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## The Heroin Hotline

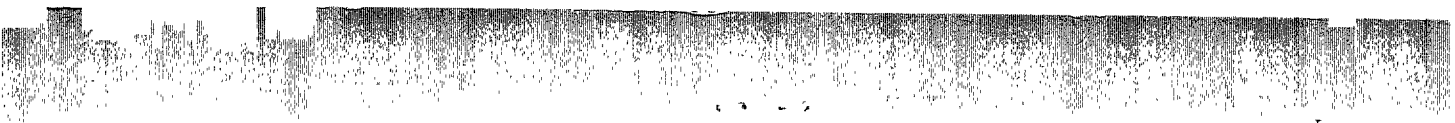
B-176833 ✓

Office for Drug Abuse Law Enforcement  
Bureau of Narcotics and Dangerous Drugs  
Department of Justice

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BY THE COMPTROLLER GENERAL  
OF THE UNITED STATES

SEPT. 26, 1972





COMPTROLLER GENERAL OF THE UNITED STATES  
WASHINGTON, D.C. 20548

B-176833

Dear Mr. Wolff:

This is our report on selected aspects of the Department of Justice's heroin hotline. This review was made in accordance with your request of August 7, 1972. We did not submit the report to the Federal agencies involved for their official comments on the matters discussed.

We trust that the information furnished will be of assistance to you.

We plan no further distribution of this report unless copies are specifically requested, and then we shall distribute it only if you agree or publicly announce its contents.

Sincerely yours,

A handwritten signature in cursive script that reads "James P. Beets".

Comptroller General  
of the United States

The Honorable Lester L. Wolff  
House of Representatives



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ABBREVIATIONS

BNDD	Bureau of Narcotics and Dangerous Drugs
DALE	Office for Drug Abuse Law Enforcement
GAO	General Accounting Office
LEAA	Law Enforcement Assistance Administration
LSD	Lysergic acid diethylamide
OEP	Office of Emergency Preparedness
WATS	Wide Area Telephone Service

## CHAPTER 1

### INTRODUCTION

Pursuant to a request by Congressman Lester L. Wolff, we have obtained certain information about the Department of Justice heroin hotline. The heroin hotline was established by the Department of Justice on April 7, 1972, to aid the Office for Drug Abuse Law Enforcement (DALE) in its attack against street and midlevel heroin pushers in 33 target cities. The hotline provides a means by which the public can volunteer information in confidence on heroin traffickers and pushers. Information pertaining to other narcotics and dangerous drugs is also accepted for possible investigation. One toll free number (800-368-5363) can be dialed from anywhere within the continental United States. Separate heroin hotlines are operating in Alaska, Hawaii, and Puerto Rico to receive calls from these areas. This report pertains only to the heroin hotline serving the continental United States.

DALE, with overall responsibility for the hotline, received support in organizing the project from the White House staff and the Bureau of Narcotics and Dangerous Drugs (BNDD). Both BNDD and the Office of Emergency Preparedness (OEP) provide continuing support for the daily operations of the hotline.

BNDD agents are assigned to the hotline center in a supervisory capacity. The hotline center is located at an OEP communications installation. BNDD has trained about 300 OEP employees to receive hotline calls, interview the callers, and record the information given. Under the supervision of a BNDD shift supervisor, these OEP employees man the center 24 hours a day, 7 days a week. Both BNDD and OEP provide clerical support for maintaining records.

Telephone calls received are initially categorized as serious or nonserious. Serious calls are those in which the callers appear sincere about giving information on traffickers and pushers. Each serious call is recorded on a "heroin hotline report" and classified as priority one, two, or three depending upon how valuable the BNDD shift

supervisor considers the information given. Priority one and two reports are referred to the appropriate DALE field office either by telephone or mail for followup investigation. Priority three reports are filed at the hotline center because the information is too general for investigation. Nonserious calls include prank or obscene calls and calls in which no information is given or in which the information does not pertain to drug pushers or traffickers.

Initially the heroin hotline was publicized by news releases and public-service announcements; however, to increase public awareness of the hotline, Department of Justice officials decided in May 1972 to initiate a public education campaign to publicize the hotline nationally. A fixed-price contract for \$123,594 was negotiated with Grey Advertising, Incorporated, of New York City for the production of television, radio, billboard, and poster advertisements. Well-known personalities have donated their services, and radio and television air time is expected to be provided as a public service.



## CHAPTER 2

### HEROIN HOTLINE DATA

#### NUMBER AND TYPES OF TELEPHONE CALLS RECEIVED OVER THE HEROIN HOTLINE

According to BNDD records, 33,313 telephone calls were received over the heroin hotline serving the continental United States from April 7, 1972, through July 28, 1972. Of the total calls, 5,234, or about 16 percent, were considered serious; i.e., the caller appeared sincere about giving information. The remaining 28,079 calls, about 84 percent, were not considered serious because among other things, the caller did not speak, was obscene, obviously was not sincere, or did not provide information on drug pushers or traffickers. The large percentage of nonserious calls may be attributable to curiosity seekers and pranksters. Of the 5,234 calls considered serious:

--113 were classified as priority one--immediate investigation appeared warranted.

--3,954 were classified as priority two--the information was valuable but immediate investigation was not necessary.

--1,167 were classified as priority three--the caller was serious but the information was too general or vague for investigation.

The number and types of telephone calls received over the hotline from April 7, 1972, through July 28, 1972, as shown by BNDD biweekly reports, are shown below.

	<u>4/7-21</u>	<u>4/22-5/5</u>	<u>5/6-19</u>	<u>5/20-6/2</u>	<u>6/3-16</u>	<u>6/17-30</u>	<u>7/1-14</u>	<u>7/15-28</u>	<u>Total</u>
Total calls received by heroin hotline switchboard	13,365	3,362	3,002	3,519	2,747	2,346	2,543	2,429	33,313
Calls documented on heroin hotline reports (serious)	1,771	520	487	745	509	331	393	478	5,234
Calls not documented on heroin hotline reports (nonserious)	11,594	2,842	2,515	2,774	2,238	2,015	2,150	1,951	28,079
Total calls documented on heroin hotline reports	1,771	520	487	745	509	331	393	478	5,234
Priority one calls	42	4	16	18	7	7	9	10	113
Priority two calls	1,408	372	308	554	378	246	296	392	3,954
Priority three calls	321	144	163	173	124	78	88	76	1,167

Each serious telephone call is recorded by OEP telephone interviewers on a "heroin hotline report," a pro forma report for readily recording the essentials of the call. The hotline reports are given to BNDD agents on duty at the telephone center who assign priorities. Priority one and two reports are mailed to the appropriate DALE field offices for investigation. However, information on priority one reports is considered important enough to warrant immediate investigation and is immediately telephoned to the appropriate DALE field office so that investigation can begin before the hotline report is received. Priority three reports are not referred to DALE field offices but are filed at the telephone center because the information is too general for investigation.

BNDD agents sent priority one and two reports to 20 DALE field offices for investigation and/or referral to State or local law enforcement agencies. More priority one and two hotline reports were referred to the New York City DALE office than to any other field office. However, of the 988 hotline reports received by the New York City DALE office as of July 28, 1972, only 195 were assigned for investigation or referred to State or local law enforcement agencies.

Schedules 1 and 2 of this report provide information on the number of heroin hotline reports referred to DALE field offices and the disposition of these reports by the field offices.

ARRESTS AND SEIZURES RESULTING FROM  
HEROIN HOTLINE CALLS

BNDD records show that, as reported by DALE field offices, heroin hotline calls have resulted through July 28, 1972, in the arrest of 14 persons and several seizures of various amounts of heroin, marihuana, LSD (lysergic acid diethylamide), and miscellaneous dangerous drugs. We were informed by a BNDD official, however, that DALE has no formal system for obtaining information on arrests or seizures resulting from hotline reports referred to State or local enforcement agencies for investigation. It is possible, therefore, that additional arrests or seizures may have resulted from State or local investigations. Information on the arrests and seizures resulting from the hotline since its inception, as reported by BNDD, is summarized below.

	1972				
	<u>4/7-21</u>	<u>5/20-6/2</u>	<u>6/17-30</u>	<u>7/1-14</u>	<u>7/15-28</u>
Arrests resulting from heroin hotline calls	Three in Los Angeles, Calif.	Two in New York City	One in Los Angeles One in San Francisco, Calif.	Six in San Francisco	One in Newark, N.J.
Seizures resulting from heroin hotline calls	3 grams of marihuana in Los Angeles	Two revolvers and small quantities of miscellaneous dangerous drugs in New York City	3,300 dosage units of LSD in San Francisco	2 grams of heroin in San Francisco	4,545 grams of marihuana in Miami, Fla.

We were informed by DALE and BNDD officials that not enough time had passed for the arrested persons to be tried and that thus, no convictions had been recorded.

Evaluation of the hotline by comparing arrests and seizures to the number of telephone calls received or to the number of priority one and two hotline reports referred to DALE field offices may be premature at this time due to the newness of the project. Another factor which should be considered when evaluating the hotline is that DALE field offices and State and local enforcement agencies have investigative work in addition to hotline investigations. Consequently, when manpower is limited, these agencies must be selective in setting priorities and making investigations.

STAFFING AND TELEPHONE LINES FOR THE  
HEROIN HOTLINE CENTER

Staffing

The heroin hotline center is staffed by BNDD and OEP employees. The number of BNDD and OEP personnel assigned to the center has generally decreased as the number of calls has decreased.

The number of telephone interviewers and clerical personnel assigned by OEP to the center for each 8-hour shift has ranged from a high of 49 persons on April 7, 1972, to a low of an average of two persons as of July 13, 1972. OEP personnel assigned to the center as of July 31, 1972, included

- one person during the midnight to 8 a.m. shift,
- three persons during the 8 a.m. to 4 p.m. shift,  
and
- two persons during the 4 p.m. to midnight shift.

OEP telephone interviewers and clerical personnel from April 7 through July 31, 1972, worked 9,616 hours, including about 318 hours of overtime. OEP's staffing since the inception of the program is summarized below.

<u>Date</u> (note a)	<u>Hours</u> <u>worked</u> (note b)	<u>Interviewers</u> <u>and clerical</u> <u>personnel on</u> <u>duty (note c)</u>
Apr. 7	01-24	49
Apr. 8	01-24	24
Apr. 9	01-24	17
Apr. 10	24-08	5
	08-16	7
	16-24	5
Apr. 17	24-08	3
	08-16	5
	16-24	3
Apr. 21	24-08	1
	08-16	5
	16-24	2
May 5	24-08	5
	08-16	7
	16-24	5
May 6	24-08	10
	08-16	12
	16-24	10
May 8	24-08	1
	08-16	4
	16-24	2
July 13 through July 31	24-08	1
	08-16	3
	16-24	2

<sup>a</sup>Dates show when changes in staffing occurred.

<sup>b</sup>The hotline center is manned throughout the day by three 8-hour shifts. The shifts run from midnight to 8 a.m. (24-08), 8 a.m. to 4 p.m. (08-16), and 4 p.m. to midnight (16-24).

<sup>c</sup>OEP switchboard operators received the incoming hotline calls as part of their normal telephone duties. Switchboard operators' time applicable to the hotline could not readily be determined.

The number of BNDD personnel assigned to the hotline center has ranged from a high of 27 on April 7, 1972, to a low of six on June 16, 1972. As of July 31, 1972, six BNDD personnel were assigned to the center. BNDD staffing is summarized as follows.

<u>Dates</u>	<u>BNDD personnel assigned</u>
Apr. 7 through Apr. 9, 1972	One assistant Regional Director 10 experienced agents 11 trainee agents five clerks
Apr. 10 through Apr. 20, 1972	One assistant Regional Director nine experienced agents five clerks
Apr. 21 through May 14, 1972	Five experienced agents two clerks
May 15 through May 21, 1972	One group supervisor five experienced agents two clerks
May 22 through June 15, 1972	One group supervisor five experienced agents one clerk
June 16 through July 31, 1972	One group supervisor four experienced agents one clerk

#### Telephone lines

The heroin hotline telephone number is toll free and can be dialed anywhere within the continental United States. The hotline uses wide area telephone service (WATS) lines to accomplish this. The number of WATS lines in use since inception of the program has generally decreased in line with the decrease in the number of calls received. The number of WATS lines and their periods of use through July 31, 1972, are shown below.

<u>Period</u>	<u>Number of WATS lines</u>
Apr. 7 through May 5, 1972	41
May 6 through June 7, 1972	20
June 8 through July 5, 1972	5
July 6 through July 31, 1972	4



ESTIMATED OPERATING COST OF THE  
HEROIN HOTLINE CENTER

The estimated cost to operate the heroin hotline center from April 7, 1972, the first day of operations, through July 31, 1972, was approximately \$260,000, consisting of about \$88,000 incurred by BNDD and about \$172,000 incurred by OEP. The \$260,000 does not include the costs incurred by DALE in investigating hotline reports.

BNDD's estimated cost of about \$88,000 was primarily for salaries, travel, and per diem for personnel working at the center. BNDD agents are assigned to the center to assist OEP telephone interviewers with difficult calls, assign priorities to the hotline reports, and dispatch priority one and two hotline reports to DALE field offices. Also, BNDD has assigned clerks to the center to type and file the hotline reports. BNDD's estimate of its costs directly attributable to the operation of the heroin hotline center is summarized below.

Salaries	\$58,000
Travel and per diem	24,000
Rental of vehicles	5,000
Telephones	<u>600</u>
Total	<u>\$87,600</u>

OEP's estimated cost of about \$172,000 was primarily for salaries and rental of WATS lines. The salaries were for OEP personnel assigned to the hotline center to interview callers, prepare hotline reports for the calls, and perform clerical duties. OEP's estimate of its costs directly attributable to the operation of the heroin hotline center is summarized below.

Cost

Monthly rental cost for WATS  
lines (note a):

April	\$69,155.50	
May	35,875.00	
June	15,525.40	
July	<u>6,775.00</u>	\$127,330.90

Installation and rental of telephones	3,448.95
Salaries of switchboard op- erators working overtime (note b)	2,600.00
Salaries of telephone inter- viewers (note c)	<u>39,003.00</u>
 Total	 <u><u>\$172,382.85</u></u>

<sup>a</sup>The April, May, and June rental costs represent actual billings; OEP estimated the July rental cost.

<sup>b</sup>Switchboard operators regularly employed at the OEP communications installation received the hotline calls as part of their normal telephone operating duties. Allocation of their salary costs to the hotline would be extremely difficult, according to an OEP official. The operators do not talk to the callers; they connect the calls directly to the telephone interviewers. Operator overtime attributable to the hotline was available.

<sup>c</sup>Estimated by GAO on the basis of hours worked and average grade levels furnished by OEP.

## CHAPTER 3

### CONTRACT TO ADVERTISE THE HEROIN HOTLINE

In May 1972 Department of Justice officials decided that a professional public education campaign was necessary to increase public awareness of the heroin hotline. The Department requested a contract proposal from Grey Advertising, Incorporated, a New York-based advertising agency. The Department stated that Grey had experience in conducting public education campaigns for other Federal agencies similar to the type of campaign needed for the heroin hotline. Proposals were not requested from any other advertising firms. At a meeting in May 1972, Department of Justice officials advised Grey of the hotline's specific needs and of the amount of funds available for a contract. Grey submitted a proposal and several cost estimates in June 1972. A finding and determination justifying a negotiated contract between the Department and Grey was signed on June 26, 1972, by the Special Assistant Attorney General in charge of DALE.

The proposed fixed-price contract is for \$123,594 and provides for the production of posters and radio, television, and billboard announcements to promote the hotline. We were informed by DALE officials that radio and television air time will be donated as a public service and that well-known personalities, such as Mr. Jack Webb and Miss Leslie Uggams, have donated their time.

Department officials told us that the proposed contract will be funded from the Law Enforcement Assistance Administration (LEAA) fiscal year 1972 and 1973 grant funds. We were informed by LEAA officials that the funds can be used for this purpose under part D, title I, Omnibus Crime Control and Safe Streets Act of 1968, as amended (42 U.S.C. 3741-3747), which authorizes LEAA to make demonstration and special grants for improving and developing new methods of law enforcement.

A DALE official told us that they had planned to start the advertising campaign in September 1972 and that Grey had originally scheduled production to start on August 25, 1972, with the understanding that a contract would be signed

by that date. He also told us that as the scheduled production date approached, Grey informed DALE that it would not start production until the Department provided some assurance that a contract was forthcoming. According to the official, postponing production, especially the filming of the television announcements, would have resulted in the loss of considerable time and, because time was considered of the essence, a contract number (J-42208) was provided to Grey as an indication of the Department's intent to go forward with a contract. We were informed by the official that Grey started production essentially on schedule.

The determination by a Federal agency to seek negotiated procurement is final. However, if the justification for negotiation is unconvincing and if sufficient time remains prior to execution of the contract, we may request the agency to reconsider and formally advertise for competitive bids.

DALE, in its finding and determination justifying the negotiated contract, stated that:

1. The Department of Justice did not have the expertise to precisely define contract specifications needed for competitive bidding.
2. A negotiated contract would take less time than a formally advertised contract and a public education campaign was needed as quickly as possible because the number of telephone calls had decreased.
3. Grey was a highly qualified firm and had experience similar to that needed for the hotline campaign. Grey had had several contracts with Government agencies concerning public education campaigns, including a contract with the Navy to publicize a WATS telephone number for recruiting purposes.

When adequate specifications are lacking, making it impracticable to secure competition, the Federal Property and Administrative Services Act of 1949 (41 U.S.C. 252(c)(10)) and the Armed Services Procurement Act of 1947, as amended (10 U.S.C. 2304(a)(10)) authorize an exemption from the general requirement that all Government contracts

be formally advertised. It appears that an exemption was proper in this case and that a request by us that DALE reconsider its decision and formally advertise the contract would not have been warranted.

The Department's decision to choose Grey as the sole source of supply and its basis for not considering other qualified advertising firms are questionable because the advertising industry is highly competitive and contract proposals could and should have been requested from several other qualified firms.

But the contract proceedings at the time of our review were too far advanced for us to request the Department to reconsider its decision and seek competition on a negotiated basis. According to a Department contracting official, Grey began performing under the proposed contract on July 15, 1972. The contract was sent to Grey for signature in early September to be effective as of July 15, 1972.

We informed Department officials of our reservations about contracting with Grey on a sole-source basis and pointed out that the requirement in the Federal Procurement Regulations that proposed procurements of over \$5,000 by civilian Federal agencies be published in the daily synopsis of Federal procurement published by the Department of Commerce had not been met. We suggested that proposals for any subsequent procurement be solicited on a competitive basis. Department officials told us that competition would be solicited for any future advertising services.

## CHAPTER 4

### FUTURE PLANS

#### FOR THE HEROIN HOTLINE

DALE officials told us that when DALE was established by Executive Order No. 11641 in January 1972, it was funded through fiscal year 1973 by a reprogramming of Department of Justice funds. They told us also that the fiscal year 1974 Department of Justice budget justification will include funds for the continuance of DALE and, although not as a separate line item, funds for continuing the hotline.

We were also informed that after the public education campaign by Grey, any followup radio and television broadcasts, newspaper and magazine announcements, or billboard and poster usage would be done with the same material used in that campaign. Appendix III shows some of Grey's proposed newspaper and magazine announcements of the heroin hotline.

## CHAPTER 5

### SCOPE

Our review was directed toward obtaining certain information concerning the heroin hotline requested by Congressman Lester L. Wolff. We obtained information on (1) the number and types of calls received and the number of arrest and seizures made from April 7 through July 28, 1972, and (2) the estimated costs and actual staffing of the hotline center and number of WATS lines used from April 7 through July 31, 1972. We also obtained information on the Department of Justice's contract with Grey Advertising, Incorporated, to publicize the hotline nationally.

The information presented in this report was obtained from hotline documents and records and interviews with Department of Justice, DALE, BNDD, and OEP officials.

We also visited the heroin hotline center through which all hotline calls from the continental United States are received.

SCHEDULE 1

HEROIN HOTLINE (CONTINENTAL UNITED STATES) REPORTS

REFERRED TO DAFI FIELD OFFICES

APRIL 7 THROUGH JULY 28, 1972 (note a)

	Pri- ority	Apr. 7- Apr. 21	Apr. 22- May 5	May 6- May 19	May 20- June 2	June 3- June 16	June 17- June 30	July 1- July 14	July 15- July 28	Apr. 7- July 28
NEW YORK CITY	one two	9 311	1 89	- 46	4 78	1 80	1 40	1 50	- 56	17 760
LOS ANGELES, CALIF.	one two	7 127	1 58	1 35	2 43	- 23	- 20	2 33	3 23	16 362
CHICAGO, ILL.	one two	4 112	2 42	- 30	5 59	- 16	- 21	- 12	- 17	11 309
ATLANTA, GA.	one two	- 38	- 10	2 16	3 64	1 32	- 17	- 21	2 21	8 219
WASHINGTON, D.C.	one two	4 107	1 23	3 30	- 34	1 27	1 15	- 21	- 37	10 294
SAN FRANCISCO, CALIF.	one two	- 55	- 8	2 29	1 35	1 33	- 17	1 17	2 10	7 204
DETROIT, MICH.	one two	- 70	- 10	- 3	- 24	- 12	3 3	- 3	- 8	3 133
CLEVELAND, OHIO	one two	- 77	- 9	2 20	- 40	- 26	1 17	1 21	- 24	4 234
PHILADELPHIA, PA.	one two	- 68	- 26	- 27	- 37	1 23	- 14	- 15	- 24	1 234
MIAMI, FLA.	one two	5 68	1 26	1 14	2 22	2 23	- 23	1 14	- 23	12 213
HOUSTON, TEX.	one two	1 65	- 12	- 13	- 26	- 22	1 8	- 21	- 22	2 189
ST. LOUIS, MO.	one two	- 25	- 7	- 8	- 5	- 5	- 4	1 2	- 8	1 64
NEW ORLEANS, LA.	one two	- 33	- 11	- 8	1 22	1 9	- 12	2 12	- 29	4 136
BALTIMORE, MD.	one two	2 59	- 16	1 7	- 6	- 15	- 10	1 14	- 8	4 135
KANSAS CITY, MO.	one two	- 25	- 4	- 5	- 4	- 8	- 1	- -	1 11	1 58
DENVER, COLO.	one two	1 21	- 8	- 3	1 9	- 1	- 3	- 4	2 15	4 64
BOSTON, MASS.	one two	1 55	- 24	- 12	- 22	- 11	- 6	- 7	- 18	1 155
SEATTLE, WASH.	one two	1 14	- 3	- 4	1 17	- 4	- 3	- 6	- 2	2 53
PORTLAND, OREG.	one two	- 8	- 2	- 4	- 6	- 4	- 2	- 3	- 7	- 36
BUFFALO, N.Y.	one two	- 8	- 5	- 2	- 4	- 8	- 9	- 17	- 9	- 62
BNDD HEADQUARTERS (note b)	one two	3 1	- -	- -	- 3	- -	- -	- 1	1 -	4 5
Total:										
Priority one		38	6	12	20	8	7	10	11	112
Priority two		<u>1,357</u>	<u>393</u>	<u>316</u>	<u>560</u>	<u>382</u>	<u>245</u>	<u>294</u>	<u>372</u>	<u>3,919</u>
Priority one and two		<u>1,395</u>	<u>399</u>	<u>328</u>	<u>580</u>	<u>390</u>	<u>252</u>	<u>304</u>	<u>383</u>	<u>4,031</u>

<sup>a</sup>A hotline report is considered referred on this schedule when it is actually mailed.

<sup>b</sup>We were informed that hotline calls giving information on traffickers who would be under BNDD jurisdiction were referred to BNDD.



SCHEDULE 2

HEROIN HOTLINE (CONTINENTAL U.S.) REPORTS

RECEIVED BY DALE FIELD OFFICES

AND DISPOSITION OF THE REPORTS

APRIL 7 THROUGH JULY 28, 1972

Dale field office	Number of reports			
	Received	Assigned for inves- tigation	Referred state and local agencies	Not assigned or referred
NEW YORK CITY (INCLUDES BOSTON, MASS., AND BUFFALO, N.Y.)	988	83	112	793
CHICAGO, ILL.	297	280	7	10
HOUSTON, TEX.	171	30	122	19
KANSAS CITY, MO.	56	20	35	1
ST. LOUIS, MO.	60	27	27	6
CLEVELAND, OHIO	199	25	165	9
DETROIT, MICH.	136	15	97	24
PHILADELPHIA, PA. (INCLUDES PITTS- BURGH, PA.) (note a)	230	75	142	12
BALTIMORE, MD.	127	33	85	9
WASHINGTON, D.C.	292	72	194	26
LOS ANGELES, CALIF. (INCLUDES PHOENIX, ARIZ., AND SAN DIEGO, CALIF.)	327	55	95	177
SAN FRANCISCO, CALIF.	206	59	138	9
MIAMI, FLA. (INCLUDES ATLANTA, GA.) (note b)	452	34	313	105
NEW ORLEANS, LA.	146	18	126	2
DENVER, COLO.	52	36	8	8
PORTLAND, OREG.	28	5	21	2
SEATTLE, WASH.	<u>37</u>	<u>2</u>	<u>35</u>	<u>-</u>
Total	<u>3,804</u>	<u>869</u>	<u>1,722</u>	<u>1,212</u>

<sup>a</sup>Due to clerical error the number of reports assigned for investigation, referred to state and local agencies, or not assigned or referred do not total the number of reports received.

<sup>b</sup>The first 103 reports were neither assigned nor referred because the field office stated that no manpower was available to evaluate the reports.

LESTER L. WOLFF  
3d DISTRICT, NEW YORK

MEMBER  
COMMITTEE ON  
FOREIGN AFFAIRS

SUBCOMMITTEES:  
ASIAN AND PACIFIC AFFAIRS  
NEAR EAST  
FOREIGN ECONOMIC POLICY  
COMMITTEE ON  
VETERANS' AFFAIRS  
HOSPITALS SUBCOMMITTEE

Congress of the United States  
House of Representatives  
Washington, D.C. 20515

OFFICES  
403 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, D.C.

156A MAIN STREET  
PORT WASHINGTON, NEW YORK 11050

MEMBER  
NEW YORK STATE DELEGATION  
BI-PARTISAN STEERING COMMITTEE

August 7, 1972


The Honorable Elmer B. Staats  
Comptroller General of the United States  
General Accounting Office Building  
441 G Street  
Washington, D.C.

Dear Mr. Staats:

This is to confirm the request made on Friday,  
by Mr. Owens of my staff to Mr. Gene Abston,  
to conduct an investigation into certain aspects  
of the so-called heroin hot-line program in the  
Justice Department.

I greatly appreciate the prompt attention which  
this request has already received and I look  
forward to the final findings of the investigation.

Sincerely,



Lester L. Wolff  
Member of Congress

LW:br

APPENDIX I

LESTER L. WOLFF  
30 DISTRICT, NEW YORK

MEMBER:  
COMMITTEE ON  
FOREIGN AFFAIRS

SUBCOMMITTEES  
ASIAN AND PACIFIC AFFAIRS  
NEAR EAST  
FOREIGN ECONOMIC POLICY

COMMITTEE ON  
VETERANS' AFFAIRS

HOSPITALS SUBCOMMITTEE

Congress of the United States  
House of Representatives  
Washington, D.C. 20515

OFFICES  
403 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, D.C.  
155A MAIN STREET  
PORT WASHINGTON, NEW YORK 11959

MEMBER:  
NEW YORK STATE DELEGATION  
BI-PARTISAN STEERING COMMITTEE  
CHAIRMAN:  
U.S. MERCHANT MARINE ACADEMY  
BOARD OF VISITORS

August 4, 1972

DISCUSSION MEMORANDUM

QUESTIONS RE "HEROIN HOTLINE"

- 1) Total number of calls received since inception of program.
- 2) Total number of calls reported on because of important information.
- 3) Total number of immediate attention reports since inception of program.
- 4) Total number of reports which are checked out over a period of time.
- 5) Total seizures and arrests (convictions, if any) since inception of program.
- 6) Total expenditure on operation of program; staff, telephones, etc.
- 7) Total staff commitment throughout the program -- increase or decrease over the life of program; also which agencies involved besides BNDD.
- 8) Total number of phone lines and staff on shifts throughout life of program.
- 9) Investigate approximate \$100,000 in LEAA funds for TV and billboard publicity on the program. Was it let to a single source? If accurate, does this violate any federal law or regulation?

  
Robert O. Owens, Legislative Assistant  
Office of Congressman Lester L. Wolff

**FIX THE  
PUSHER**

Call Heroin Hot Line.  
Toll Free. 800-368-5363.

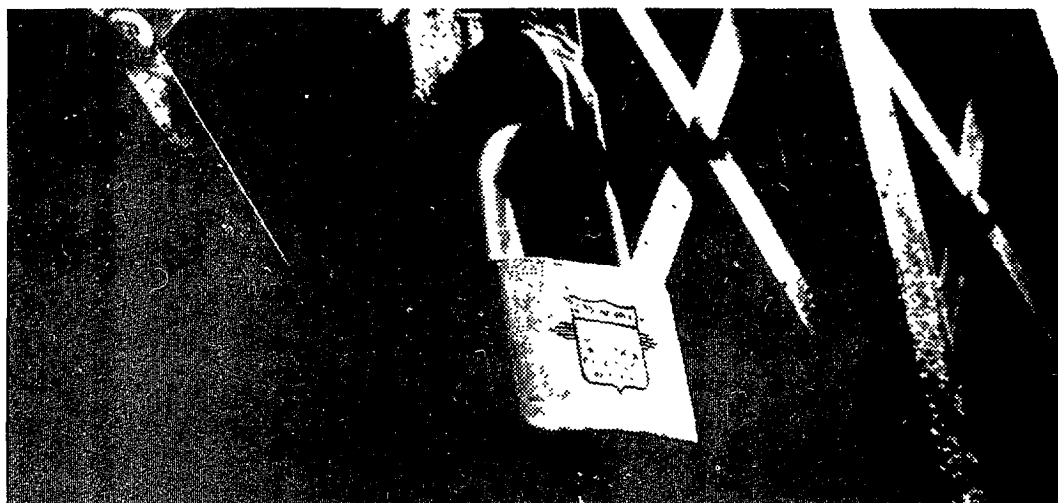
**FIX  
THE  
PUSHER**

Call Heroin Hot Line.  
Toll Free. 800-368-5363.

**FIX THE PUSHER**

Call Heroin Hot Line. 800-368-5363. It's Toll Free.

## **YOU WON'T GET RID OF HEROIN BY PUTTING ANOTHER LOCK ON THE DOOR.**



Locks don't make the fear of going out after 10 disappear.

They don't stop your kid's bike from being stolen.

Or the higher prices stores have to charge to make up for what junkies steal.

Get rid of the pushers and maybe you can get rid of some of the locks.

If you have any information about anyone who deals in heroin — a description, streetcorner, license plate, anything specific —

call The National Heroin Hotline, 800-368-5363.

It's run by the Federal government.

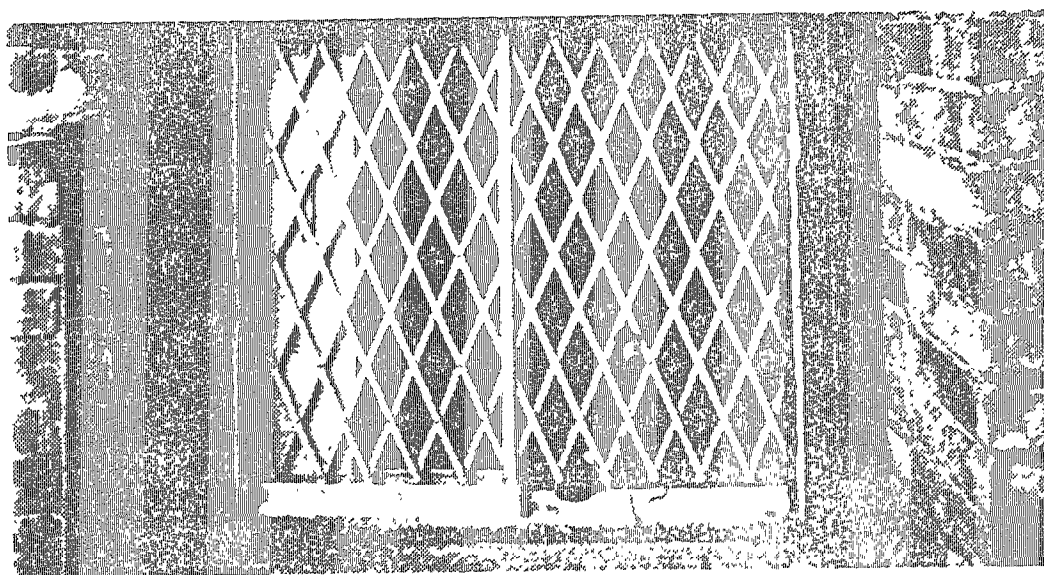
It's a free call from anywhere in the country and you don't have to give any information about yourself.

**HEROIN  
HOT LINE  
800-368-5363**

Fix the pusher.

Office of Drug Abuse Law Enforcement  
United States Department of Justice

**THE  
PUSHER SHOULD LIVE  
BEHIND BARS.  
NOT YOU.**



If you know anything about  
the pusher  
a description  
a license plate  
a streetcorner  
anything specific  
call

The National Heroin Hotline,  
800-368-5363.

It's run by the Federal  
government.

It's a free call from anywhere  
in the country and you don't have to  
give any information about yourself.

If we can get him in, you can  
get out.

**HEROIN  
HOT LINE  
800-368-5363**

Fix the pusher.

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Foundation, Department of Justice

APPENDIX III

PRINCIPAL OFFICIALS OF  
 THE DEPARTMENT OF JUSTICE  
 RESPONSIBLE FOR THE ADMINISTRATION OF ACTIVITIES  
 DISCUSSED IN THIS REPORT

	<u>Tenure of office</u>	
	<u>From</u>	<u>To</u>
ATTORNEY GENERAL OF THE UNITED STATES:		
Richard G. Kleindienst	June 1972	Present
Richard G. Kleindienst (acting)	Feb. 1972	June 1972
John N. Mitchell	Jan. 1969	Feb. 1972
DIRECTOR, BUREAU OF NARCOTICS AND DANGEROUS DRUGS:		
John E. Ingersoll	Aug. 1968	Present
SPECIAL ASSISTANT ATTORNEY GENERAL, OFFICE FOR DRUG ABUSE LAW ENFORCEMENT:		
Myles J. Ambrose	Feb. 1972	Present