's Project Outreach, *the Atlanta Chamber of Commerce,* the Atlanta Urban League, the National Alliance of Businessmen, the Small Business Administration, the Atlanta Chapter of the NAACP and the Atlanta University School of Business.

It is our hope that as part of Atlanta's
Atlanta needs a public commitment from you, its banking fraternity, that you will, to an ever increasing extent, *lend your expertise,* grant high risk loans to *business and banking knowledge, yes and even* competent black businessmen. *capital to competent Negro business people.*

cpc

Trust Company of Georgia

POST OFFICE DRAWER 4418

Atlanta, Georgia 30302

February 6, 1969

Mr. Nat Welch
 Executive Director
 Community Relations Commission
 1203 City Hall
 Atlanta, Georgia 30303

Dear Mr. Welch:

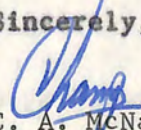
Trust Company of Georgia will be delighted to take part in the February 20 "Workshop on Black Business Opportunities," sponsored by the Community Relations Commission. Attached is the form which names C. Linden Longino, Second Vice President, as our representative. Mr. Longino will participate in the Banker Round Table and will be awaiting your instructions as to when the group comprising the Round Table will meet.

You also asked if we would provide a table during the session running from 2:30 to 5:00 p.m. and Mr. Longino will also be in charge of our arrangements in providing such an information booth. He may use one or more of our people to assist him.

Attached also is our check payable to the Commission for \$30.00 for registration.

I believe that the program will be a good one, assuming you obtain the participation desired by those who are really interested in going into business for themselves. The program has been well thought-out, and I see nothing in it that would be contrary to our own views of how to attack the problem. It was a pleasure to sit in for Mr. Sterne, and he of course has been apprised of what went on and supports fully our participation, as outlined above.

Sincerely,


 C. A. McNair
 Executive Vice President - Banking

Attachments
 Copy to Mr. Ivan Allen, Jr.

C
O
P
Y

MAYOR ALLEN
PROGRAM

file
CRC

COMMUNITY RELATIONS COMMISSION'S
"WORKSHOP ON BLACK BUSINESS OPPORTUNITIES"

New building of Atlanta University School of Business, February 20.

- 8:30-9:00 Registration
- 9:00-9:15 Purpose of Conference - Mr. Byron Attridge, Vice Chairman of Community Relations Commission
- 9:15-10:00 Keynote Speaker - Mr. Frank Carter, President, Atlanta Chamber of Commerce
- 10:00-10:15 Break
- 10:15-11:15 "Do's and Don't's in Launching new Businesses"
Five successful Atlanta Black Entrepreneurs
- 11:15-12:00 Specialized Panel Discussions:
 - 1. Service Stations
 - 2. Fast Food Outlets
 - 3. Construction Contracting
 - 4. Auto Dealerships
 - 5. Ice Cream Outlets
 - 6. Franchised Dry Cleaning
 - 7. Specialty Auto Services - tires, mufflers, etc.
 - 8. Other Franchise Businesses
- 12:00-1:00 Box Lunches
- 1:00-1:45 Banker Round Table - Opportunities envisioned, how your banker can help, what he looks for in loan applicant, etc. (Atlanta bankers, accountant, and SBA official)
- 1:45-2:30 Ongoing Programs for Technical Aid
 - 1. Small Business Administration
 - 2. National Business League "Project Outreach"
 - 3. Regional Economic Development and Business Service Center, Atlanta University
- 2:30-5:00 "Fifty Great Business Opportunities"
Individual conferences between franchisors and franchisees
- 7:00-10:00 Banquet at Paschal's Motor Hotel

Awards to the five outstanding Atlanta Black Entrepreneurs for 1969

Address: Berkeley G. Burrell, President, National Business League, Washington, D. C.

Pure Oil Division ©

Union Oil Company of California
Chattahoochee Station, P.O. Box 17027
Atlanta, Georgia 30321
Telephone (404) 799-1414



February 5, 1969

Mr. Nat Welch
Executive Director
Community Relations Commission
1203 City Hall
Atlanta, Georgia

Dear Mr. Welch:

We would like to congratulate the Community Relations Commission on its forthcoming "Work Shop on Black Job Opportunities" to be held February 20, 1969, at Atlanta University. The Atlanta Division, Union Oil Company of California, will be an active participant in this Work Shop.

We know from experience what able businessmen some Negroes can be. One of our very best dealers in Georgia is a Negro.

Your goal of involving more minority people as owner/managers of business is a positive one. The Atlanta Division, Union Oil Company of California, extends its strong cooperation.

Cordially,

ATLANTA DIVISION
UNION OIL COMPANY OF CALIFORNIA

A handwritten signature in cursive script that reads "K. P. Dutton".

K. P. Dutton
Manager, Divisional Sales

KPD:eg

AMERICAN DAIRY QUEEN CORPORATION

Southeastern Division / 751 DeKalb Industrial Way, P.O. Box 1037, Decatur, Georgia 30033 / Telephone (404) 634-5151

February 5, 1969

Mr. Nat Welch
Community Relations Commission
1203 City Hall
Atlanta, Georgia 30303

Dear Mr. Welch:

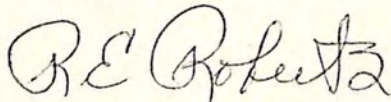
Thank you for your invitation to attend your Workshop on Black Business Opportunities to be held on February 20 at the Atlanta University School of Business.

We expect to have our Franchise Sales Director, Mr. Leo Wells, in attendance.

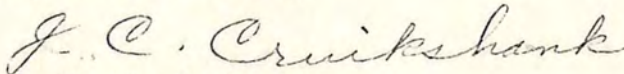
We in Dairy Queen feel that this is certainly a progressive program that you are sponsoring, and we are looking forward to finding capable store owners through this meeting. It is indeed a pleasure to know that our city is concerned with the growth and development of all its citizens and its businesses.

Look forward to working with you and your group.

Sincerely yours,



R. E. (Red) Roberts
Operations Manager



J. C. Cruikshank
Co-Chairman of the Board

RER/mjc

'Black Curtain' Lowered Here?

Negroes' Own Fault, Leader Says As C of C Launches Money Drive

By LAURENCE GWIN

Atlanta Journal Business Writer

Is there a "black money curtain" in Atlanta which deters Negroes from getting assistance they need to enter the mainstream of capitalism?

One of the leading Negro business executives in Atlanta says "yes."

"But it's partly the fault of the black community," said T. M. Alexander Jr., who in addition to having financial ties in various Atlanta projects, is with the Courts and Co. brokerage firm.

Alexander noted that although the fault does not lie with the banks totally, "it is a psychological fact that when a black person gets turned down on a loan by a black bank — and because of the restricted capital of these banks they most times have no choice but to be more careful in higher risk areas — these people would naturally feel they wouldn't have a chance to get money from a white bank ... and they don't try."

Another problem he commented on was that blacks seeking financial aid "just do not have the records and reports filed on them, and the institutions don't have enough information to be able to make the decisions."

OFTEN when a Negro applies for financial assistance, the banks will ask him to fill out a financial statement, Alexander said. "And he thinks this was just a nice way the bank had to turn him down," he said. "More often than not he doesn't know how to make out a financial statement ... and this is where it's dropped."

He cited a precedent for success in John Jefferson, who after being turned down numerous times, finally received assistance from Citizens & Southern National Bank and construction is now under way for a 78-room downtown motel to be owned and operated by blacks.

Atlanta is currently trying to change the climate surrounding the "black money curtain."

... and we also hope to get successful Negroes to encourage other Negroes."

Although not completely outlined, the program will have two phases, he said. "You have money on one side and candidates on the other—and these have to be matched. Especially when less than \$5,000 is involved, the percentages go out the window. You're backing the individual."

THE LATTER PHASE will be to provide counseling and managerial coaching for the applicants "so that they may learn the ins and outs of the business."

Dickson, although not seeing a separate division formulated, envisions that banks "will aggressively go after worthwhile applicants." He added that "this will not be a giveaway—but we are going to genuinely try and create an atmosphere whereby the black community can enter the mainstream of capitalism."

In connection with this, the Community Relations Commission has announced plans for a workshop to be held Feb. 20 at Atlanta University's School of Business.

The Workshop on Black Business Opportunities will be co-sponsored by the Atlanta cham-

Cannolene Sales Zoom At \$1 Million

Atlanta Negro-owned manufacturer of hair products—the Cannolene Co.—will top the \$1 million sales mark in 1969, according to predictions by company officials.

Robert O. Cannon, president of the firm, said the big sales rise—more than 700 per cent over 1968—began when the firm expanded into the national market three years ago.

"We are now able to take full advantage of the greatly improved earning power in the Negro market," said Cannon, whose company manufactures a line of 13 different beauty products for the ethnic market in the South and major metro centers across the nation.

The firm has devised a way for students at Carver Vocational School to reap benefits from one of its new lines by having pupils manufacture distinctive burlap bags for its cologne and after-shave lotion.

Cannon also gave credit to the F. W. Woolworth Co. for its "candid suggestions" for improvement of packaging and merchandising generally.

ber, the local chapter of NAACP, the Atlanta Business League, the Atlanta University School of Business, the Urban League and the Small Business Administration.

"The primary goal of the workshop is to involve Atlanta Negroes who are interested in becoming owner-managers of business in Atlanta," CRC executive director Nat Welch said.

Tuesday, February 4, 1969

The Atlanta Journal

Atlanta Chamber of Commerce President Frank Carter has appointed Eugene Boyd, a vice president of Coca-Cola Co., Inc., and Herbert J. Dickson, executive vice president of the C & S Bank, to head up a program "for concentrated effort in the field of black entrepreneurship."

Dickson said that "this will not be a cure-all—but it will provide a small tool that we hope can do some good.

"Our efforts will encourage Negroes to build for themselves

MAIL TO:

Nat Welch, Executive Director
Community Relations Commission
1203 City Hall
Atlanta, Georgia 30303

Please count our firm in as a participant in the Atlanta Community Relations Commission's "Workshop on Black Business Opportunities" to be held at Atlanta University on February 20.

FIRM NAME: _____

ADDRESS: _____

REPRESENTED BY: (1) _____

(2) _____

FRANCHISED OFFERED: _____

There will be a briefing session for franchisors at City Hall, Meeting Room 2, 3:30-5:00 P.M., February 19.

Registration for commercial companies is \$30.00. This includes one banquet ticket--additional tickets can be purchased on February 20.

PLEASE ENCLOSE CHECK WITH THIS REGISTRATION FORM.

Black Business Workshop, February 20

Atlanta's Community Relations Commission announced today plans for its "Workshop on Black Business Opportunities" to be held February 20 in the new building of Atlanta University's School of Business.

The workshop will be co-sponsored by the Atlanta Business League, the Atlanta Chamber of Commerce, the Atlanta University School of Business, the National Alliance of Businessmen, the National Association for the Advancement of Colored People, the Small Business Administration and the Urban League.

"The primary goal of the workshop is to involve Atlanta Negroes who are interested in becoming owner-managers of businesses in Atlanta. We hope that this combined community effort will offer a quantum jump to Atlanta black business entrepreneurs and strengthen on going efforts of the Atlanta Business League's Project Outreach, the Small Business Administration, and Atlanta University's Business Economic Development and Business Service Center" stated CRC's executive director Nat Welch.

The planning committee has identified nine likely break-thru areas for black business opportunities..fast food franchises, auto dealerships, service station, building contracting, ice cream outlets, franchised dry cleaning stores, coin operated laundries, drug

stores, and specialty auto stores selling such items as tires and mufflers.

If you are interested in becoming an owner/manager of any type of business and want to participate in this workshop, call Benny T. Smith, field representative, Community Relations Commission, Room 1203, City Hall, phone number 522-4463 extension 433, who is in charge of community participation for this important affair.

"The workshop will have a heavy emphasis on franchised operations because these are geared to family involvement. Good franchises offer proven management assistance and formulas for successful operation", stated Nat Welch.

Some three dozen national franchise operations are being invited to have top management representation. The afternoon session will feature "Fifty Great Business Opportunities" and will provide a two and a half hour period for the franchisor and the franchisee to have individual discussions with the hopes that new businesses will be birthed as a result of this workshop, explained CRC's executive director.

The morning session will have a panel discussion on "Do's and Don'ts in Launching New Business Ventures"

by five successful Atlanta black entrepreneurs and individual panel discussions in the nine areas of business break-thrus being emphasized at the workshop.

The afternoon session will have two additional panels. One will be on "On Going Programs of Technical Aid" in which presentations will be made by the Small Business Administration, Project Outreach, and Atlanta University's Business Economic Development and Business Service Center. The other will be a banker round table with Atlanta bankers discussing opportunities envisioned, how bankers can help and what bankers look for in a loan

applicant.

The banquet session, to be held at Paschal's Motor Hotel, will climax with an address by a nationally-known black business leader.

The planning committee for the workshop includes: Frank O'Neal of the Atlanta Business League; Dean Harding Young of the Atlanta University School of Business; Lyndon Wade of the Atlanta Urban League; Curtise Driskell of the Atlanta Chamber of commerce; Henry Reid of NAB, Lonnie King of the NAACP; John P. Latimer of SBA and Nat Welch and Chuck Williams of CRC.

THE ATLANTA CONSTITUTION, Thursday, Jan. 23, 1969

CRC Plans Workshop For Blacks

The Community Relations Commission announced plans Wednesday for its black entrepreneurship workshop to be held Feb. 20 at Atlanta University's School of Business.

The Workshop on Black Business Opportunities will be co-sponsored by the Atlanta Chamber of Commerce, the local chapter of the National Association for the Advancement of Colored People, the Atlanta Business League, the Atlanta University School of Business, the Urban League and the Small Business Administration.

BASIC GOAL

"The primary goal of the workshop is to involve Atlanta Negroes who are interested in becoming owner-managers of businesses in Atlanta," said CRC executive director Nat Welch.

The workshop will feature nine "likely breakthrough areas for black business opportunities"—fast-food franchises, auto dealerships, service stations, building contracting, ice cream outlets, franchised dry cleaning stores, coin-operated laundries, drug stores and specialty auto stores.

THREE DOZEN OPERATIONS

About three dozen national franchise operations are being invited to have top management representation. The afternoon session will feature "Fifty Great Business Opportunities," Welch said. Technical aid programs and a round-table discussion by Atlanta bankers also will occur in the afternoon.

The morning session will have a panel discussion on "Do's and Don'ts in Launching New Business Ventures" by five successful Atlanta black entrepreneurs plus individual panel discussions in the nine breakthrough areas.

A dinner session at Paschal's Motor Hotel will end the workshop with a speech by a yet-to-be-announced nationally-known black business leader. In addition, five black entrepreneurs for 1967 will be given special recognition by the CRC.

PROGRAM

"WORKSHOP ON BLACK BUSINESS OPPORTUNITIES"
New building of Atlanta University School of Business, February 20.

- 9:00-9:15 Purpose of Conference - Dr. Sam Williams
- 9:15-10:00 Keynote Speaker - Frank Carter, President, Atlanta Chamber
of Commerce
- 10:00-10:15 Break
- 10:15-11:15 "Do's and Don't's in Launching new Businesses"
Five successful Atlanta Black Entrepreneurs
- 11:15-12:00 Specialized Panel Discussions:
- | | |
|-----------------------------|------------------------------|
| 1. Service Stations | 5. Ice Cream Outlets |
| 2. Fast Food Outlets | 6. Franchised Dry Cleaning |
| 3. Construction Contracting | 7. Specialty Auto Services - |
| 4. Auto Dealerships | tires, mufflers, etc. |
- 12:00-1:00 Box Lunches
- 1:00-1:45 Banker Round Table - Opportunities envisioned, how
your banker can help, what he looks for in loan applicant,
etc. (Atlanta bankers, accountant, and SBA official)
- 1:45-2:30 Ongoing Programs for Technical Aid
- SBA
Project Outreach
Atlanta University School of Business
- 2:30-5:00 "Fifty Great Business Opportunities"
- Individual conferences between franchisors and franchisees
- 7:00-10:00 Banquet at Paschal's
- Awards to the five outstanding Atlanta Black
Entrepreneurs for 1969
- Address: Berkeley G. Burrell, President, National
Business League, Washington, D. C.

g/b

"WORKSHOP ON BLACK BUSINESS OPPORTUNITIES"

Sponsored by the Community Relations Commission in cooperation with:

- Atlanta Business League - "Project Outreach"
- Atlanta University School of Business
- Atlanta Urban League
- National Alliance of Businessmen
- National Association for the Advancement of Colored People, Atlanta Chapter
- Small Business Administration

(The Atlanta Chamber of Commerce Executive Committee has this under consideration.)

TIME: February 20, 1969

PLACE: New building of the Atlanta University School of Business for morning and afternoon sessions. Paschal's for banquet session.

- GOALS:
- (1) To involve Atlanta Negroes who are interested in becoming owner/managers of businesses in Atlanta
 - ((2) To involve Atlanta University Center students who are desirous of becoming owner/managers of businesses
 - ((3) To secure the active interest and support of the Atlanta banking fraternity in aiding competent black business men with technical advice and loans.

FOCUS: Plans are to spotlight several business fields which are likely break through areas for black businessmen with emphasis on franchised operations.

- | | |
|-------------------------|------------------------------|
| 1. Fast Food Franchises | 5. Ice Cream Outlets |
| 2. Auto Dealerships | 6. Franchised Dry Cleaning |
| 3. Service Stations | 7. Specialty Auto Services - |
| 4. Contracting | tires, mufflers, etc. |

January 10, 1969

BUSINESS ADVISORY COMMITTEE
COMMUNITY RELATIONS COMMISSION

Ex Officio from the Commission

Dr. Sam Williams
(Chairman of CRC)
Pastor, Friendship Baptist Church

T.M. Alexander, Sr.
Real Estate & Insurance

L.L. Gellerstedt, Jr., President
Beers Construction Company

M.O. Ryan, General Manager
Marriott Motor Hotel

Charles Adams
Senior Vice President
The Coca-Cola Company, Inc.

Miles Alexander
Kilpatrick, Cody, Rogers, McClatchey & Regenstein
(Attorneys)

T.M. Alexander, Jr.
Courts & Company

Harvey Anderson, Coordinator
Career Counseling & Placement Center
Atlanta University Center

Ben Barnes, Senior Vice President
First National Bank

J.B. Behl, Vice President
Economy Auto Division
Oklahoma Tire & Supply Company

Russell A. Blanchard, Jr., Vice President
Peoples - American Bank

E. William Bohn, Director of Personnel
Cox Broadcasting Corporation

Robert Botts, Manager of Personnel &
Public Relations
Western Electric Company

Eugene Boyd, Vice President
The Coca Cola Company, Inc.

Al Braxton, Partner in charge of
Small Business Division
Arthur Anderson & Company

Arthur E. Bronner, Vice President
Bronner Bros. Wholesale & Retail
Beauty Supply Company

E.R. Brooks, Vice President
Industrial Relations
Scripto, Inc.

Paul E.X. Brown
Atlanta Coca-Cola Bottling Company

T.T. Brown, Zone Manager
Chevrolet Division
General Motors Corporation

James W. Couch, Owner
Deluxe Cleaners

Paul A. Clifford, Personnel Director
Alterman Foods, Inc.

P.D. Davis, Jr., Director
Atlanta School of Business, Inc.

Curtis Driskell
Atlanta Chamber of Commerce

James E. Green, Jr., Vice President
Citizens & Southern National Bank

James E. Green, Jr., Vice President
Citizens & Southern National Bank

Claude H. Grizzard, Jr., President
Atlanta Junior Chamber of Commerce

S. C. Gordon
Gordon's Body Shop

Alan Gould, President
A. R. Abrams Fixtures

Leon Hames, Vice President-Personnel
Life Insurance Company of Georgia

Geneva Haugabrooks, Owner
Haugabrooks Funeral Home

Dr. Vivian Henderson, President
Clark College

Ira Jackson, Owner
Jackson's Service Station

John Perry Latimer, Regional Director
Small Business Administration

Arthur P. Laws
Pinkerton and Laws

Bob Lewis, Vice President
Cannolene Company

C. Linden Longino, Jr.
Second Vice President
Trust Company of Georgia

Erskine Love, Jr., President
Printpack, Inc.

R. L. McLeod, Vice President
Jackson-Atlantic, Inc.

H. L. Megar, Vice President
Fulton National Bank

Clarence Mitchell, Owner
Dot's Barbecue

J. M. Moore, Jr.
Ford Division District Sales Manager
Ford Motor Company

Richard G. Murphy
General Manager for Retail Stores, Atlanta
Sears Roebuck & Company

Leslie R. Nicholas
General Personnel Manager
Georgia Operations
Southern Bell T & T Company

Frank O'Neal
Project Outreach

James Paschal
Paschal Motor Hotel

Henry L. Reid
National Alliance of Businessmen

Herman Russell
H. J. Russell & Company

Charles Sandusky, Regional Manager
Chrysler - Plymouth Division
Chrysler Corporation

H. M. Skelton
Assistant City Sales Manager
Standard Oil Company

Richard Sterne, Senior Vice President
National Bank of Georgia

R. O. Sutton, Vice President
Citizens Trust Company

R. H. Sweeney, Vice President for
Industrial Relations
Colonial Stores, Inc.

W. R. Tolimson
Sales Supervisor
Gulf Oil Company, USA

Lyndon Wade
Urban League of Atlanta

Lottie Watkins
Lottie H. Watkins Enterprises

John Weitnauer, Vice President-Personnel
Rich's Department Store

P. H. Werner
Director of Public Relations, Southeast
F. W. Woolworth and Company

James A. York
Assistant Vice President
Employee Services
Delta Airlines

Dean Harding Young
School of Business
Atlanta University

During the past ten years Atlanta has experienced an economic growth rate that is rivaled by few American cities. To a large extent this was only possible because of an enlightened business and banking community.....the community that you gentlemen represent.

During this same ten year period Atlanta has also experienced a social development that is rivaled by few American cities. We can feel fortunate in that this has usually taken place in a peaceful and orderly fashion. This was only possible because of an enlightened black and white community that has grown with Atlanta.

We now live in a city where the population is almost 50% black *Negro*.

The continued economic growth of our city will depend greatly on the means by which the heretofore untapped resources of our black *Negro* citizens can be utilized.

The Community Relations Commission has recently initiated a project of vital importance to all of us. It concerns the further development of ^{*Negro*} black entrepreneurship in Atlanta. The Commission, in developing this project, has as co-sponsors the Atlanta Business League's Project Outreach, *the Atlanta Chamber of Commerce,* the Atlanta Urban League, the National Alliance of Businessmen, the Small Business Administration, the Atlanta Chapter of the NAACP and the Atlanta University School of Business.

It is our hope that as part of Atlanta's
Atlanta needs a public committment from you, its banking fraternity, *and your expertise,* that you will, to an ever increasing extent, grant high risk loans to *business and banking knowledge, yes and even* competent black businessmen. *capital to competent Negro business people.*

D R A F T

Dear _____ :

Through out the Nation there is a strong trend toward getting more Negroes involved in business as owner-managers. Relatively speaking Atlanta has always been a good business city for the Negro. We hope to make it a better one.

The Community Relations Commission is sponsoring a "Workshop on Black Business Opportunities" at the School of Business of Atlanta University on February 20. Also lending support are the Atlanta Business League, the Urban League, the National Alliance of Businessmen, the Chamber of Commerce, the Small Business Administration, and the NAACP.

You and the chief executive officers of other Atlanta banks are invited to meet with me in my office on Friday, February 7 at _____. We will discuss how the Atlanta banking fraternity can support this effort.

I will be grateful for your participation.

Sincerely,

THE FIRST NATIONAL BANK OF ATLANTA

POST OFFICE BOX 4148

ATLANTA, GEORGIA 30302

2/6

January 17, 1969

EDWARD D. SMITH
PRESIDENT

The Honorable Ivan Allen, Jr.
Mayor of Atlanta
City Hall
Atlanta, Georgia 30303

Dear Ivan:

In response to your letter of the 16th,
I shall be pleased to meet with you at 10:00
a.m., February 6.

Best regards,



Edward D. Smith

EDS:fhp

*Lane, OK
Champ McHair
for Stone*

The National Bank of Georgia

JOSEPH EARLE BIRNIE, PRESIDENT



2/6
MAIN OFFICE • PEACHTREE ST. AT FIVE POINTS • ATLANTA, GA.

22 January 1969

Mayor Ivan Allen, Jr.
City of Atlanta
Atlanta, Georgia

Dear Ivan:

In reply to your letter of the 16th,
I will be glad to meet with you on Thursday
morning, February 6th, at 10:00 a.m. concerning
the Community Relations Commission.

Sincerely,

Joseph Earle Birnie

2/6

January 16, 1969

- ✓ Mills Lane
- ✓ Ed Smith
- ✓ ~~Billy Sterne~~ - Champ McNeil
- ✓ Joe Birnie
- ✓ Gordon Jones

Dear Friends:

Through the Community Relations Commission, the City is seeking ways to improve the conditions and opportunities of our less fortunate citizens.

A definite plan is being developed which will need your advice and assistance in the area of private enterprise opportunities for Negro businessmen.

I would appreciate your meeting with me briefly on Thursday morning, February 6th at 10:00 a. m. in order that I may have the benefit of your ideas about this project.

Sincerely,

Ivan Allen, Jr.

IAJr:am

bc: Nat Welch
Dan Sweat

January 16, 1969

MEMORANDUM

TO : Nat Welch, Community Relations Commission
FROM : Ivan Allen, Jr.

Attached is a copy of the letter I have written to the five bank presidents requesting them to me with the idea of discussing their ability to make financial loans to Negro businessmen.

Prior to this meeting, I would like to have a memorandum from you as to how you think they may assist, a summary of what has already been done in this area; and an outline of the meeting you plan to have on February 20th.

I would hope you would be available to sit in on the meeting on February 6th.

Attachment

CRC

February 13, 1969

Mr. Hobart Franks
Vice President and Director of Sales
Atlanta Newspapers, Inc.
10 Forsyth Street, N. W.
Atlanta, Georgia

Dear Hobie:

Again I want to thank you for such a wonderful compliment after the Pillsbury luncheon.

Sometimes luck is with us. We had been trying for weeks to get in touch with the Branch Manager of Burger King in connection with the Workshop on Black Business Opportunities scheduled for February 20th. As a result of our luncheon conversation, Jim McLamore (and his branch manager) came to City Hall on Wednesday and spent well over an hour with Nat Welch of the Community Relations Commission, going over plans for the workshop and specifics of how Burger King could move ahead of other franchise companies. I think it will be most rewarding.

I am enclosing a copy of the Workshop program for your information. I am sure the papers will cover it, but if you are interested in attending it, I will see that you will have a special invitation.

Most sincerely,

Mrs. Ann M. Moses

Enclosure

ckc

February 21, 1969

Mr. Terrance Hanold
President
The Pillsbury Company
Minneapolis, Minnesota

Dear Mr. Hanold:

I hope you and your associates have had an opportunity for a little relaxation after the rigorous schedule of the Bake-Off. I am still impressed that it is one of the grandest fetes of perfect organizing I have ever seen.

I was delighted that Jim McLamore had an opportunity to spend a couple of hours at City Hall with Nat Welch, our Community Relations Commission Director, and go into detail about our plans for the Black Business Workshop.

It was held yesterday, and was an outstanding success. In fact, we had expected three to four hundred to attend, and had to move the conference into the main auditorium of Atlanta University to accommodate the crowd.

I am enclosing a copy of the program, some of the news coverage and the annual report of the Community Relations Commission. I hope this will give you a little more insight in what we are trying to do in Atlanta. If you need additional information, or have any specific questions, Nat Welch will be delighted to be of assistance.

On the other hand, if there is any thing I may do for you, Lou Gelfand, or The Pillsbury Company, I hope you will let me know. It was such a pleasure being with you.

Most sincerely,

Mrs. Ann M. Moses
Executive Secretary

Enclosures

cae

Mike Cheatham
PUBLIC RELATIONS

February 18, 1969

Hon. Ivan Allen, Jr.
City Hall
68 Mitchell Street, Southwest
Atlanta, Georgia

Dear Mayor:

I am grateful for your appointing me to the Community Relations Commission.

It is my hope that the work I do as a member in some way will help to preserve and continue the advances in human relations made during your service to the City.

Sincerely,

Mike

Mike Cheatham

MC:lg

file - CR

KING & SPALDING

TRUST COMPANY OF GEORGIA BUILDING

ATLANTA, GEORGIA 30303

404 525-0481

March 3, 1969

HUGHES SPALDING
 WILLIAM K. MEADOW
 HUGHES SPALDING, JR.
 CHARLES H. KIRBO
 POPE B. MCINTIRE
 KENNETH L. HEWITT
 HARRY C. HOWARD
 R. BYRON ATTRIDGE
 ROBERT W. HURST
 HENRY HALL WARE III
 ANTHA MULKEY
 CHARLES M. KIDD
 EDWARD J. HAWIE
 DAVID L. COKER
 JOHN D. HOPKINS
 A. FELTON JENKINS, JR.
 R. WILLIAM IDE III
 CHARLES M. SHAFFER, JR.
 W. DONALD KNIGHT, JR.
 JOSEPH R. GLADDEN, JR.

ROBT. B. TROUTMAN
 CHARLES L. GOWEN
 JAMES M. SIBLEY
 JOHN IZARD
 KIRK M. MCALPIN
 RICHARD A. DENNY, JR.
 WILLIAM H. IZLAR, JR.
 BRADLEY HALE
 ROBERT L. STEED
 DANIEL J. O'CONNOR, JR.
 HUGH PETERSON, JR.
 JOHN A. WALLACE
 JOHN C. STATON, JR.
 FURMAN SMITH, JR.
 G. LEMUEL HEWES
 JACK H. WATSON, JR.
 HORACE H. SIBLEY
 GEORGE GRAHAM TRASK
 JAMES A. BRANCH III

Honorable Ivan Allen, Jr.
 Mayor
 City of Atlanta
 City Hall
 Atlanta, Georgia 30303

Dear Mayor Allen:

The February meeting of the Community Relations Commission was held this past Friday, February 28th, and a substantial portion of the meeting was taken up with discussion of the so-called "welfare payments freeze."

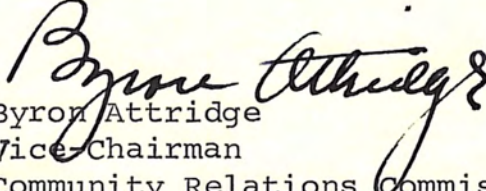
There was a great amount of confusion as to just exactly what was involved in the "freeze." However, it appears that the federal government presently plans to restrict welfare grants to the states beginning July 1, 1969, which would in turn cause some reduction in the payments to individual recipients. It was the strong consensus of the Community Relations Commission that any reduction in the individual welfare payments - particularly in the summer month of July - would increase unrest and the possibility for general trouble in the community.

It is clear that the whole question of the "freeze" needs to be studied and clarified, and I have asked the staff of the Commission to undertake such a study. I have also talked with Dan Sweat this morning who is also studying the matter.

Honorable Ivan Allen, Jr.
March 3, 1969
Page Two

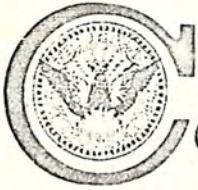
If the problem exists as it now appears, the Commission will be available to assist you in any way in attacking the problem.

Sincerely,


Byron Attridge
Vice-Chairman
Community Relations Commission

BA:jmb

cc: Reverend Sam Williams
cc: Mr. Nat Welch
cc: Mr. Dan Sweat



COMMUNITY RELATIONS COMMISSION

ESTABLISHED BY THE MAYOR AND THE BOARD OF ALDERMEN, NOVEMBER, 1966
1203 CITY HALL, ATLANTA GEORGIA 30303 TELEPHONE 522-3463 EXT. 433

DR. SAMUEL W. WILLIAMS, *Chairman*
THE HONORABLE SAM MASSELL, JR., *Ex-Officio*
President, Board of Aldermen

COMMISSION MEMBERS

MR. T. M. ALEXANDER, SR.
MR. R. BYRON ATTRIDGE
MRS. SARA BAKER
MISS HELEN BULLARD
MR. R. J. BUTLER
REP. JAMES E. DEAN
MR. ROBERT DOBBS
REP. C. G. EZZARD
MR. L. L. GELLERSTEDT, JR.
MR. CHARLES HART
DR. ROBERT E. LEE
MRS. F. W. PATTERSON
RABBI JACOB M. ROTHSCHILD
MR. M. O. RYAN
MR. JACK SELLS
MR. PAUL SHIELDS
MR. L. D. SIMON
MRS. MARY STEPHENS
DR. J. RANDOLPH TAYLOR

MR. NAT WELCH
Executive Director

TO: The Mayor and The Board of Aldermen

FROM: Nat Welch *NW*

SUBJECT: The 1969 Town Hall Meetings Program

DATE: March 18, 1969

The schedule for the first three Town Hall Meetings sponsored by the Community Relations Commission is as follows:

1. Grant Park area, Jerome Jones Elementary School, 649 Home Avenue, Tuesday night, March 25, 8:00 p. m.
2. Southeast Atlanta, Blair Village Elementary School, 370 Blair Village Drive, Wednesday night, April 9, 8:00 p. m.
3. Grant Park area, Jerome Jones Elementary School, 649 Home Avenue, Tuesday night, April 22, 8:00 p. m. (This is a return meeting to report to the resident on actions taken on their problems).

You are warmly invited to attend any of the Commission's Town Hall Meetings.

You will receive a monthly schedule of these meetings and a reminder telephone call when a meeting will be held in your Ward.

The Commission is grateful for your interest and support.

CK

April 2, 1969

Mr. William H. Boone, Jr.
3775 Gordon Road, Apt D-5
Atlanta, Georgia 30331

Dear Mr. Boone:

In reply to your questionnaire regarding the Community Relations Commission, I hope the following information will assist in your studies at Atlanta University:

- 1. What factors caused the city to create the CRC. . . . ?

This was a decision made by the Board of Aldermen to provide a coordinating agency to work with various community problems.

- 2. What do you view as the job of the CRC. . . . ?

Attached is a copy of the Ordinance establishing the Commission which outlines the duties and responsibilities.

- 3. Was the CRC created primarily to work in black neighborhoods. . ?

It was created primarily to work in solving the problems of Atlanta's disadvantaged citizens, both white and black.

- 4. How can the CRC best serve the people of Atlanta?

By fulfilling its responsibilities as outlined in the Ordinance, and by providing Atlanta citizens with factual information concerning racial issues and working to eliminate some of the existing misconceptions and myths.

- 5. Should it take an active role in changing racial patterns . . . ?

The CRC is one of many organizations working to end the ghetto on the basis of race, creed, color or national origin.

Mr. William H. Boone, Jr.

13. How do you feel the CRC is being accepted in the affluent white community?

There seems to be an increasing interest and support of the CRC from the affluent white community. Many people throughout Atlanta are finding the Commission to be a valuable agent in bringing about social change and equal opportunity for all citizens through peaceful and responsible means. Hopefully, this increasing interest will lead to the involvement of more Atlanta citizens in the efforts of the CRC.

14. What were your feelings toward Mrs. Paschall as director of the CRC?

Based on the unanimous recommendation of the Commission members, I appointed Mrs. Paschall as its director, as I felt the Commission deserved my full support.

Sincerely,

Ivan Allen, Jr.

*I am
can you handle
important
mt*

3775 Gordon Rd. Apt. D-5
Atlanta, Georgia 30331
February 19, 1969

The Honorable Ivan Allen, Jr.
Mayor of Atlanta
City Hall
Atlanta, Georgia 30303

Sir:

At present I am a graduate student attending Atlanta University. I am also engaged in a research project concerning the Atlanta Community Relations Commission.

I understand a personal interview, with you, would not be possible, therefore I am submitting the enclosed questions for your views in regards to the Community Relations Commission.

Your views on the Commission would be of great aid to my study. I would appreciate your answering the questions at your earliest convenience.

Thank you for your help in this matter.

Yours truly,

encl. 1

William H. Boone, Jr.

QUESTIONS FOR THE HONORABLE IVAN ALLEN, JR.
MAYOR OF ATLANTA CONCERNING THE ATLANTA
COMMUNITY RELATIONS COMMISSION

1. What factors caused the city to create the CRC ? How much influence did the riots in other cities or the 1964 Civil Rights Act have in convincing the city to establish the CRC ?
2. What do you view as the job of the CRC ? Is it just a sounding board ?
3. Was the CRC created primarily to work in the black neighborhoods of the city ?
4. How, in your view, can the CRC best serve the people of Atlanta ?
5. Should the CRC take an active role in changing the racial patterns of the city ?
6. Do you believe the CRC can be the prime agent in getting the school board to fully integrate the Atlanta public schools ?
7. Can the CRC do anything to speed integration of Atlanta's neighborhoods-- which would relieve the back pressure of housing in black areas ?
8. At present the CRC has no powers outside of holding hearings and investigation should the CRC be given additional powers ?
9. Atlanta is very heterogeneous in its makeup. How do you make the CRC membership reflect, as near as possible, the diverse segments of the city ?
10. What do you consider when you select a CRC member--what is your criteria beyond the ordinance's adult resident clause ?
11. In the past the CRC had to struggle to get an increase in its budget, in 1966, only \$30,000, in 1967 \$35,000, however this year the Finance Committee gave the CRC a sizable increase in its budget without dissenting voices--why ?
12. As late as 1961 it has been reported that you did not favor an official human relations council (excluding the coordinating committee you created which had no official status) why did you change your view in 1966 ?
13. How do you feel the CRC is being accepted in the affluent white community ?
14. What were your feelings toward Mrs. Paschal as director of the CRC ?

Response to Questions by William Boone

- 2) I am in full agreement with the primary functions of the CRC as outlined in the Ordinance creating the Commission. Within the framework of the Ordinance, the CRC is not simply a sounding board but functions as an agency established to solve community problems and to make recommendations to the Mayor and the Board of Alderman that will help bring about these solutions. Its Commission is also empowered to investigate complaints and to act as a conciliator in confrontations between individuals and/or groups.
- 3) The CRC was created primarily to work on solving the problems of Atlanta's disadvantaged citizens, both black and white. Since some of the most serious problems of the City exist in the low income black neighborhoods, the CRC has, in the past, directed most of its attention there.
- 4) The CRC can best serve the people of Atlanta by doing all it can to break down the barriers of prejudice that still exist in the city and seek ways in which all Atlanta citizens can realize their full capabilities.

4) cont) The Commission can also provide an important role by providing Atlanta citizens with factual information concerning racial issues and working to break down some of the existing misconceptions and myths.

5) Presently, the CRC is one of many organizations in the City that is working to end the ghettoization of people on the basis of race, color, creed or national origin. The Commission should continue to play an active role in providing the opportunity for all Atlanta citizens to live in the housing of their choice to gain full equality in all aspects of life.

6) The CRC can be, as it has been in the past, a prime agent in pointing out existing inequities within the School System and make recommendations to alleviate these inequities. The problem of fully integrating the School System remains one of the most perplexing in the City, and it is doubtful that any one agency can be identified as the "prime mover" in bringing about full integration in the schools. Before total integration can become a reality, increased efforts must be

6 (cont.) in establishing open lines of communication between the School Board and all of Atlanta's citizens

7.) The CRC can work to assure each Atlanta citizen the right to buy or rent the housing of his or her choice and 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 on the part of the citizens.

8.) The CRC has not submitted any formal resolutions requesting additional powers and has been able to work quite effectively without them. If such a resolution was submitted a decision would be made on the basis of the reasons given by the Commission as to how such additional powers would improve its effectiveness.

9.) Every effort is made to choose persons who reflect the diversity of racial, ethnic, economic, political, social and professional interests that exist in our City. Consideration is also given in relation to where potential Commission members

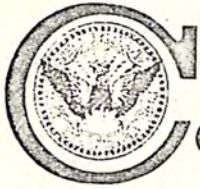
9. cont) live within the City. Atlanta is fortunate to have such a wide range of representative talent and insight to choose from. Presently, the C.R.C. is one of the most representative and racially balanced agencies within the City.

10. Commission members should have the following qualities:

1. Commitment to the cause of social justice.
2. Proven leadership ability within the community.
3. Insight into the problems that affect the communities and the City as a whole.
4. Willingness to serve responsibly as a Commission member.

11). Apparently, many of the Aldermen that were skeptical or unsure about the role of the Community Relations Commission at its inception have now come to see the value of such a Commission. It should also be noted that Mr. Welch has made every effort to work in cooperation with the Aldermen, has encouraged their support for the work of the C.R.C. and has attempted to keep them fully informed of the Commission's activities.

13) There seems to be increasing interest in and support of the CRC from the affluent white community. Many people throughout Atlanta are finding the Commission to be a valuable agent in bringing about social change and equal opportunity for all citizens through peaceful and responsible means. Hopefully, this increasing interest will lead to the involvement of more Atlanta citizens in the efforts of the CRC.



COMMUNITY RELATIONS COMMISSION

ESTABLISHED BY THE MAYOR AND THE BOARD OF ALDERMEN, NOVEMBER, 1966

1203 CITY HALL, ATLANTA GEORGIA 30303

TELEPHONE 522-4463 EXT. 433

crc

DR. SAMUEL W. WILLIAMS, *Chairman*

THE HONORABLE SAM MASSELL, JR., *Ex-Officio*
President, Board of Aldermen

COMMISSION MEMBERS

- MR. T. M. ALEXANDER, SR.
- MR. R. BYRON ATTRIDGE
- MRS. SARA BAKER
- MISS HELEN BULLARD
- MR. R. J. BUTLER
- REP. JAMES E. DEAN
- MR. ROBERT DOBBS
- REP. C. G. EZZARD
- MR. L. L. GELLERSTEDT, JR.
- MR. CHARLES HART
- DR. ROBERT E. LEE
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- MR. M. O. RYAN
- MR. JACK SELLS
- MR. PAUL SHIELDS
- MR. L. D. SIMON
- MRS. MARY STEPHENS
- DR. J. RANDOLPH TAYLOR

MR. NAT WELCH
Executive Director

TO: Mayor Allen, Board of Aldermen, and Members of the Press

FROM: Nat Welch *Nat Welch*

SUBJECT: CRC's Town Hall Meetings

DATE: April 29, 1969

You will find listed below the Town Hall meetings that the Atlanta Community Relations Commission will hold during the month of May. You are warmly invited to attend these meetings:

Blair Village Elementary School (Return Meeting)
 370 Blair Villa Drive
 Atlanta, Georgia
 Date: May 8, 1969 Time: 8:00 p.m.

Pryor Street Elementary School (Initial Meeting)
 883 Pryor Street, S. W.
 Atlanta, Georgia
 Date: May 13, 1969 Time: 8:00 p.m.

Sammye E. Coan Elementary School (Initial Meeting)
 1550 Boulevard Drive, NE
 Atlanta, Georgia
 Date: May 20, 1969 Time: 8:00 p.m.

CRC's regular monthly meeting will be Friday, May 23, at 2:00 p.m., Meeting Room #2, City Hall.

NW:gdm

CLC

April 18, 1969

MEMORANDUM

TO : Nat Welch, Community Relations
FROM : Ivan Allen, Jr.

I had a complain that Mr. James Brown who lives in the Simpson Woods Apartments, telephone 799-6991, had attempted to rent a store in the Kirkwood area and had been denied this right due to the fact that he is a Negro.

Will you see if you can locate Mr. Brown and look into the complaint to see if it is valid and whether we can do anything about it.

Office of the Mayor

TELEPHONE MESSAGE

To Morris

Name H. L. Lynn

Telephone No. 461-5711

- Wants you to call
- Returned your call
- Left the following message:
- Is here to see you
- Came by to see you

Did you give his
message to IRL

2125 Simpson Woods Apt
John Brown
799-6991

Date: 4/14 Time 2:30 a.m./p.m.

By [Signature]

Whitler

Weaver

Curly

Non beam

Head

Peter

cc

May 6, 1969

Mr. Ivan Allen, III
Chairman, Nominating Committee
Community Council of the Atlanta Area, Inc.
1000 Glenn Building
Atlanta, Georgia

Dear Ivan:

As requested in your letter of May 5th, I am submitting the following three names for you to place in nomination to serve on the board of the Community Council:

Nat Welch, Executive Director
Community Relations Commission

John Cox, Executive Director
Atlanta Youth Council

John H. Robinson
Mayor's Office

Sincerely,

Ivan Allen, Jr.

IAJr:am

**Community
Council of the
Atlanta
Area inc.**

EUGENE T. BRANCH, *Chairman of the Board of Directors*
CECIL ALEXANDER, *Vice Chairman*
JOHN IZARD, *Vice Chairman*
MRS. THOMAS H. GIBSON, *Secretary*
DONALD H. GAREIS, *Treasurer*

DUANE W. BECK, *Executive Director*

ONE THOUSAND GLENN BUILDING, 120 MARIETTA ST., N. W. ATLANTA, GEORGIA 30303 TELEPHONE 577-2250

May 5, 1969

Mayor Ivan Allen, Jr.
Office of the Mayor
City of Atlanta
Atlanta, Georgia 30303

Dear Mayor Allen:

The bylaws of the Community Council of the Atlanta Area, Inc., require the Nominating Committee to request from you the names of three as nominations to serve on the Board of the CCAA. From these three names, the Nominating Committee will choose one to serve as a Board member for the 1969-70 term. Each of the five counties in the Metropolitan Atlanta Area and the City of Atlanta are requested to submit these nominations for representation.

I respectfully request that you provide us with the names of your nominations prior to May 15.

Any questions that you have concerning the Community Council or the responsibility of its Board members may be directed to Mr. Duane W. Beck, Executive Director.

Thank you for your cooperation.

Sincerely,



Ivan Allen, III, Chairman
Nominating Committee

P. S. Bill Howland was the City's representative last year.

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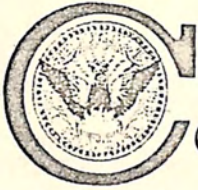
The following is a list of the members of the Board of Directors of the
 organization for the year 1957. The names are listed in alphabetical order.
 Cecil Alexander, Ivan Allen, III, Luther Alverson, Ralph A. Beck,
 Eugene T. Branch, Napier Burson, Jr., M. D., W. L. Calloway,
 Bradley Currey, Jr., Campbell Dasher, Albert M. Davis, M. D.,
 Ray J. Eford, Jack P. Etheridge, Rufus J. Evans, M. D.,
 Robert L. Foreman, Jr., James P. Furniss, Donald H. Gareis,
 Larry L. Gellerstedt, Jr., Mrs. Thomas H. Gibson, H. M. Gloster,
 John Godwin, M. D., Elliott Goldstein, Vivian Henderson,
 Mrs. Helen Howard, William S. Howland, Mrs. Edmund W. Hughes,
 Harry E. Ingram, John Izard, Joseph W. Jones, Walter M. Mitchell,
 Phil Narmore, A. B. Podgett, Mrs. Rhodes L. Perdue,
 J. William Pinkston, Jr., W. R. Pruitt, T. O. Vinson, M. D.,
 Rev. Allison Williams, John C. Wilson.

BOARD OF DIRECTORS

- | | | | |
|---|--|---|---|
| Cecil Alexander
Ivan Allen, III
Luther Alverson
Ralph A. Beck
Eugene T. Branch
Napier Burson, Jr., M. D.
W. L. Calloway
Bradley Currey, Jr.
Campbell Dasher | Albert M. Davis, M. D.
Ray J. Eford
Jack P. Etheridge
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COMMUNITY RELATIONS COMMISSION

ESTABLISHED BY THE MAYOR AND THE BOARD OF ALDERMEN, NOVEMBER, 1968

1203 CITY HALL, ATLANTA GEORGIA 30303

TELEPHONE 522-4463 EXT. 433

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MR. NAT WELCH
Executive Director

TO: The Mayor, Aldermen and the Press

FROM: Nat Welch *NW*

SUBJECT: Town Hall Meeting Date Changed

DATE: May 6, 1969

Due to a conflict, CRC's Town Hall Meeting at the Pryor Street Elementary School is being re-scheduled from May 13 to Thursday night, May 15 at 8:00 p. m.

You and the public are warmly invited to attend.

NW/lh



Birmingham Post-Herald

BIRMINGHAM: Fair to partly cloudy

Alabama's 'Good Morning' Newspaper

ALABAMA: Partly cloudy, warm

Reg. U. S. Pat. Off.

VOL. 99—NO. 48

BIRMINGHAM, MONDAY, MAY 5, 1969

30 Pages In Two Sections

Atlanta Rumor Center Serves As Aid In Racial Crisis

EDITOR'S NOTE: A Citizens Task Force has called on Mayor George Seibels Jr. to appoint a standing committee of six members and a chairman to hold evening meetings in city hall to hear problems of Birmingham citizens and to hold public hearings on subjects affecting large groups. Analysis of problems brought to the evening city hall meetings and reports on public hearings and "in depth" studies and recommendations

would be forwarded to mayor, city council or department heads. Birmingham's neighbor cities of New Orleans and Atlanta have such a program already in operation. This is the first of two articles concerning the functions and success of those groups in those cities.

BY LILLIAN FOSCUE VANN
Dial 524-3261 in Atlanta and you have called the Rumor Control Center. In operation

during a time of serious racial tension or other emergency situation, the center is ready to give out accurate information about what is really happening.

The Rumor Control Center is a creature of the Atlanta Community Relations Commission, an organization that has been on the job since November, 1966. A group of "grass-roots" citizens from Southeast Atlanta saw the need to have an official agen-

cy of city government to work exclusively in areas of discrimination and community relations.

Mayor Ivan Allen Jr. and other city officials met together in planning sessions. A majority vote of the aldermen for adoption of an ordinance establishing a Community Relations Commission was followed by approval of the mayor.

The first budget was \$25,000. This year with a staff of six,

the budget is \$50,000. The chairman is black and seven others of the 20 commission members are black.

Various segments of the community are represented on the commission, whose members are appointed by the mayor and approved by the board of aldermen. The clergy, labor, business and the poor all have voices on the commission. Women too

hold places on the commission.

A staff of six people is headed by Executive Director Nat Welch, former Alabamian. Offices are in City Hall where the commission holds a public meeting once a month at which citizens are invited to speak. Town Hall meetings are held regularly throughout the city by the commission.

Thirty days later the commission returns to the com-

munity with a report of positive action and whatever results have come about as a result of the first meeting's complaints and suggestions.

The commission makes an annual report to the mayor, but forwards recommendations to city officials on whatever issues being investigated by the commission.

"We have been able to maintain a pretty good dialogue in Atlanta," said the commission chairman, the

Rev. Samuel W. Williams, pastor of Friendship Baptist and, with the late Dr. Martin Luther King, one of the founders of the Southern Christian Leadership Conference. The Rev. Williams is also professor and chairman of the Department of Philosophy and Religion, Morehouse College.

"We do not have too serious a generation gap in Atlanta," said the chairman, "but the See ATLANTA, Page 2

Atlanta

Continued from Page 1

young people are pushing hard, as I think they should."

The commission has asked for subpoena power to aid in making investigations and holding hearings. General areas of concentration for the commission are in housing, education, employment and police-community relations.

The thrust of the commission's program, according to Executive Director Nat Welch is to create programs which alleviate injustices and to foster mutual understanding, tolerance and respect among all economic, social, religious and ethnic groups in the city.

The commission has held a workshop on black business opportunities, sponsored by seven organizations, including the Atlanta Chamber of Commerce and the NAACP. Thirty-five national companies were represented and the workshop was attended by 350 people.

The commission has been critical of the slowness of school desegregation and is calling on the Board of Education to call for technical assistance from the Division of Equal Education Opportunity of the U. S. Office of Education.

"If Chattanooga, Mobile and Hattiesburg, Miss., can call for technical assistance, we think Atlanta should ask for it," declared Welch.

Recently Welch accompanied four "welfare mothers" to Washington to give testimony to Georgia's senators and Atlanta's two representatives. As a result, Welch said he thought all four congressmen took a more sympathetic view toward the importance of repealing the welfare freeze.

Another area in which the commission has been helpful in Atlanta is housing. Welch said the commission called a town hall meeting to hear grievances of tenants of the Atlanta Housing Authority.

"Since then the Housing Authority has held several meetings and these have gone a long way toward improving relations there," said the executive director, and a letter of congratulations was sent to the Housing Authority.

Black Business Workshop, February 20

Atlanta's Community Relations Commission announced today plans for its "Workshop on Black Business Opportunities" to be held February 20 in the new building of Atlanta University's School of Business.

The workshop will be co-sponsored by the Atlanta Business League, the Atlanta Chamber of Commerce, the Atlanta University School of Business, the National Alliance of Businessmen, the National Association for the Advancement of Colored People, the Small Business Administration and the Urban League.

"The primary goal of the workshop is to involve Atlanta Negroes who are interested in becoming owner-managers of businesses in Atlanta. We hope that this combined community effort will offer a quantum jump to Atlanta black business entrepreneurs and strengthen on going efforts of the Atlanta Business League's Project Outreach, the Small Business Administration, and Atlanta University's Business Economic Development and Business Service Center" stated CRC's executive director Nat Welch.

The planning committee has identified nine likely break-thru areas for black business opportunities...fast food franchises, auto dealerships, service station, building contracting, ice cream outlets, franchised dry cleaning stores, coin operated laundries, drug

stores, and specialty auto stores selling such items as tires and mufflers.

If you are interested in becoming an owner/manager of any type of business and want to participate in this workshop, call Benny T. Smith, field representative, Community Relations Commission, Room 1203, City Hall, phone number 522-4463 extension 433, who is in charge of community participation for this important affair.

"The workshop will have a heavy emphasis on franchised operations because these are geared to family involvement. Good franchises offer proven management assistance and formulas for successful operation", stated Nat Welch.

Some three dozen national franchise operations are being invited to have top management representation. The afternoon session will feature "Fifty Great Business Opportunities" and will provide a two and a half hour period for the franchisor and the franchisee to have individual discussions with the hopes that new businesses will be birthed as a result of this workshop, explained CRC's executive director.

The morning session will have a panel discussion on "Do's and Don'ts in Launching New Business Ventures"

by five successful Atlanta black entrepreneurs and individual panel discussions in the nine areas of business break-thrus being emphasized at the workshop.

The afternoon session will have two additional panels. One will be on "On Going Programs of Technical Aid" in which presentations will be made by the Small Business Administration, Project Outreach, and Atlanta University's Business Economic Development and Business Service Center. The other will be a banker round table with Atlanta bankers discussing opportunities envisioned, how bankers can help and what bankers look for in a loan

applicant.

The banquet session, to be held at Paschal's Motor Hotel, will climax with an address by a nationally-known black business leader.

The planning committee for the workshop includes: Frank O'Neal of the Atlanta Business League; Dean Harding Young of the Atlanta University School of Business; Lyndon Wade of the Atlanta Urban League; Curtise Driskell of the Atlanta Chamber of commerce; Henry Reid of NAB, Lonnie King of the NAACP; John P. Latimer of SBA and Nat Welch and Chuck Williams of CRC.

THE ATLANTA CONSTITUTION, Thursday, Jan. 23, 1969

CRC Plans Workshop For Blacks

The Community Relations Commission announced plans Wednesday for its black entrepreneurship workshop to be held Feb. 20 at Atlanta University's School of Business.

The Workshop on Black Business Opportunities will be co-sponsored by the Atlanta Chamber of Commerce, the local chapter of the National Association for the Advancement of Colored People, the Atlanta Business League, the Atlanta University School of Business, the Urban League and the Small Business Administration.

BASIC GOAL

"The primary goal of the workshop is to involve Atlanta Negroes who are interested in becoming owner-managers of businesses in Atlanta," said CRC executive director Nat Welch.

The workshop will feature nine "likely breakthrough areas for black business opportunities"—fast-food franchises, auto dealerships, service stations, building contracting, ice cream outlets, franchised dry cleaning stores, coin-operated laundries, drug stores and specialty auto stores.

THREE DOZEN OPERATIONS

About three dozen national franchise operations are being invited to have top management representation. The afternoon session will feature "Fifty Great Business Opportunities," Welch said. Technical aid programs and a round-table discussion by Atlanta bankers also will occur in the afternoon.

The morning session will have a panel discussion on "Do's and Don'ts in Launching New Business Ventures" by five successful Atlanta black entrepreneurs plus individual panel discussions in the nine breakthrough areas.

A dinner session at Paschal's Motor Hotel will end the workshop with a speech by a yet-to-be-announced nationally-known black business leader. In addition, five black entrepreneurs for 1967 will be given special recognition by the CRC.

Agenda For Racial Harmony

***10-Point
Individual Plan
Illustrates Ways
to Help***

By NAT WELCH

This article was written at the request of the editorial staff of the Atlanta Journal and was published on its editorial page. The Community Relations Commission believes that this 10-point Plan is worthy of wide distribution in the Atlanta community and has made available this reprint for use by civic, church and service organizations.

Dr. Samuel W. Williams, Chairman
Community Relations Commission

About the Forum Writer

MR. WELCH is executive director of the Atlanta Community Relations Commission which is charged with the responsibility of fostering mutual understanding and improvement in human relations.

He wrote this article for The Atlanta Journal.

THE JOURNAL FORUM

The Atlanta Journal

Saturday, May 17, 1969

The foremost problem America faces at home is the urban crisis. Regardless of where I make that statement in Atlanta, few disagree with it. The urban crisis is real. It is more than deteriorating buildings and open spaces. It is a human condition.

Atlanta is known as a progressive city. It has attained a favorable national reputation because its people have been willing to change, especially in regard to race relations. The city is now faced with the challenge of improving on that reputation or falling away from it.

Human relations must be improved between white people and black people—not only on a group basis but as an individual. An individual usually has a feeling of good will toward his fellow-man but has little knowledge of what helpful role he can perform to make it a visible reality.

Here are 10 specific suggestions:

BE INFORMED on what is happening in regard to local urban problems.

READ THE Report of the National Advisory Commission on Civil Disorders. We need to understand more about the problems. This is one of the most important presidential Commission reports ever made. If you can't wade through the several-hundred page paper back edition, an excellent 30-page digest is available.

* * *

TAKE A tour of some of our economically depressed areas and let the local residents tell what *they* are doing to improve their lot. These tours are sponsored by Economic Opportunity Atlanta for individuals and groups. Arrangements can be made by calling Mrs. Mary Lou Mitchell at 525-4262.

VISIT THE Hungry Club at the Butler Street YMCA. This is probably the most stimulating luncheon club in the city. Speakers since the first of the year have included Mayor Ivan Allen, former Gov. Carl Sanders, Julian Bond, local NAACP President Lonnie King, Dr. John Letson, SCLC's Andrew Young and Donald Hollowell.

* * *

DRIVE THROUGH some of the upper income Negro residential areas as Collier Heights and Peyton Forest in the Cascade area. You will see that Atlanta has a substantial number of middle and upper income Negroes who take pride in home ownership just as any other comparable group.

* * *

ENCOURAGE YOUR business or professional organization to expand its Negro membership. The Atlanta Chamber of Commerce took the initial step some ten years ago. This way lawyers get to know lawyers and teachers get to know teachers as persons and prejudice fades.

* * *

LEARN TO pronounce the word "Negro" correctly. The word is pronounced "knee-grow." This is difficult for a white Southerner who has grown up saying "Nigra." If you can't pronounce it correctly, just say black since both are acceptable. The term "colored person" is old hat. Proper titles are also very important.

VISIT ANOTHER church. Four members of the Commu-

nity Relations Commission are outstanding ministers. They are the Rev. Sam Williams, pastor of the Friendship Baptist Church; Rabbi Jacob Rothschild of the Temple; Dr. R. E. Lee, pastor of the Lutheran Church of the Redeemer; and Dr. John Randolph Taylor, minister of the Central Presbyterian Church. Visitors are welcomed as in other Atlanta churches.

ATTEND A lecture or concert at the Atlanta University Center, Emory University, Georgia State or one of Atlanta's several other institutions of higher learning. Become exposed to some new ideas and new people.

The two most interesting lectures my wife and I heard last year were those of John K. Galbraith and Walter Heller at the Atlanta University Center. And when the Atlanta Symphony was doing a special series at Spellman College, a friend remarked, "They might as well be playing at Dahlonga as far as most Atlantans are concerned."

JOIN AN inter-racial discussion group. This small movement was started last year by Dr. and Mrs. Joseph A. Wilber. Four white couples and four Negro couples meet once a month for an evening of discussion. The host selects the subject which might be a community problem or a personal prejudice.

One participant remarked, "These are pretty frank discussions. After three or four sessions, you don't look on each other as white or black but as individuals." There are now over 100 persons in Atlanta involved. After a year the group splits up into two or three groups.

THE PLACE to start improving human relations is where you are—your neighborhood, your school, your church, your business and the organizations with which you are affiliated. If a person is treated with genuine dignity and respect, he will respond in kind. If treatment is second class, this is what can be expected in return.

A homemaker can start by paying domestic help the minimum wage of \$1.60 and seeing that the employe's quarterly social security form is filed.

* * *

WHAT ELSE can be done?

One institution that needs to be revived in Atlanta is the neighborhood organization or group. We have lost the "neighborhood cohesiveness" that is so important.

White middle and upper income neighborhood groups tend to become defensive mechanisms to insulate the neighborhood from the rest of the city. In so doing we tend to develop sterile neighborhoods. The neighborhood needs to relate to the city.

The disadvantaged neighborhoods are making substantial progress by strengthening their neighborhood groups through local leadership with the help of EOA, Model Cities, and the Community Relations Commission.

* * *

THE GRANT Park area is an encouraging example. It was selected by CRC as the area in which to initiate their 1969 Town Hall meeting program. The usual procedure is, first, a meeting with the citizens to get their ideas on what their problems are and, then, a follow-up meeting in which City Hall officials re-

port on actions taken in response to the citizens.

The first meeting was on a cold March night with a rather slim crowd at the Jerome Jones School in Grant Park. The public officials almost outnumbered the citizens. The crowd tripled at the follow-up meeting held recently. A total of five aldermen, two state representatives, eight city department officials and five members of CRC participated in these two meetings.

* * *

THE CALIBER of leadership shown by the Grant Park citizens impressed me tremendously. Both white and black citizens and white and black elected officials showed dignity and respect for one another and an earnest desire to move on with solving the community problems at hand.

Cecil Alexander, head of the Mayor's Housing Resources Committee, has stated, "Atlanta no longer has the choice of being a white or a black city. The choice is either to be a black city or an integrated city."

These two Town Hall meetings produced strong evidence that the citizens... white and black... have made their choice. Grant Park is their home and they are going to stay there and build a great community again. Model Cities, assisted by CRC, is making a valuable contribution in helping develop this indigenous leadership.

* * *

LET US hope that as other neighborhoods move into transition, they will follow the example of the resurgant leadership in Grant Park.

Dr. Samuel W. Williams, Chairman

Vice Mayor Sam Massell, Jr., Ex-Officio

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Mr. T. M. Alexander, Sr.

Mr. R. Byron Attridge

Mrs. Sara Baker

Miss Helen Bullard

Mr. R. J. Butler

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Rep. C. G. Ezzard

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Mr. Paul Shields

Mr. L. D. Simon

Mrs. Mary Stephens

Dr. J. Randolph Taylor

Rev. J. A. Wilborn

Mr. William McGee, Ex-Officio
Atlanta Youth Congress

Mr. Nat Welch
Executive Director

CITY OF ATLANTA
COMMUNITY RELATIONS COMMISSION
MEMORIAL DRIVE ANNEX BLDG.
121 MEMORIAL DRIVE, S. W.
522-4463

File



CITY OF ATLANTA

DEPARTMENT OF FINANCE

501 CITY HALL

ATLANTA, GEORGIA 30303

January 13, 1969

CHARLES L. DAVIS
DIRECTOR OF FINANCE
EDGAR A. VAUGHN, JR.
DEPUTY DIRECTOR OF FINANCE
GEORGE J. BERRY
DEPUTY DIRECTOR OF FINANCE

**Mr. Nat Welch
Executive Director
Community Relations Commission
1203 City Hall
Atlanta, Georgia 30303**

Dear Nat:

The City is a member of the International City Managers' Association; and as a result of this membership, we receive periodic management reports. Knowing of your interest in rumor control, I am enclosing a copy for your personal use of our latest report which is on this subject matter.

Sincerely,

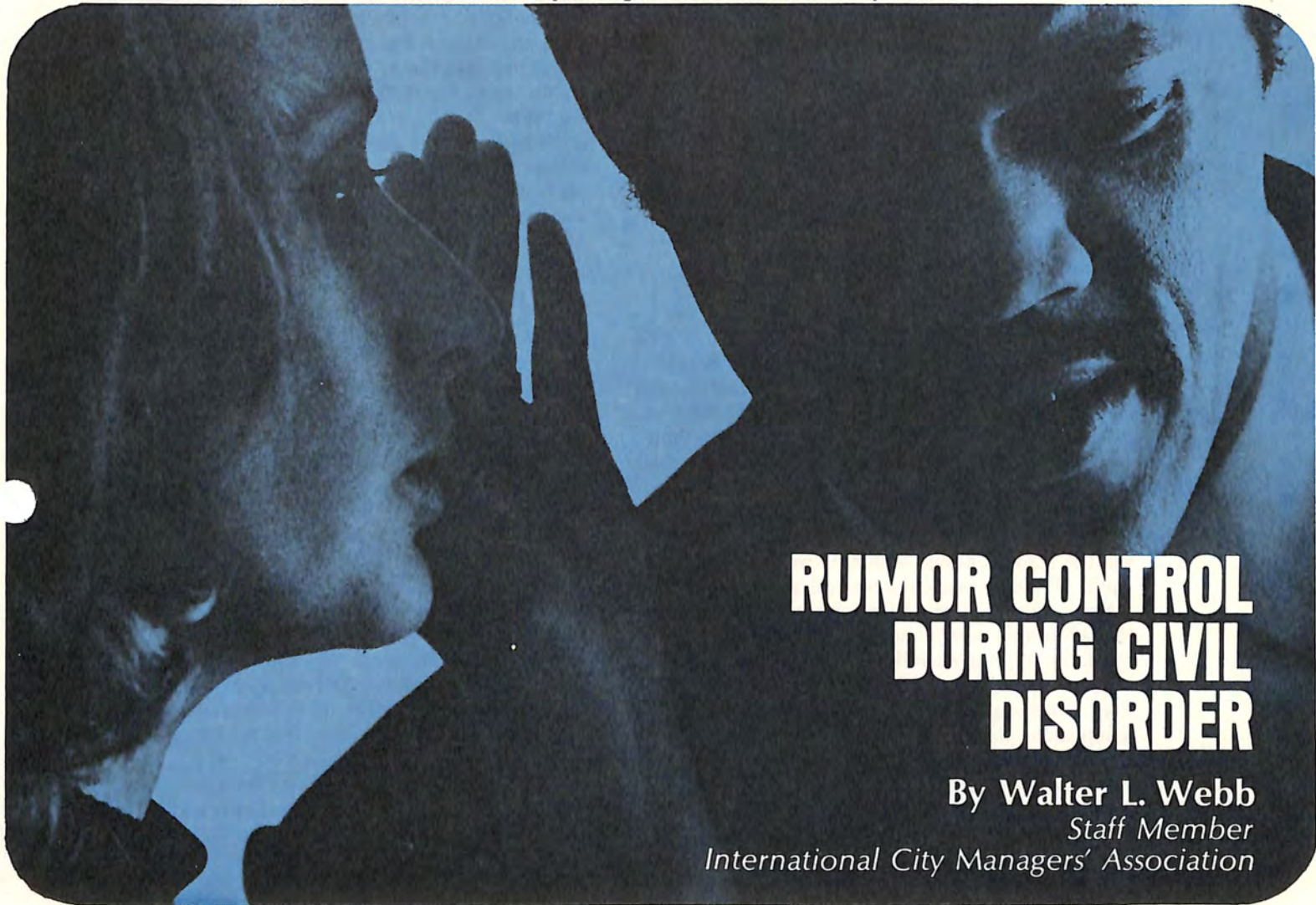
Charles L. Davis
**Charles L. Davis
Director of Finance**

**CLD:dhf
Enclosure
cc: Honorable Milton G. Farris
Mr. R. Earl Landers ✓**

MIS

Management Information Service

International City Managers' Association / January 1969



RUMOR CONTROL DURING CIVIL DISORDER

By Walter L. Webb
Staff Member

International City Managers' Association

THE REPORT AT A GLANCE

Rumors are the sparks that ignite and fan many a riot. With modern advances in communications, the spreading of rumors during civil disorders is easier than ever before, and the high-tension atmosphere of riots makes citizens vulnerable to distortions of truth.

In an effort to squelch rumors that feed on civil disturbances, several cities have set up rumor control centers. Basically, such a center consists of a well-publi-

cized telephone service that citizens may call during times of racial tension to report incidents and to check out rumors. The Chicago Commission on Human Relations has established a "Rumor Central" that is being looked into by other cities as a model. A separate phone number for rumor control, tactful personnel who have the confidence of those who phone the center, and effective "call-back" procedures are among

the keys for effective operation.

Rumor control should be integrated with the city's total public information program for civil disorders. Good public relations in normal times is essential for avoiding a "credibility gap" in public announcements during crisis. It may be that the most effective way for city officials to fight destructive rumors is to spread contradictory "rumors" of peace, order, and quiet.

Rumor Control During Civil Disorders

By Walter L. Webb

Staff Member

International City Managers' Association

"The entire Loop is in flames!" . . . "Rap Brown is here!" . . . "Everybody is looting at Milwaukee and Ashland." . . . "Stokely Carmichael has just landed by submarine from Lake Michigan." . . . "Twenty thousand Negroes are marching on the Loop, the streets are deserted, and all the shoppers are locked inside the department stores!"

These are just a few of the rumors that spread like wildfire across Chicago within a five-day period last April. If these savage rumors had gone unchecked, "they could have done the city far more damage than Mrs. O'Leary's cow," one observer has commented.

Inevitably, rumors will multiply during periods of tension and anxiety. Civil unrest, for a variety of reasons, is shaking our social order. In such a situation, innumerable phantoms roam and haunt the city.

That is why the shattering power of rumors is being closely examined, perhaps for the first time in history. Computers on the campus of Brandeis University are beginning to check all kinds of information about rumors — the time of day they pop up, the typical circumstances, etc. — in an effort to pin down their birth, life, and death.

And public servants in several major cities — perhaps most notably Chicago — have developed techniques for quashing rumors as soon as they pose a threat to community stability. This report, based largely on the Chicago experience, is intended to aid local officials in their efforts to fight rumors, particularly in times of riot and civil disorder.

The Psychology of Rumor

There are two requirements for a rumor to grow:

(1) It must contain information that is important, in

one way or another, to the hearer. (2) The details must be cloudy. Yet, beyond these basic "rumor-facts," it is surprising that so little is known about rumors, for they have profoundly affected man's history.

Armies have clashed and governments have toppled on the basis of unfounded rumors. Nero, for example, did not really fiddle while Rome burned; it was a rumor deliberately spread by his enemies. The United States certainly had no plans, in 1958, to restore the dictator Perez Jimenez to power in Venezuela, yet that rumor touched off the deadly "anti-Nixon" riots that disturbed hemispheric relationships for years.

Because rumors have always spread like a dread disease through man's organizations, one expert suspects that they fill some deep-felt need in human society, despite the fact that they can rip the fabric of that society in short order.¹

WHY RUMORS GROW

The one new factor in the field of rumors is their speed of transmission. Nowadays, of course, rumors spread more quickly than in the past, thanks to the telephone. But essentially they are the same as always — falsehoods masquerading as truths.

"We live in a world of instant communications," says Dr. Dana L. Farnsworth, who for many years has observed the effects of mass tension on mental health. "Yet this simply means that unfounded rumors can spread as rapidly as the truth."

Dr. Farnsworth, who is chairman of the Council on Mental Health of the American Medical Association, points out that rumors inevitably breed *more* rumors in a deadly spiral. "Rumors blur the edges of truth, thus making people feel still more insecure. And because insecurity is the soil in which rumors grow, any rumor simply increases the likelihood of the emergence of still more rumors."

Why do citizens play with fire by passing on rumors? One authority has suggested that rumors may be to society what daydreams are to individuals. As such, they could be wish fulfillment or fear fulfillment. Psychologists have long demonstrated that humans often see what they *expect* to see, what they *wish* to see, or what they *fear* to see.

¹ An effective technique for illustrating how rumors grow is to simulate a rumor. The process is quite simple. An observer of a given situation reports to a non-observer what he witnessed. The non-observer then passes on to another non-observer what he was told, this non-observer in turn reports to another non-observer, etc. The "story" as it ends up is often humorously different from what the actual witness originally reported.

The Anti-Defamation League of B'nai B'rith has prepared a rumor clinic based on the above "laboratory-rumor" principle. The clinic features a film strip to illustrate the situations to be reported and passed on. Information about the clinic may be obtained from regional offices of the League.

"Uncertainty increases the vulnerability of the individual," states Dr. Farnsworth. "During a period of tension, the individual becomes highly suspicious. The more lurid the story, the more likely it is to be believed. Because of their very uncertainty, rumors are more likely to be believed than fact."

Apparently, too, there is an inner compulsion that forces many citizens to pass on a rumor. "When a person hears a rumor," continues Dr. Farnsworth, "he then has (or at least feels he has) unique information. This makes him an important person in his own eyes. He feels good toward himself, even though the rumor may be terrifying. But he can only continue this feeling of goodness, of importance, if he imparts his unique information to someone else."

RUMORS DURING RIOTS

No riot occurs without rumors to incite, accompany, and intensify the violence, noted the late Gordon Allport of Harvard, considered the foremost authority on the nature of rumor.

The National Advisory Commission on Civil Disorders (the Kerner Commission) found irrefutable evidence that rumors not only caused the rapid spread of last summer's disorders, *but in some cases actually touched off those disorders*. Here is what its report says:

"Rumors significantly aggravated tension and disorder in more than 65 percent of the disorders studied by the Commission. Sometimes, as in Tampa and New Haven, rumor served as the spark which turned an incident into a civil disorder. Elsewhere, notably Detroit and Newark, even when they were not precipitating or motivating factors, inflaming rumors made the job of police and community leaders far more difficult."

The Tampa incident was a clear-cut case of a rumor causing society to devour itself. In the earliest stages of unrest, a deputy sheriff died. The wire services immediately sent out a news flash that rioters had killed the man. The rumor spread. Within 30 minutes reporters discovered the truth — that the deputy had died of a heart attack. By then it was too late; the city was in turmoil.

Another rumor, the following day, compounded the problem. Tampa police headquarters was informed by semihysterical rumor-listeners that 20 Negro men, bared to the waist and carrying clubs, had assembled. Actually, the men turned out to be construction workers simply doing their job. Yet the rumor had already done its damage. It took the National Guard and intense efforts on the part of community leaders, both Negro and white, to restore order.

Patricia Q. Sheehan, the mayor of New Brunswick, New Jersey, confirms the deadly power of rumors. During the disorders last year, she observed, it seemed "almost as if there was a fever in the air." The press, radio, and TV reported that guerrilla bands were

roaming the streets — an unfounded rumor that struck terror into white communities.

"Rumors were coming in from all sides on July 17th," she reported to the Kerner Commission. "Negroes were calling to warn of possible disturbances; whites were calling; shop owners were calling. Most of the people were concerned about a possible bloodbath." The thought crossed her mind at that time that "we are talking ourselves into it."

On the campus of Brandeis University, in Waltham, Massachusetts, the new Lemberg Center for the Study of Violence hopes eventually to feed computers with all sorts of information about riots — rumors, times of day, temperature, triggering incidents, etc. — and find relationships that may help in predicting violence.

Center officials note that rumors are obviously not the sole cause of riots. Their causes are many and deepseated. But once riots have begun, rumors can make them worse.

The Center's preliminary findings, according to Miss Terry Knopf, research associate, indicate there is a pattern to them. First, there are general and vague predictions of impending trouble. "Whites," "Negroes," "Army," or "police" are said to be arming and preparing. These reports keep tension high. Next come specific rumors that prepare and trigger action.

Rumor Control Operations

Perhaps the nation's best-run rumor control operation last summer was set up by the Chicago Commission on Human Relations. With its dedicated band of rumor-quashers — professional social workers, clerks, typists, volunteers — the Commission operated with such success that its techniques are being copied by a good many cities around the country. The Commission's "Rumor Central" — as the operation was named — was singled out for commendation by the Kerner Commission.²

As reported by Raymond J. Siewert, supervisor of Rumor Central, the best method for quashing rumors is simple: "The bald truth, good or bad, is the only way to fight a rumor." Yet the bald truth must be instantly available to the public — and it is here that

² MIS has received information on rumor control centers in more than 25 cities. Since the Chicago Rumor Central incorporates principles widely used elsewhere, this report focuses primarily on the Chicago experience.

Other cities which MIS has learned have either set up, or intend to set up, rumor control centers are:

Phoenix, Ariz.; Hartford, Conn.; Atlanta, Ga.; Decatur, Ill.; Wichita, Kan.; Louisville, Ky.; Baltimore and Salisbury, Md.; Boston and Springfield, Mass.; Detroit, Flint, and Grand Rapids, Mich.; Kansas City, Mo.; Plainfield, N.J.; Buffalo, Rochester, and Syracuse, N.Y.; Dayton, Toledo, and Youngstown, Ohio; Oklahoma City, Okla.; Erie and Philadelphia, Pa.; Houston, Tex.; Norfolk and Richmond, Va.; and Seattle, Wash.

Rumor Central's techniques are being looked to as a guide.

The Commission has published a full description of how Rumor Central operates. Since the description is reproduced in full as an appendix to this report, the following section presents only an overview of the operation, noting particularly the key factors to its success.

"RUMOR CENTRAL" IN ACTION

Chicago's Rumor Central — which on a limited scale operates throughout the year — consists in times of crisis of a telephone hookup manned 24 hours a day, field workers who gather factual information with which to combat rumors, and others who try to spread the truth in danger areas. The Central phone number is widely advertised in the press and on TV, and citizens are urged to call and check the truth of any reports they have heard.

The system met its first big test in the wake of the assassination of Martin Luther King, Jr. Rumor Central was besieged with calls. Two telephone lines quickly proved inadequate, and three others were added. Thousands of calls continued to swamp the lines, while delays ran to a matter of hours. Ten lines finally were opened and volunteers brought in from seminaries throughout the city. For the three days of the riot, 15 people answered the calls, 24 hours a day. If the facts were not known, the caller's number was taken, the situation investigated, and the citizen was called back promptly.

"It's really a simple technique," reports James E. Burns, director of the Human Relations Commission. "We answer questions, calm people, deny rumors, allay fears, and try to protect people by keeping them out of the danger zones. We have to have the trust of the public, and we must have accurate information on what's going on."

During the height of the April disturbances, Rumor Central in the Commission offices resembled a military situation room. At least five telephone lines were reserved for residents' queries. Other lines were kept open for periodic reports from Commission field workers who were circulating in troubled areas.

A wall-sized map of the Chicago area, with a plastic overlay, was used to pinpoint trouble spots. Areas where sniping occurred were marked with a blue grease pencil, blocked-off streets were marked in black, burning sections in red, alternate bus lines around tense sections in yellow, and so on.

One-third of the 27 professionals on the Commission staff are Negroes, many of whom were spending long hours in the riot areas talking to neighborhood leaders and trying to calm the situation.

To make certain that the information is correct, Rumor Central has its own network of intelligence courses. When any kind of civil unrest breaks loose in Chicago, trained Commission staffers immediately

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race to the scene of the disturbance and promptly phone in on-the-spot reports. One man is dispatched to police headquarters to monitor all calls, another to the fire department. Still other staff members perform liaison work with the mayors' office, city agencies, and private organizations dealing with civil rights.

One good intelligence tool, Commission staffers report, is simply a city phone directory cross-referenced by location. When a call comes in asking about trouble in a certain block and nothing is known about the situation, a Rumor Central staffer will call citizens at random in that block, identify himself, and calmly ask if there are any signs of a disturbance.

New facts, as they come in, are immediately typed, copied by machine, and distributed within two or three minutes to all phone operators so they will have the latest situation reports at their fingertips.

The Chicago experience points up several easily overlooked factors that many cities have found important in establishing a rumor central. Among them:

- *A separate phone number for rumor control is desirable.* This not only frees the police department from overly used phone lines but — perhaps more important — creates a "climate of trust" between the rumor-inquirer and the rumor control center. During civil disorders, citizens — particularly non-white — often suspect that information given over police department phones is purposely distorted to make the city government look good.

• *Rumor central must be trusted by citizens to tell the truth.* It is desirable, if possible, for non-whites to handle the rumor inquiries of other non-whites. Some cities report a greater climate of trust by having a non-governmental agency (such as the Urban League) man the rumor control center.

• *The center should operate round-the-clock.* Imagine the hysteria that could be caused by a rumor that even the rumor control center had been knocked out! (i.e., "I phoned, but they didn't answer.")

• *The "call-back" technique should be used.* Not only is it important for the center to phone a caller when new information is available about his request. It is also helpful to ask callers to phone the center back when they have new information on a rumor they heard.

RESPONDING TO RUMOR CALLS

The ultimate success of a rumor control center depends on how rumor calls are handled. No amount of accurate information will dispel fears if the contact between rumor central and the inquirer is unsatisfactory.

Officials of the Chicago Rumor Central note that their personnel manned phones only two hours at a stretch, because "it is an exhausting experience to deal by telephone with hysterical or frightened persons."

Recognizing the need for skilled response to rumor calls, the director of the rumor control center in Detroit, Michigan, issued special rumor-response instructions to his staff. The instructions distinguish the types of calls received and suggest general responses. The following briefly summarizes these guidelines:

Rumor-Response Guidelines (Detroit)

Crank Calls. These are defined as calls in which the caller is either abusive or wishes to offer suggestions for solving city problems. The staff should courteously hang up if a caller is abusive, obscene, or insulting. If callers want to offer suggestions, the staff should be courteous, refrain from debate, and terminate the conversation as soon as possible.

Gossip. This would include information dealing with a person's personal life (e.g., "Is _____ going with _____?") In response to such inquiries, the staff should state the function of the rumor control center (e.g., an attempt to clarify distorted information, particularly concerning racial incidents, and to prevent the spread of rumors) and point out that personal information is not a part of this function.

Requests for Irrelevant Information. Persons often call with rumors or questions not related to racial incidents. When possible, give a courteous answer to the question and state the function of the rumor control center, emphasizing that this type of request is

not included in the center's function.

Rumors or Questions About Individuals, Organizations, or Agencies. Some callers will ask specific questions about other agencies or organizations (e.g., Will the police strike?) These persons should be referred to the agency or group in question.

Speculative Rumors. Persons sometimes call with vague rumors or questions about future racial incidents which cannot be investigated. Some of these callers may be fearful, some concerned, and some hostile. In any case, get as much information as the caller is willing to give and respond in a way similar to the following:

"There are no facts to substantiate this statement as anything but a rumor. Riots are not inevitable, and no one is able to predict what will happen in the future. The city is prepared to handle any situation that occurs, and we believe that the public good cannot be served by repeating rumors such as these."

Copies of the mayor's television speech are available for use in responding to these inquiries.

If the caller does not accept this statement of the city's position, no further questioning, discussion, or explanation should be offered. The call should be terminated with the statement that the center has made a written report on the information and it will be turned over to field investigators. Ask that if the caller gets any additional information, he turn it over to rumor control for investigation.

A person may call with information about a future event with specific facts that can be investigated.

In such cases, the staff should get as much information as possible, including a copy of any literature being passed out if available, and explain that it will be given to the field staff for further investigation. If this information has already been obtained, relate the facts to the caller, clarifying any distortions. These calls should be catalogued in a central information file (e.g., three x five-inch cards identifying the incident in detail, along with a report of subsequent investigation) available to every staff member for use in verifying rumors. If the caller wishes to leave his name and phone number, the staff should offer to call back with information uncovered.

Rumors on Past and Present Issues and Events. A caller might ask a question or give information about an incident which has already happened or is happening at the time of the call.

In these cases, obtain information and follow the same response procedure as with future-event rumors noted above. Particularly, combat distortions with the facts available and, where necessary, state that the incident is still under investigation, the appropriate authorities have been notified and are acting in response to the distortions, and this is all the information we have at this time.

In general, the staff should be particularly aware of the need to probe each call and try, if possible, to convert the caller from believing the rumor as fact to recognizing its source and questioning the reason for its being spread.

Public Information During Disorders

Rumor control is but a facet of the broader problem of managing public information during disorders. At a special meeting in mid-1968, sponsored by the National League of Cities, public information specialists compared notes on how they handled the information needs of the public and press during last summer's civil disturbances. Major points made at the meeting are summarized here as a guide for planning rumor control operations within the context of a *total* public information program for civil disorders.³

• **Single information source:** Many cities believe it important to have a single central headquarters for presenting information to the press and public. Most of these "press centrals" are located either in city hall (one city uses the council chamber) or in police headquarters. But several cities favor two information centers — one in the field for riot control information and another in city hall for major policy statements by the mayor and other officials. The two-center approach is definitely advised for best control of rumors.

• **Adequate staffing and equipment:** City information specialists or trained police officers of high rank should man the press centers. Enough telephone lines and facilities for radio and television coverage also must be planned for.

• **Intergovernmental coordination:** Plans must be made early to assure early coordinated release of information by local, state, and federal officials, preferably from one central point.

• **Background and comparative data:** Several cities have found it useful, particularly in dealing with out-of-town newsmen, to have background handouts prepared on what the city has already done to alleviate some of the stated causes of riots. Comparative data regarding the number of arrests, crimes committed, and fire calls during "normal" periods also are helpful in giving perspective to incidents occurring during riots.

• **Advance conferences with news media:** Most

³ Copies of *Public Information and Civil Disorders*, containing a meeting summary and texts of typical city emergency public information plans, may be obtained for \$2.00 each from the National League of Cities, Department of Urban Studies, 1612 K Street, N.W., Washington, D.C. 20006.

cities recommend holding conferences with news media representatives to get — if possible — agreement on how riots would be reported, particularly the handling of rumors. Some cities use a 30-minute voluntary system of withholding reports that a disturbance has occurred in the hopes that it can be controlled in that time. Many reported success with getting news media cooperation in first checking their information with press central officials before broadcasting or printing it. Most of the public relations officials agreed that trying to get a total press-radio-TV embargo on disturbance news was impractical.

• **Press identification:** Some cities have special color-coded badges and identification cards for newsmen which are issued at press headquarters. Outer-garment and vehicle emblems often are requested by newsmen to prevent their being picked up by police after curfew hours have begun.

Planning is perhaps the biggest need in meeting the public information requirements during a civil disorder, the meeting concluded. In addition, many of the specialists stressed the need for city officials to recognize the public relations aspects of their operations in normal times if crisis announcements were to avoid a "credibility gap."

Each of these recommendations can complement a rumor control center and alleviate its problems.

Rumor Versus Rumor

During the height of last summer's riots, one caller had a curious request for Chicago's Rumor Central: "What are the latest rumors?"

Actually, it was not a completely foolish question, for *rumors can be used effectively to counter riots*. Rumors of peace, order, quiet, and racial cooperation might prove more than helpful. After the death of Martin Luther King, for example, Mayor John Lindsay of New York spread the rumor that New York City was quiet. By covering up actual violence on Friday night, many observers feel that the mayor probably stopped outbreaks of arson and looting on Saturday, Sunday, and Monday.

Indeed, fighting rumor with rumor may well be the most effective technique available to city officials for heading off civil disorders. The calm, restrained voice of top city officials over TV and radio as rumors of riots are forming is essential to maintaining citizen calm.

Yet in the final analysis, it is the individual citizen who determines the life, growth, and death of a rumor. He can pass it on, he can embellish it — or he can question its validity.

"In a potential panic situation," advises Dr. Farnsworth, "remain cool and collected." It is a difficult prescription to fulfill, but city officials must take all possible steps to fight the deadly consequences of citywide panic.

Appendix

Recommended Procedure for Setting Up a Rumor Control Central*

Basically, Rumor Central consists of ten telephones connected on a sequential hunt system, personnel to man the telephones, a good system of communication with the police and fire departments and various other private and public agencies with staff in the field, and two men to check out rumors and to receive incoming reports from these departments. The operation can be expanded or decreased in size as the volume of calls merits.

There are five basic considerations in setting up a Rumor Central. These are:

1. Publicizing the telephone number
2. Physical equipment
3. Personnel
4. Clearly defined procedures
5. Adequate system of communication with the police and fire departments and other sources of intelligence

Publicity

Once the decision had been made to establish Rumor Central, the City News Bureau, a central news-gathering agency, was notified. Information about the service went out on its lines to all member media. The press was given the Rumor Central number and was told that it was a number where citizens could report incidents, check out rumors, and obtain other information relevant to civil disorder. We received excellent cooperation from the news media. In addition to using the information as a public service announcement, many included it as a news item.

* This appendix is excerpted from *Rumor Central*, issued by the Chicago Commission on Human Relations. The recommended procedure is that used by the Commission's own Rumor Central.

Physical Operation

The operation should be centralized and include:

Telephones. One phone number and from two to ten phones connected on a sequential hunt, so that if the first is busy, the call is relayed to the next line. Preferably, the connected phones should not be lines used by the agency in the course of normal business. Two separate phones to be used exclusively by research staff responsible for receiving police reports and checking rumors.

Large Map. Street map of the city, visible to all phones, covered by clear plastic, on which verified incidents can be recorded.

Blackboard. Also clearly visible to phones, on which verified quiet areas and the nature and progress of incidents may be recorded.

Telephone Notebooks. Notebooks to be placed at each phone for telephone personnel to use as resource material in answering questions. Each should include a street map of the city to be used in routing callers around disorders and xeroxed copies of reports and newspaper clippings giving details about curfew regulations, agencies distributing food, and other pertinent information.

Contact Notebooks. One for each staff research man which includes all important phone numbers to be used in checking out information.

Forms. (1) Log for personnel to tally incoming calls and record the content of important ones. (2) Incident report forms for recording all verified police and fire department information, these to be compiled in a

permanent log. (3) Rumor check-out forms for telephone personnel to give contact research staff requesting that he check out a rumor.

Personnel

During the peak of disorders, Rumor Central was manned 24 hours a day. Personnel were assigned to day shifts, 8 a.m. to 6 p.m., or night shifts beginning at 6:00 p.m.

In the evening, staff remained on duty until the number of incoming calls began to dwindle. Then the Commission answering service took over, usually around 2:00 a.m., relaying to a staff person at home only the most important calls. The following personnel are recommended:

Supervisor.

Telephone Personnel. One per phone, plus several extra to relieve them. To supplement staff, we enlisted the help of volunteers, primarily graduate students.

A volunteer should have a good knowledge of the physical geography of a city and the location of major streets, an understanding of the problems that can occur during a disorder, and an authoritative, reassuring telephone manner.

All telephone personnel, staff and volunteers, received an initial briefing on the correct way to answer the phones and subsequent briefings before each shift to fill them in on answers to current questions and details of on-going disturbances.

Research Contact Men. Several staff members clearly identified as such to the telephone personnel and permanently available

to take incoming police and fire reports and check out rumors.

Clerk. To record all disturbances and verify quiet areas on the blackboard, keep the map up to date, reproduce and circulate information, and keep a permanent log of police and fire reports.

Field Staff. As available and necessary, to go to the scene of reported trouble and feed back information. During the height of the trouble, we stationed a man in the police department where he could listen to all incoming reports and relay up-to-the-minute information to us. In the future, we plan to have our own radio receiving equipment so that all incoming police reports will be received directly by our office.

Typical Calls and Procedure for Handling

Incident Calls. Many people call to report an incident or find out if a rumor they have heard is true. For example, "I can see smoke and hear sirens from my apartment at _____. Can you tell me what is happening?"

If a fire in that vicinity is recorded on the blackboard, the person answering the phone simply gives the caller the facts. "Yes, there was a fire at _____. It is under control and the police have dispersed the people who gathered."

If there is no report on the board, the

operator records the location and nature of the rumor and relays it to the contact man to check out. The caller may wait for confirmation, but most are satisfied with an answer like, "Thank your for reporting it; we are now checking it out." Once the information has been checked out, the facts are given to all telephone personnel.

Information Calls. These include a wide range of questions concerning curfew, location of the National Guard, and agencies distributing food and clothing. Many of these questions can be anticipated and the answers explained prior to any shift and included in the phone notebooks.

One frequent kind of information call is on travel within the city. "I have to work tonight and usually travel south on Western Avenue. Is that route safe?" The operator will refer to the big map and his street map, then either answer, "We have no report of trouble in that area. You shouldn't have any problems," or "There have been fires on that street and traffic is being rerouted. You might detour and take Damen."

Good Communications System

A Rumor Central operation is valuable only to the extent that the information disseminated is correct. Consequently, good outside contacts and efficient means of relaying information to telephone personnel are essential.

The potential outside contacts should be identified prior to the establishment of a Rumor Central and their phone numbers recorded so that any staff member can check out rumors. These sources may include the police and fire departments, city youth agencies, social centers, and other institutions that might be in the area of trouble or have access to dependable information. Contact must be made with these agencies in advance, letting them know they will be contacted and requesting that they report to Rumor Central if they have information. The research men should also establish a schedule for making routine checks with the police department to obtain relevant reports. Contact was made with the police department at least every 20 minutes.

If field staff are available, they can be dispatched to trouble areas to report regularly.

Good communications within the operation depend upon the clear definition of responsibility and communication procedures. The research contact men are perhaps the most vital part of the operation. All telephone personnel should know who is on duty to check out rumors and should submit written requests for information to these research men. After any report is checked out with the police department, the information should be recorded on the blackboard for all personnel so that duplication of checking is avoided.