

DOYLE



NEWS

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ROCHESTER RIOTS DEMONSTRATE ADVANTAGES OF OUTCONTRACTING SECURITY



Command station at Doyle Detective Bureau during recent riots. From left to right, Jack Ashlee, Assistant General Manager, Greg Doyle, General Manager, and Chief Edward Holmes. Telephone and two-way radio equipment proved invaluable during emergency, as did special police band receiver for overall coordination.

The recent riots in Rochester have demonstrated in no uncertain terms the advantages of outcontracting security. It was not the type of proof that Doyle Detective Bureau would have chosen to make its points, but the fact remains that it happened and Doyle was ready, and the result was that there were no personal or property damage incidents at the mammoth Hanover Houses project or at Chatham Gardens, or at any of the other plants and stores that Doyle guards protect, with the exception of a few isolated instances of minor proportion.

For years now, our representatives have been citing the advantages of outcontracting security.

We have been saying that the cost, to a company, of maintaining a security force adequate to provide protection during peak contingencies, even if it were physically possible, is prohibitive. We have been saying that regular security and a reserve standby force can more economically be provided by outcontracting to an independent agency. We have been saying that it takes special training and knowledge to provide the type of security and protection needed by modern business and industry.

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Specially trained contingent of Doyle guards was assigned to Hanover Houses during crisis to safe-

guard welfare of close to nineteen hundred residents and property values in excess of six million dollars.



Jack Williamson, Security Coordinator of Buffalo branch of Doyle Detective Bureau, funneled reserve Buffalo guards into Rochester without in any way impairing security of Buffalo accounts.



Greg Doyle and others in top echelon of Bureau alternated between command station at headquarters and patrol areas. Here, he checks in with main station.



At Chatham Gardens, Doyle guards also provided protection for the families in the 184 unit middle income housing project. Administrative office was used to coordinate patrols and provide liaison with Bureau headquarters.



Exhausted guard at Hanover catches a few minutes of sleep prior to going on duty again. Doyle put its entire reserve force from the Rochester and Buffalo areas into the field during the emergency.

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Our comments are not intended to reflect adversely upon the Rochester Police or Fire Departments. They did a magnificent job. They worked themselves to the point of exhaustion, and Rochesterians can be proud of all the uniformed men who labored so hard to preserve law and order.

The efforts of Doyle Detective Bureau were directed to protecting the lives and property of our customers. Almost all accounts asked for extra security. We mobilized our entire reserve within hours and put it into the field. We brought in all available reserves from the Buffalo office as well. We put a specially trained contingent on security at Hanover Houses and Chatham Gardens.

In short, we spared no expense in providing maximum security. It was expensive, housing and feeding the reserve force. Although the final figures are not in, we doubt that it was very profitable, revenue-wise. But it was gratifying insofar as the protection we were able to offer our accounts. It was nice to learn, for example, that there was no physical harm or damage done to the almost 1900 residents of Hanover Houses or to the physical facilities assessed at more than six million dollars.

Doyle Detective Bureau hopes that it is never called upon to provide maximum protection under such circumstances again. That does not mean, though, that we will not continue to prepare for just such a contingency. Our business is security and we feel that almost all our customers will agree that we have lived up to their every expectation during the emergency.



Doyle patrol car became well-known sight around city during emergency. All rolling stock of Bureau, radio-equipped, was pressed into service. Established lines of communication were never broken.



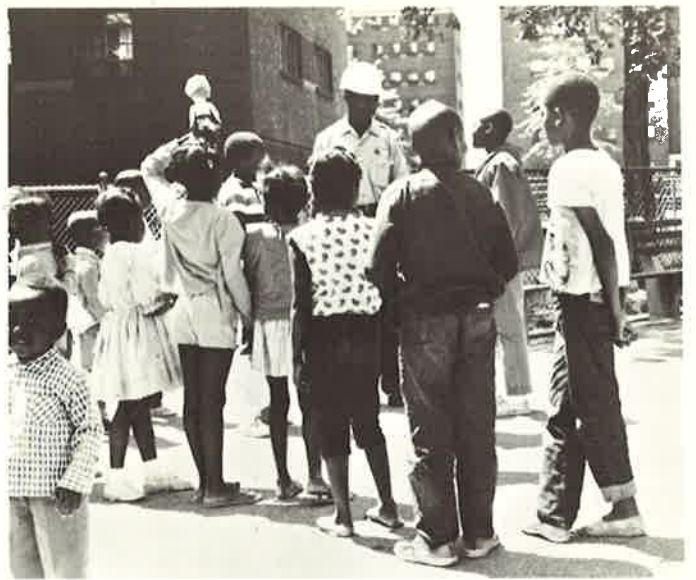
Greg Doyle confers with Louis Bommattei, Manager of Hanover Houses. Doyle guard at right is Lt. Edward Goldsmith.



At Hanover Houses, Doyle provided around the clock security, 240 man hours a day as against a normal average of nine man hours daily. Specially trained guards did yeomen service, worked in four hour shifts, slept on the premises and, by necessity, had to eat on the run.



Two Doyle guards on patrol at Chatham Gardens. No property damage was recorded at this housing project. Doyle guards have always had good rapport with tenants. Both residents and management commended their work during crisis.



Children flock around Doyle guard in playground at Hanover Houses. More than a thousand children live at housing development. Doyle guards constantly pointed out to residents that they were for law and order, and were on duty to protect the lives and property.



Doyle Detective Bureau provides security to meet the needs of any account, whether it is by patrol car, foot patrol, or on-premises patrol. Here, Doyle guards, on foot, patrol section of Buffalo, checking customer premises.



A portion of the specially trained contingent assigned to Hanover Houses during recent crisis in Rochester. From left to right, Forest Thompson, Bennie Watson, Nicholas Parker III, Billy Roy Williams, Claudzell Anderson, William H. Jones, Lt. Edward J. Goldsmith.