

ASSESSMENT OF THE CRIME PREVENTION PHYSICAL
SECURITY SURVEY

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NCJRS
P. O. BOX 24036 S. W. POST OFFICE
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International Training, Research and Evaluation Council
Two Ten East Broad Street
Falls Church, Virginia

31860^{C.5}
Final Report

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by

International Training, Research and Evaluation Council
210 East Broad Street
Falls Church, Virginia

May, 1976

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- Barbara R. Bomar
Information Specialist
National Crime Prevention Institute
- Ray A. Bray
Project Director
California Crime Prevention Program

- Captain Anthony Gale
Arlington, Texas Police Department
- Gerald B. Gersey
Crime Prevention Specialist
Illinois Law Enforcement Commission
- Robert O. Heck
Police Specialist
Law Enforcement Assistance Administration
- Arthur Kingsbury
Chairman, Public Service Department
Macomb County Community College

Finally, we would like to thank those hundreds of persons in the field who assisted in the completion of telephone and mail questionnaires, and who exhibited extreme patience and provided valuable insights during site visitations. We hope that the results of this study will pay each of these people back, with dividends, by offering clearer and more effective means of carrying out security survey programs.

SUMMARY

THE CURRENT STATE OF THE ART: A JUDGEMENTAL ASSESSMENT

Only a limited number of evaluations were identified that focused on the overall impact of the security survey technique (i. e. reducing criminal victimization, improving police-community relations, etc.), or on the overall impact of the various approaches that may be used in implementing such programs (i. e. the impact on compliance rates produced by various methods of presenting recommendations, concentration on prior versus potential burglary victims and so on). Several positive findings concerning the security survey were, nonetheless, documented during the study. These included:

- Evaluations of the impact of security survey programs, while limited in number, verified that the technique can have a measurable effect on reducing victimization among survey recipients.
- Approximately 80 percent of the agencies studied believe they have had "some success" or were "very successful" in achieving crime prevention/security survey goals.
- Sixty percent of the 206 security survey programs studied are or were previously funded through LEAA.
- The remaining forty percent of the agencies studied with survey programs two years old or less are locally funded.
- In nearly 80 percent of the programs studied that are currently funded by LEAA, unit personnel feel "strongly" that security survey activities will continue after the cessation of federal support.

- Eighty-four percent of the agencies that reported on the "value" of the security survey stated that it is an essential part of their program and offers important face-to-face contact with the community, which provides crime prevention officers an opportunity to "educate" the public and enhance police-community relations.

Moreover, the value of the security survey as a crime prevention tool was supported by study findings.

The target populations that survey agencies attempt to serve are far beyond that which available manpower can effectively cover. Specifically, in nearly 90 percent of the cases studied, entire jurisdictions comprise the agency service area. However, regardless of the size of the jurisdiction or police department, in 94 percent of the cases, survey units consist of less than ten persons. In addition, crime prevention personnel spend less than four hours a day actually conducting surveys in eight out of ten agencies studied.

In security survey programs, as they are presently designed and executed, program assumptions are nonexistent and, where goals and objectives exist, they are not structured or used to facilitate program management and evaluation.

IMPLEMENTATION OF SECURITY SURVEY PROGRAMS: THE ISSUES OF COVERAGE AND COMPLIANCE

Nearly all the agencies surveyed utilize the entire community as their program service area. Most of the undermanned crime prevention units have only scratched the surface in terms of the number of households and businesses surveyed; i. e. only four of the 20 agencies visited had surveyed more than 10 percent of the households in their jurisdiction. Thus, it may be asked whether a survey program can reach a large enough segment of the community to have an impact and will those who are surveyed take action.

Program Service Area

With regard to program coverage, the following issues must be considered:

- Can total jurisdictions be realistically served?
One of the primary objectives of Atlanta's "THOR" program is to survey all residences and businesses in the city. A two-year, LEAA-funded "High-Impact" grant which substantially supports a 151-man crime prevention/security survey unit is making this objective a reality. After the first year of this program, approximately half the city's total premises had been surveyed. This shows that with sufficient manpower, a service area as large as an entire jurisdiction can be covered. However, few agencies will have the advantage of the level of financial support provided through large scale LEAA funded programs. The THOR program will conclude in mid-1976, at which time an extensive evaluation will be conducted by an outside contractor.

- Are there any realistic alternatives to the use of paid, sworn personnel in carrying out survey programs? As documented in the general survey, approximately 20 percent of the 206 agencies sampled use non-paid sworn personnel or civilians to conduct security surveys. Of those agencies visited, four fell into this category. The Atlanta program employs 54 civilians. The Seattle Mayor's Office program is comprised almost totally of paid civilian personnel. The Maricopa County Sheriff's Office and the Connecticut State Police use sworn auxiliary personnel in a volunteer status to conduct surveys. These examples are given to demonstrate that salaried civilians as well as volunteers are being used to augment sworn survey manpower. Thus, it may be possible for survey units with only limited manpower to use alternative staffing techniques and thereby cover a

larger geographic area. A caveat was offered, however, by several of the agencies that employ this alternative approach. That is, complete background checks must be made on all those persons to be involved in conducting surveys. Further, such persons must also complete crime prevention/security survey training.

- Should areas smaller than a total jurisdiction be used as a framework for survey programs? Regardless of the staffing strategies used, it will be difficult for most survey units to develop a large manpower force. Irrespective of the size of survey units, however, the use of target areas smaller than an entire jurisdiction can offer a framework for the systematic inspection of premises. They also can provide a realistic basis for evaluating the impact of a survey program.

Program Compliance

Survey recipient compliance with recommended security improvements can be considered as a key to a successful inspection program. At present, however, little factual knowledge exists concerning actual compliance rates. In fact, less than 20 percent of the 206 agencies studied maintain compliance rate data. However, the limited compliance data which exists suggests that when survey recommendations are implemented a recipient is less likely to be victimized. Moreover, if a program is to achieve its full potential, every effort must be made to maximize rates of compliance. Toward this end, the following issue must be considered:

- What alternatives exist to enhance levels of program compliance? Program follow-up, according to the study, is a key method of encouraging compliance with recommended security improvements. As was found in the work, however, survey units cannot realistically be expected to perform such a follow-up due to manpower limitations.

Two alternatives appear to exist to augment follow-up as a means of maximizing compliance rates. The first involves the use of incentives such as insurance premium reductions, state or local tax deductions for expenditures made to improve one's physical security, and free or reduced cost security hardware purchase and installation plans. Although evidence concerning the impact of incentives on compliance does not exist, sufficient local interest and support for such incentives was found to suggest that they may positively impact compliance.

The second alternative focuses on the adoption of security codes or ordinances. Even without documentation on the impact of such legislation, their adoption places a ceiling on the number of premises that must be surveyed. That is, most codes call for the incorporation of minimum security standards in new construction. When such codes are mandatory, compliance is guaranteed. Moreover, survey units have to consider only those premises constructed prior to approval of these laws in jurisdictions that have adopted codes. The total premises to be surveyed will not increase. This will not only ease the task of survey units, but will be a positive step toward insuring that target hardening measures are "built into" the community as it grows.

RECOMMENDATIONS TO ENHANCE SECURITY SURVEY PROGRAM IMPLEMENTATION IN THE FUTURE

The Law Enforcement Assistance Administration in conjunction with state criminal justice planning organizations, local units of government and other agencies involved with the implementation of crime prevention/security survey programs, should take the following steps to insure the continued use of the security survey technique and to enhance its impact in the future.

- LEAA should continue to encourage the initiation of security survey programs through its various funding mechanisms in that: the technique can have a measurable effect on reducing victimization among survey recipients; it has been judged an "essential" part of existing crime prevention programs; 60 percent of all programs surveyed that are less than two years old receive LEAA support; it is felt that nearly 80 percent of the programs surveyed that currently receive LEAA funding will be continued after the cessation of federal support; and, it provides law enforcement personnel an opportunity for face-to-face contact with the community during which they can educate the public concerning target hardening techniques and enhance police community relations.

- To insure that effective management and evaluation tools are available to the ever increasing number of crime prevention units, a "model" set of assumptions, goals and objectives must be developed; and, these models should be "made available" to all agencies which have or are considering a security survey program.

- Crime prevention training program curricula should incorporate indepth modules concerning security survey program design and implementation based on testable assumptions, goals and objectives. Evaluation techniques should also be stressed in this training to insure that those involved in implementing programs can manage and evaluate their programs.

- Security survey programs should be designed and implemented in portions of local jurisdictions which can be realistically served by a available manpower.

- Security survey programs should include an ongoing evaluation component.

- A broad-based evaluation focused on community crime prevention efforts should be designed and undertaken. This effort should examine the importance, interrelationships, costs and benefits of each of the most common elements of these programs; i. e. Operation Identification; Community Crime Reporting; and, the Security Survey due to the fact that nearly all agency crime prevention programs incorporate all of these target hardening approaches. Further, the relationship and impact of incentive programs and security codes and ordinances on enhancing crime prevention programs should be tested. Notably, 86 percent of the agencies surveyed now maintain survey recipient information. Moreover, the data exists to perform a comprehensive evaluation, at least from the standpoint of the security survey.

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Chapter I .

THE RELATIONSHIP OF THE SECURITY SURVEY
AND CONTEMPORARY COMMUNITY CRIME PREVENTION

An Introduction and Discussion

Section I

The Security Survey: A Community Crime Prevention Technique

COMMUNITY CRIME PREVENTION

A Job For the Community and the Police

Myriad approaches and philosophies to the prevention of crime have been posited over the centuries. Yet, today the existence of crime is a daily reality with "--sales figures for home and personal protection devices mounting along with the purchase of guns and dogs... Increasing public outcry against crime fills the headlines." 1/

Primarily because of the increased pressures on and difficulty of sworn law enforcement officers to stem the tide of ever-increasing rates of crime, theoreticians and practitioners alike agree on the need for increased citizen action if the problem is to be mitigated. As pointed out by one prestigious task force "-- if this country is to reduce crime, there must be a willingness on the part of every citizen to give himself, his time, his energy, and his imagination." 2/ However, albeit many citizens agree that crime prevention is their business as well as that of law enforcement officials, few accept it as their duty.

This attitude, which is often correlated with the rising crime problems in our society, may well have its roots deeply embedded in the history of our law enforcement system. More specifically, in the early days of law enforcement -- well over a thousand years ago -- mutual responsibility was the keystone of the system. Each person was responsible not only for the protection of his property, but for that of

1/ National Advisory Commission on Criminal Justice Standards and Goals, Report on Police (Washington, U. S. Government Printing Office, 1973), p. 1.

2/ National Advisory Commission on Criminal Justice Standards and Goals, Community Crime Prevention (Washington, D. C., U. S. Government Printing Office, 1973) p. 2. See also, President's Commission on Law Enforcement and the Administration of Justice, Task Force Report: The Police (Washington, D. C., U. S. Government Printing Office, 1967) p. 221, 228 and the Commission's The Challenge of Crime in a Free Society (Washington, D. C. : U. S. Government Printing Office, 1967), p. 288.

his neighbor. In fact, a citizen observing a crime was duty-bound to pursue the offender. Peace was kept, for the most part, not by public officials, but by the entire community. 1/

With the rise of specialization and taxation, citizens began to delgate their personal law enforcement responsibilities by paying others to assume peacekeeping duties. As such, law enforcement has evolved into a multi-faceted specialty as citizens have relinquished an ever-increasing proportion of their crime prevention role. Based on this trend, criminal justice professionals note that with the increasing absence of citizen assistance and individual concern for one's property and well being, neither more manpower nor improved technology will enable law enforcement agencies to shoulder the monumental burden of combatting crime in America. 2/

Moreover, the need today is for a more balanced allocation of crime prevention duties and responsibilities between law enforcement officers and the citizenry. This will clearly call for citizens to reassume many of their previously delegated responsibilities. Yet, even given our highly complex and sophisticated society, citizens have little knowledge of how they can help protect themselves and their property from criminal victimization. Thus, if citizen involvement in crime prevention is to become more balanced, law enforcement agencies must begin informing and educating the citizen on ways he can protect himself, his home and his family. 3/

-
- 1/ See for example Selden D. Bacon, The Early Development of American Municipal Police. Unpublished Ph.D. dissertation, Yale University 1939; Edwin Powers, Crime and Punishment in Early Massachusetts, 1620-1692 (Boston, Beacon Press, 1966), pp. 424-9; David H. Flaherty, "Law and the Enforcement of Morals in Early America," Perspectives in American History, Vol. V (1971), pp. 203-53; National Commission on Law Observance and Enforcement, Report No. 14, The Police (Washington, D. C. Government Printing Office, 1930), pp. 50-8 and passim. A. C. Germann, F. Day and Robert Gallati. Introduction to Law Enforcement (Springfield, Ill: Charles R. Thomas, 1966), pp. 11-75.
- 2/ National Commission, Community Crime Prevention p. 7-8.
- 3/ Ibid., pp. 201-202.

Community Crime Prevention: A Contemporary Definition

One means by which law enforcement agencies have begun "informing and educating the citizen" as to positive actions that can be taken to stem the rising crime rate has been through the use of community/ crime prevention programs. These programs are generally based on a philosophy of self-defense for individuals and organizations and emphasize action to be taken before a crime is committed. 1/ More specifically this action has been defined as: 2/

The anticipation, the recognition and the appraisal of a crime risk and the initiation of action to remove or reduce it.

One of the underlying foundations of this definition is the belief that crime results from the coexistence of the desire to commit a misdeed and the feeling or belief that the opportunity is available. 3/ While sociologists, criminologists, psychologists and the various other forces in society, may someday reduce the desire to commit a crime, a more formidable area to attack is clearly criminal opportunity. 4/

"Crime risks," as stated in the definition of crime prevention are synonymous with "criminal opportunity," i. e. dark streets, unprotected

-
- 1/ Community crime prevention programs are normally structured to supplement more traditional law enforcement functions such as patrol, investigation and apprehension. More detail as to the structure and implementation of these programs is presented in Chapter III "An Assessment of the Physical Security Survey: Framework and Analysis".
- 2/ Working Group on Crime Prevention Methods, Report of Working Group on Crime Prevention Methods (London: Her Majesty's Stationary Office, 1956), p. 37. See also Home Office Crime Prevention Training Center, Stafford, England, p. 70.
- 3/ O. W. Wilson, Police Administration (New York: McGraw-Hill Book Company, 1963) pp. 2-7.
- 4/ National Commission Community Crime Prevention, pp 194-202. See also National Crime Prevention Institute, Establishing A Crime Prevention Bureau, a report prepared under LEAA Grant No. 72-DF-99-0009 (Louisville: National Crime Prevention Institute, undated), p. 6.

buildings, inadequate locks and safes; poorly planned municipal facilities; and, so on. The role of the law enforcement agency, thus, is to anticipate that crime will occur when risks are high, to recognize when a high-crime risk exists, to appraise the seriousness of the particular risk, and, finally, to initiate action in concert with the citizen to remove or reduce the risk. 1/

THE SECURITY SURVEY: THE FOCUS AND DEFINITION OF ONE CRIME PREVENTION TECHNIQUE

The Focus of the Security Survey

In the field of security as well as in the practice of crime prevention, the security survey is considered one of the most important single methods of recognizing, appraising and reducing losses due to criminal victimization. 2/ The technique combines the security experience and training of those that perform surveys and focuses these attributes on the analysis of physical facilities within a community. Because of several common characteristics the security survey may be likened to the traditional criminal investigation. This comparison hinges primarily on the facts that both techniques are systematic in nature; are aimed at identifying the method of a criminal act; and, are in effect, more an art than a science. Two other points concerning the survey are also noteworthy. First, it can be undertaken prior to the commission of a crime; and, second, it can offer protection against rather than just remedial action after the commission of a crime. 3/

1/ National Crime Prevention Institute, Establishing A Crime Prevention Bureau, a report prepared under LEAA Grant No. 72-DF-99-0009 (Louisville: National Crime Prevention Institute, undated), p. 2.

2/ Arthur A. Kingsbury, Introduction to Security and Crime Prevention Surveys (Springfield, Ill: Charles C. Thomas, 1973), p. 9. See also Raymond M. Mombosse, Industrial Security for Strikes, Riots and Disasters (Springfield, Ill.: Charles C. Thomas, Publisher), p. 13.; Ed San Luis, Office and Office Building Security (Los Angeles: Security World Publishing Co., Inc., 1973) p. 207.

3/ Koepsell-Girard and Associates, Crime Prevention Handbook (Chicago, Ill. : Motorola Teleprograms, Inc., 1975), p. 32-34. The security texts cited above should also be consulted i. e. Mombosse, Kingsbury, etc.

The survey technique received perhaps its most far-reaching endorsement in terms of its implementation by local law enforcement agencies when the National Advisory Commission on Criminal Justice Standards and Goals stated that: 1/

every police agency should conduct . . .
security inspections of businesses and
residences and recommend measures to help
them avoid being victimized by crime.

Moreover, the security survey is an approach that law enforcement agencies can use to inform a businessman or homeowner of the particular areas in which his establishment or home is susceptible to criminal victimization together with steps that can be taken to reduce that potential. Further, the survey is a tangible action that reflects the efforts of the police not only to be responsive to community needs, but to get the community more directly involved in the criminal justice process. 2/

The Security Survey Defined

The security survey has been defined as an indepth on-site examination of a physical facility and its surrounding property (i. e. industrial plant; business; public building; residence; etc.). The survey is conducted to "determine a facility's security status; to identify deficiencies or security risks; to define the protection needed; and, to make recommendations to minimize criminal opportunity. 3/

This definition was utilized in relation to the development and implementation of the research discussed throughout this report. Notably,

1/ National Advisory Commission on Criminal Justice Standards and Goals, Report on Police (Washington, D. C. : U. S. Government Printing Office, 1973), p. 66.

2/ Ibid., p. 68.

3/ Raymond M. Mombiosse, Industrial Security for Strikes, Riots and Disasters (Springfield, Illinois: Charles C. Thomas, 1968), p. 13.

this technique is often referred to by a variety of synonyms including premise survey; security survey; crime prevention survey; burglary prevention survey; premise inspection; on-site survey; industrial, institutional and commercial premise survey; and, building survey. In that these names all deal with the concept as defined above, the general term "security survey" is utilized throughout the report.

Section II

The Purpose and Organization of the Research

DEVELOPMENT OF KNOWLEDGE CONCERNING CRIME CONTROL PROGRAMS IN GENERAL AND THE SECURITY SURVEY SPECIFICALLY

The National Evaluation Program^{1/}

Law enforcement and criminal justice policy makers at the federal, state and local levels of government have long suffered from a lack of soundly based information concerning the effectiveness and efficiency of established and innovative program approaches and projects being implemented to control crime. As a result, decisions concerning allocations of increasingly scarce funds, the continuation of established program directions and experimentation with new approaches have too frequently been based on "guesswork and hunches", instead of rational calculation supported by analyzed and documented experience.

Cognizant of this problem, the United States Congress in structuring the Crime Control Act of 1973 directed the Law Enforcement Assistance Administration to take steps which would produce knowledge concerning the impact of criminal justice projects and programs. In response to this mandate an Evaluation Policy Task Force chaired by the National Institute of Law Enforcement and Criminal Justice was established in late 1973.

In early 1974, a broad based effort designed to identify effective crime control programs and the circumstances under which they have proven successful was promulgated by the Evaluation Policy Task Force. One component of the evaluation effort implemented as a result was the National Evaluation Program (NEP).

^{1/} Based on National Institute of Law Enforcement and Criminal Justice/Law Enforcement Assistance Administration, "Report on the National Evaluation Program", June 1975.

The NEP seeks to assemble what is already known about specific topic areas (i. e. security survey) and utilize the information as a basis for further research designed to fill knowledge gaps concerning projects evidencing promising results in relation to the nation's fight against crime. More specifically, within each topic area examined, the following occurs: a Phase I evaluation is undertaken; and, a national coordinating committee determines whether further work should be conducted concerning the topic based on Phase I findings. As a result of these steps, a Phase II evaluation on the topic may be implemented.

The Purpose of the Phase I Evaluation of the Security Survey

The purpose of the Phase I evaluation of the security survey was to gather and assess information and prior studies relating to the technique. As such, the research was not designed to evaluate the security survey technique. Rather, work focused on identifying and documenting: 1/

- how the security survey is implemented;
- what "success" in relation to the security survey means and how it is and could be measured; and,
- what "knowledge" exists concerning the security survey, what it implies and what additional information or research would be necessary to support or reject the conclusions drawn from prior research and presently available data.

1/ Richard T. Barnes, a letter to NEP Phase I grantees dealing with "Reporting the Results of a Phase I Study", the National Institute of Law Enforcement and Criminal Justice, Law Enforcement Assistance Administration, June 2, 1975, p. 2.

THE RESULTS OF THE PHASE I STUDY

The Products Required

No specific final report format is required in terms of presenting Phase I research findings. However, the results of the work are to be described and summarized in relation to seven work products. These include: 1/

- issue paper drawn from general knowledge and past findings;
- flow diagrams of existing project intervention activities and accompanying descriptions (not required to be in a publishable form);
- a synthesis (i. e. framework) from the information collected for use in analyzing existing security survey activities;
- an assessment of what is presently known about the impact of the security survey;
- an evaluation design that could be implemented to assess the effectiveness and efficiency of a local security survey program;
- plans for a Phase II evaluation design based upon the framework and all knowledge gathered as part of the Phase I effort; and,
- a summary report containing major study findings.

The Presentation of Findings Concerning the Security Survey

Each of the work products noted above was prepared during the conduct of the Phase I evaluation of the security survey. Brief comment as to their nature and relationship to this report follow.

1/ Ibid., attachment.

Key Program Issues Surrounding the Security Survey: A Frame of Reference for the Phase I Research. 1/ The "issues" paper was prepared as a "working document" and included past knowledge and expert opinions regarding the security survey.

It provided the framework for the development of research instruments and data for use in the assessment of the security survey contained herein.

Flow Diagrams of Existing Project Intervention Activities and Site Visit Narratives. 2/ Albeit project guidelines do not require that this work product be in a publishable form, the materials were developed in a manner which maximized their utilization in this project and, also, will permit their use as general reference information concerning the crime prevention security survey process. More specifically, the information contained in this product is presented as mini-case studies of the implementation of the security survey by the 22 agencies visited during the conduct of the work.

Information contained in this product aided in the development of the framework and assessment sections of this report.

A Plan for Evaluating a Single Security Survey Program. 3/ This product presents an evaluation design that could be implemented at the local level to assess the effectiveness and efficiency of a security survey program.

The single project evaluation design was developed on the basis of information contained in this report.

A Recommendation for Phase II Research Concerning the Security Survey. 4/ This work product identifies important gaps in knowledge concerning the security survey and proposes a research strategy to fill them.

This product was developed on the basis of information contained in the present report.

1/ Submitted to the National Institute of Law Enforcement and Criminal Justice, Law Enforcement Assistance Administration, by International Training, Research and Evaluation Council, September 25, 1975.

2/ Ibid., March 5, 1976.

3/ Ibid., April 14, 1976.

4/ Ibid.

Assessment of the Crime Prevention Security Survey: A Summary Report. 1/ This work product contains a condensation, or executive summary of the major study findings including a description and assessment of key security survey activities and objectives. The volume is designed to convey, in non-technical language, the results of the work undertaken in the Phase I assessment of the security survey. As such, it is an abbreviated version of this report.

Outline and Structure of the Assessment Report. 2/ The following pages contain a detailed discussion of the security survey in relation to the "syntheses" of information prepared during the conduct of the work and the "assessment" parameters outlined for NEP Phase I efforts. Specifically, this document is organized in the following manner:

- Chapter II details the project methodology and describes the nature of the agencies sampled to gather information concerning the security survey;
- Chapter III presents a detailed assessment of the security survey process vis-a-vis the required project "framework" and presents a discussion of a variety of issues which relate to the process; and,
- Chapter IV presents a summary of findings, conclusions and recommendations.

1/ Ibid.
2/ Ibid.

Chapter II

PROJECT METHODOLOGY; THE
SURVEY RESEARCH PROCESS

Section I

Introduction

A variety of techniques were utilized to identify and aggregate available knowledge concerning the physical security survey during the conduct of the work. Each of the research strategies employed is detailed in this chapter along with a discussion of its purpose and the results of the work. Among the topics discussed are the:

- nature of secondary source research and the development of the project universal;
- telephone and mail survey process;
- field research process; and,
- preparation of survey findings for analysis.

Section II

Secondary Source Research and the Development of The Project Universe

DEVELOPMENT OF GENERAL KNOWLEDGE AND PAST FINDINGS

The Purpose of the Work

The purpose of this work was to gather and analyze general qualitative or loosely quantitative knowledge and extant evaluative findings concerning the security survey. This activity had a dual focus. First, it provided background knowledge essential to the development and codification of the issues related to the physical security inspection process investigated in the research. Second, the research identified data which was employed in the assessment of the technique presented later in this report.

Secondary Source Research

As the first step in the research, myriad textual materials as well as organizations familiar with the security survey were consulted. A list of texts reviewed in the process is included in the bibliography of this report. The agencies and organizations contacted to develop background data included for example:

- American Society of Industrial Security;
- International Association of Chiefs of Police;
- International City Management Association;
- League of Women Voters;
- National Council on Crime and Delinquency;
- National Crime Prevention Institute;
- National Criminal Justice Reference Service;

- National Sheriff's Association
- National Technical Information Service;
- Police Foundation;
- Private Security Advisory Committee, Law Enforcement Assistance Administration;
- United States Commission on Productivity; and,
- Women's Crusade Against Crime.

The Development of a Project Framework

As a result of secondary research a detailed report outlining the issues and substance of expert views and opinions regarding the security survey was developed. 1/ Among the subjects addressed in the report were:

- the focus of the research;
- issues to be addressed regarding the planning phase of the security survey;
- issues to be addressed regarding the implementation phase of a security survey program; and,
- issues to be addressed regarding the evaluation of the security survey process.

Notably, this compendium of past knowledge and "issues" provided the framework for the development of the research questionnaires utilized during subsequent aspects of the research as well as data for use in the assessment of the security survey process.

1/ International Training, Research and Evaluation Council
Key Program Issues Surrounding the Security Survey: A Frame
of Reference for the Phase I Research, Falls Church, Virginia,
 September, 1975.

DEVELOPMENT OF A PROJECT UNIVERSE ^{1/}

Criteria Utilized in Developing Information

A census or universe of known security survey projects to be contacted for purposes of developing information on this crime prevention technique was compiled at the outset of the research. This listing ultimately included a wide range of law enforcement agencies; various organizations which, although involved in crime prevention, reported directly to a county executive, mayor, or city manager (i. e. non-law enforcement agencies); housing authorities; and so on.

In developing the census, the minimum criterion for inclusion of a project focused on its standard operating procedure. That is, the security survey program carried out by a particular agency had to involve on-site inspections of facilities. This delimiting factor was utilized in that the focus of the security survey, as defined for purposes of the research, called for the identification of security weaknesses and the provision of advice on their reduction or elimination so as to reduce the potential victimization. It was not believed that this could be accomplished if programs did not provide for the physical inspection of sites but simply provided security and target hardening advice via printed materials, public meetings and so on.

A second parameter utilized in defining the project universe focused on whether an agency received a fee for performing security surveys; that is, only those projects that provided surveys at no cost to the recipient were included. Organizations that charge for surveys or perform "free surveys" in conjunction with the sale of security hardware or alarm systems were not included in the universe. This strategy was adopted for two reasons. First, as originally conceived, the research was designed to examine publically sponsored survey programs--particularly those that currently receive or have been past recipients of financial assistance from the Law Enforcement Assistance Administration (LEAA). Second, the assessment of private sector survey programs was considered inappropriate, given the work of LEAA's "blue ribbon" Private Security Task Force, which is presently examining various aspects of private security operations. 2/

1/ The project universe listing is presented in Appendix B.

2/ For further information, contact Dr. Clifford W. Van Meter, Executive Director, Private Security Task Force, Western Illinois University, Macomb, Illinois.

Development of the Inventory of Security Survey Programs

Three major steps were taken in the development of the project census. First, a variety of secondary source materials were analyzed. Second, a specialized survey of housing authorities was conducted. Third, information was solicited from the project Advisory Committee.

Publications Consulted. Materials consulted included reports and survey findings produced by various organizations involved in crime prevention research, evaluation and training. Principal among these sources was information aggregated by other National Evaluation Projects undertaken in the area of Community Crime Prevention. Specifically, information compiled by the Institute for Public Program Analysis (i.e. Phase I: Assessment of Operation Identification) and Loyola University (i.e. Phase I: Assessment of Citizen Responsibility in Surveillance and Crime Reporting) was reviewed. Based on this data, approximately 100 agencies were identified for inclusion in the project universe.

Another key source was a 1974 survey conducted by the National Crime Prevention Institute. This resource provided an additional 109 agencies in 35 states that implement security surveys on an ongoing basis.

The following three documents were also utilized extensively in terms of finalizing the universe listing. These included: Police Department Programs for Burglary Prevention, a report prepared by the Urban Institute; 1/ "Survey of Crime Prevention Programs", a student research paper prepared at Georgia State University; 2/ and, an annotated print out provided through the Grants Management Information System.

Housing Authorities: A Special Process. During this process it was learned that a number of housing authorities use security surveys. Thus, steps were taken to gather more detailed information concerning these agencies. In particular, based on an inquiry directed to the Department of Housing and Urban Development, it was learned that a number of housing authorities were participating in a program which

1/ Thomas W. White, et. al., Police Department Programs for Burglary Prevention (Washington, D.C. : The Urban Institute, February, 1975).

2/ Rachael D. Champagne, "Survey of Crime Prevention Programs Sponsored by Police Departments in Major U.S. Cities", paper prepared at Georgia State University, May, 1973, Atlanta, Georgia.

emphasized target hardening and physical security improvements; i. e. Target Projects Program (TPP). As a result, these agencies were contacted by way of a form letter and brief postcard questionnaire to determine if security survey related activities were being undertaken. 1/

Of the 116 housing authorities contacted, 60 responded. Of that total, approximately one-third indicated that the security survey technique as defined, was utilized. Based on these findings, 20 housing authorities were added to the evolving project universe. 2/

Advisory Committee Involvement. As a final check on the reliability of the listing, the project Advisory Committee performed the following functions:

- reviewed the universe listing and, where possible, verified that the survey programs listed met established project criteria;
- added agencies known to conduct "qualified" programs that were not included; and,
- deleted those agencies whose programs had, in fact, been severely modified or discontinued.

Based on these efforts, a final universe of nearly 350 agencies was compiled. This listing is presented in Appendix B.

Classification Scheme Used in the Universe Listing

To organize the universe in a logical and usable manner, the following classification scheme was utilized:

- Geographic Location: Each agency was listed according to the LEAA region in which it is located.
- Community Size. The population served by each agency was noted.

1/ A facsimile of the covering letter and postcard questionnaire are presented in Appendix A. Although this work exceeded contractual requirements the research team considered it important to determine how the survey technique was being employed by these agencies.

2/ These entries are included in Appendix B.

- Standard Metropolitan Statistical Area (SMSA). A notation was made as to whether an agency was part of an SMSA. This step was taken to establish whether an agency served a metropolitan or non-metropolitan clientele.

- Agency Type. Finally, as a means of classifying the types of agencies included in the universe, each was defined according to one of the following typologies: police department; sheriff's office/county police; department of public safety; state police; city hall/mayor's office; chamber of commerce; and, housing authority.

Section III

The Telephone and Mail Survey Process

THE TELEPHONE SURVEY

Purpose of the Telephone Survey

The primary purpose of the telephone survey was to elicit first-hand information about security survey programs from a representative national sample of implementing agencies. In particular, the information that was sought pertained to the following:

- The general history of each agency's survey program;
- The relationships of the survey program to other crime prevention activities, i. e. building security codes, Operation Identification projects, Neighborhood Watch programs, etc.;
- The assumptions, goals and objectives underlying the survey program;
- The organization and nature of the survey program including: types and numbers of manpower utilized; percentage of time actually spent surveying sites; approaches used to elicit survey recipients; techniques used in conducting survey; etc.;
- Data availability as well as actual and potential points of measurement; and,
- Factors, both controllable and uncontrollable, that may have affected each agency's efforts in implementing its security survey program.

The Telephone Survey Sample

From the list of nearly 350 agencies included in the project universe, 1/ 100 were selected for inclusion in the telephone survey. In that the remainder of the universe was contacted by mail no attempt was made to develop a complicated, multi-faceted selection methodology for purposes of drawing the telephone sample. The selection process used in drawing the telephone sample was as follows:

- County-Wide Programs. One county-wide agency (i. e. sheriff's office or county police department) was randomly selected from each state in which such agencies were found to conduct surveys.
- Municipal Police Department Programs. Two methods were used in the selection of those agencies. First, one department was randomly selected from each of the states in which police agency survey programs were identified. Second, additional police agency programs were randomly selected from those remaining on the list. In drawing this portion of the sample, the number of agencies selected represented a proportion of the total number of such agencies that conducted surveys in each state and federal region. 2/
- Miscellaneous Programs. All known programs administered through mayors' offices, programs operated by state police agencies and so on were included.

1/ See page 17-20 and Appendix B for further information on the selection and composition of the universe.

2/ This sample subset was selected last among the agency types. This selection order was utilized to insure that an adequate number of sheriff's office programs and all miscellaneous projects were included. As such, police agencies were used to complete the telephone sample of 100 agencies called for in the research contract.

Those agencies selected for participation in the telephone sample are listed in Appendix B. In addition, the three tables which follow present a classification of agencies that responded to the telephone survey vis-a-vis agency type, population and federal region.

The Telephone Survey Instrument

The telephone survey questionnaire was structured in relation to the publication Key Program Issues Surrounding the Security Survey: A Frame of Reference for the Phase I Research. ^{1/} To insure an understanding of the steps involved in the development of the instrument, the following discussion reviews: the nature of the questions included in the instrument; the pre-test process; the role of the project Advisory Committee in the design of the instrument; and, the nature of changes resulting from the overall design process.

The Substance of the Questionnaire. The questions that were incorporated in the first of three drafts of the telephone questionnaire covered a variety of subjects. For example, information on the following was sought:

- background documentation dealing with the history, organization and make up of the agencies conducting security surveys;
- the assumptions, goals and objectives of the security survey programs;
- project budget, staffing and general operational procedures;
- the nature of the survey process, including methods used and the degree of detail employed in conducting surveys and in presenting recommendations; and,

^{1/} International Training, Research and Evaluation Council, Key Program Issues Surrounding the Security Survey: A Frame of Reference for the Phase I Research, Falls Church, Virginia, February, 1975.

Table II. 1

Types of Agencies Responding to Surveys

<u>Type of Agency</u>	<u>Responded To Telephone Survey</u>	<u>Responded To Mail Survey</u>	<u>Total</u>
Police Department	68	116	184
Sheriff's Office	12	7	19
State Police	2	-	2
City Hall/Mayor's Office	1	-	1
Housing Authority	<u>-</u>	<u>5 b/</u>	<u>5</u>
Total	<u>83 a/</u>	<u>128 c/</u>	<u>211</u>

a/ Although 100 agencies were included in the sample and contacted, only 83 interviews were conducted successfully. More specifically, three agencies refused to be interviewed and information provided by 14 other agencies was not used in the analysis for one of two reasons: (1) the agency, in fact, did not carry out a survey program as defined; or, (2) the information was unreliable, i. e. conflicting answers were noted in several parts of the questionnaire.

b/ Analysis of the 5 housing authority responses indicated that security inspections were performed for those organizations by law enforcement agencies or private security consultants. As a result, the questionnaire responses were incomplete and thus, were not used in the assessment of the survey process included in this report.

c/ The mail questionnaire was sent to 236 agencies; 128 or approximately 54 percent, responded.

Table II. 2

Agencies Responding to Surveys By Population Groupings

<u>Population Group</u> ^{a/}	<u>Responded To Telephone Survey</u>	<u>Responded To Mail Survey</u>	<u>Total</u>
1,000-000 or more	5	5	10
500,000 - 1,000,000	13	8	21
250,000 - 500,000	10	11	21
100,000 - 250,000	21	20	41
50,000 - 100,000	23	34	57
25,000 - 50,000	4	26	30
10,000 - 25,000	2	13	15
5,000 - 10,000	3	4	7
2,500 - 5,000	-	2	2
less than 2,500	<u>-</u>	<u>5</u>	<u>5</u>
Total	<u>81</u> ^{b/}	<u>128</u>	<u>209</u>

^{a/} When multiplying the mid-points of the population groupings by the total agencies contacted, the population included in the groups surveyed represented 45.8 million, or approximately 21.7 percent of the total U.S. population.

^{b/} The two state police departments that responded are not included in this population listing.

Table II. 3

Agencies Responding to Surveys By Federal Region

<u>Federal Region</u>	<u>Responded To Telephone Survey</u>	<u>Responded To Mail Survey</u>	<u>Total</u>
1	7	5	12
2	2	5	7
3	8	10	18
4	15	23	38
5	16	34	50
6	9	13	22
7	5	3	8
8	8	7	15
9	8	19	27
10	<u>5</u>	<u>9</u>	<u>14</u>
Total	<u>83</u>	<u>128</u>	<u>211</u>

- the types of indicators used to assess the success or failure of the security survey efforts.

The Pre-Test Process. The original survey instrument was pre-tested from two perspectives. First, members of the research team visited the Montgomery County, Maryland, Police Department and verbally administered the questionnaire. During this process, the instrument was analyzed to assess its comprehensiveness; its relevance to an operating survey program; and, its length and detail in terms of utilization as a telephone instrument. Second, the instrument was tested telephonically with the Arlington, (Texas) Police Department's Crime Prevention Unit. Drawing from the results of the two pre-tests, a second draft of the instrument was prepared.

The Role of the Project Advisory Committee. Prior to the first meeting of the Advisory Committee, each member was forwarded a copy of the second draft of the questionnaire. Members were asked to review the instrument and suggest changes to improve relevance and utility. During a meeting of the Advisory Committee, each participant presented recommendations concerning the improvement of the instrument. 1/ The final questionnaire was subsequently prepared on these inputs.

Changes Resulting From the Design Process. Alterations to the telephone questionnaire made as a result of the pre-test and the committee review process focused on:

- Reduction of the length of the instrument;
- Modifications in the wording of questions to improve clarity and meaning; and,
- Restructuring the layout of questions to facilitate administration of the interview and the tabulation of results.

1/ The Advisory Committee meeting was held in Washington, D. C. on October 28, 1975.

The Substance of the Final Telephone Questionnaire. The final telephone survey instrument used forced choice questions and included the following major sections.

- General Information: age of program; utilization of security codes; underlining assumptions, goals and objectives.
- Program Budget: program funding sources; types of materials contributed by various agencies, etc.
- Program Personnel: staffing patterns and the use of volunteers.
- Program Service Area and Clientele: the use of target areas; types and locations of premises surveyed; and so on.
- Program Operations and Activities: methods used to generate surveys; actual survey procedures; and program follow up.
- Program Information and Evaluation: program productivity; actual and potential points of measurement; the availability of data, etc.

A copy of the final telephone instrument is included in Appendix C.

The Telephone Survey Interviews

Prior to the actual survey, two matters were resolved. First, an individual responsible for and/or sufficiently knowledgeable concerning the survey program was identified. Second, arrangements were made to insure that the interviewee could allocate sufficient time to answer the survey. To achieve this an initial telephone contact was made with each agency included in the sample. At that time a "qualified" person was identified. If the potential respondent was agreeable, the questionnaire was administered in conjunction with this contact. Otherwise, a specific time was set and the survey was conducted on that date.

The 100 telephone interviews were initiated during the third week of September, 1975; all were completed by the end of the year. Importantly, although interviews ranged from 45 minutes to 1 and 1/2 hours in duration, a point that was emphasized during interview scheduling, only three agencies refused to be interviewed. Reasons given were that the respondent did not have time to discuss the project; did not want to tie up his unit's telephone lines for that length of time; or, departmental policy did not permit answering lengthy interviews via telephone.

THE MAIL SURVEY

Purpose of the Survey

The primary purpose of the mail survey was to supplement and augment the information gathered through the telephone interview process. Thus, the specific information sought paralleled that requested during the telephone survey.

The Mail Survey Sample

The agencies known to conduct physical security inspections that were not included in the telephone sample were surveyed by mail. A breakdown of the agencies that comprised this sample is presented in Appendix B. Tables II. 1, 2 and 3, above, present information concerning agencies that responded to the mail survey.

The Mail Survey Instrument

The telephone and mail instruments were identical in terms of the questions asked. The mail questionnaire, however, included detailed directions to aid those completing the survey.

To enhance the quality of the instrument instructions, two pre-tests were undertaken. First, project staff met with members of the Fairfax County, Virginia, Police Department. During the meeting, a questionnaire was completed by unit personnel. Second, a draft of the survey instrument was mailed to the Abilene, Texas, Crime Prevention Unit. The director of that unit completed the survey form and provided suggestions concerning the improvement of the instructions to facilitate its completion. Drawing on these pre-tests, a final mail questionnaire package was developed.

The Mail Survey

On November 18, 1975, 236 mail survey packages were distributed. Each survey package included a questionnaire and a cover letter which explained the purpose of the research, the way in which the questionnaire results were to be utilized and the confidentiality of the results. In addition, a stamped return-addressed envelope was enclosed. Copies of these items are included in Appendix D.

To promote survey returns as well as to extend appreciation to those agencies that had returned the mail survey, a blanket follow-up letter was mailed on December 15, 1975.

Overall, 54 percent of the mail questionnaires were returned.

Section IV

The Field Survey Process

FIELD SURVEY METHODOLOGY

Purpose of the Field Survey

A key step in the research was the conduct of field visits to a selected number of agencies contacted during the telephone survey. Notably, the field surveys were not intended to produce new evaluative information. Rather, they were designed to substantiate data gathered via telephone and mail as well as to obtain available historical, organizational, programmatic and evaluative information concerning specific projects. In particular, during each site visit, data was sought concerning:

- Actual interventions made in conjunction with the implementation of the physical security survey program;
- The underlying assumptions of the program;
- Security survey process flows related to events and activities which occur from the time recipient contacts or is contacted by an agency until a physical inspection is completed, followed up and/or evaluated; and,
- Unique aspects of the program.

Field Survey Site Selection Methodology

The projects included in the field survey were selected from those agencies contacted during the telephone survey. 1/ In selecting

1/ Although responses to mail questionnaires were received prior to the selection of agencies to be visited, the anonymity of the returns did not permit their consideration in the field survey selection process.

these agencies, initial emphasis was placed on the subjective judgement of the telephone interviewers. That is, following each interview, the telephone surveyor noted whether or not the interviewee was cooperative; provided information candidly and accurately; and, the project maintained evaluation data.

Following preliminary review of these judgements, which produced an initial list of more than 50 potential site visitations, a number of objective factors were used to determine final site selections. These factors are discussed below.

Primary Selection Criteria. Four aspects concerning each candidate agency were considered to determine which organizations would be visited. These dealt with each project's evaluation efforts; the data maintained; the agency type; and, its geographic location.

The most important single criterion was evaluation effort; e. g. the collection and maintenance of information on the outcomes and effectiveness of individual security survey projects.

Another factor used in the selection process concerned the nature of data maintained by the unit. Various survey questions explored this issue (i. e. questions 94-112).

The final two survey selection criteria focused on the types of agencies included in the overall universe and their geographic dispersement. Specifically, at least one agency from each federal region and, overall, at least one agency representing each typology included in the universe (i. e. police department, sheriff department, mayor's office, etc.) was visited. 1/ Undergirding these selection criteria was a desire to document whether security survey processes varied significantly among project types and in different sections of the country.

Secondary Selection Criteria. Such factors as the following were also considered in the selection of sites in an effort to determine the affect

1/ In that the telephone survey had shown that the Chamber of Commerce project typology was inapplicable vis-a-vis the parameters of this research, no programs of this nature were included in the site sample.

these variables have on the implementation of the security survey technique. The factors included:

- Age of the Program: 1/
- Funding Base: federal and/or state funding versus local funding.
- Staffing Patterns: the use of sworn personnel, non-sworn personnel, volunteers, etc.
- Existence of Adopted Security Codes: adopted security provisions in state or local building codes.
- Incentive Programs: free or reduced cost hardware installation, insurance or tax reduction programs, shield of confidence programs, etc.

1/ Preliminary analysis of telephone and mail data indicated that the programs responding to the survey had been in existence for the periods reported below. To insure that site visits produced maximum results, the decision was made not to visit projects less than six months old. Moreover, the age group distribution of projects visited was:

<u>Program Age Among Agencies Surveyed</u>	<u>Agencies Responding To Question</u>	<u>Agencies Visited</u>
Less than 6 months	19	0
More than 6 months but less than 1 year	34	2
More than 1 year but less than 2 years	74	7
More than 2 years but less than 3 years	60	6
More than 3 years	<u>19</u>	<u>5</u>
Totals	206	20

One agency was also sought for inclusion in the site visit sample that had "failed", or had been discontinued. It was anticipated that information gained from such an agency would provide both interesting inputs and balance to an otherwise "success-weighted" sample.

Table 4 identifies the final sites selected for visitation and indicates how each rated in the relation to the above cited criteria. 1/

The Field Survey Instrument

A specialized survey instrument was developed for use during the site visitations. This questionnaire schedule was designed to:

- supplement key telephone and mail responses through the use of open-ended questions that would provide for aggregation of additional detail on selected points;
- insure that the same basic points were covered in each site visit, regardless of the survey staff that was on-site; and,
- provide specific information regarding the process flow variations that were used by each of the agencies.

To achieve these objectives, the field survey package included three parts. Part One consisted of explicit instructions to project staff on steps to be taken in detailing individual process flow variations. These instructions related to how possible variations should be identified and offered specific questioning approaches to insure that each step in the process was properly identified.

1/ Notably, 22 agencies were visited although the research contract called for only 20 on-site contacts. The two additional visits were made in that housing authorities having security programs were identified in West Palm Beach, Florida and Washington, D. C. In the former case a project visit was scheduled for Dade County, Florida a short distance from the housing authority. The latter was visited because the research team was located in the Washington Metropolitan area. The two housing authorities were visited at little cost to the overall project.

Table II. 4

Field Survey Sample Including Factors
That Contributed to Their Selection

<u>Agency and Location</u>	<u>Agency Type</u>	<u>Evaluation Completed</u>	<u>Usable Data Base</u>	<u>Funding Base</u>	<u>Staffing Patterns</u>	<u>Adopted Security Code</u>	<u>Uses Incentive Programs</u>
<u>Region One:</u>							
Meridan, Connecticut	State Police	N/A	N/A	LEAA	Non-CPU ^{a/} (sworn)	No	No
<u>Region Two:</u>							
None							
<u>Region Three:</u>							
35 Wilmington, Delaware	Police Dept.	Yes	Yes	LEAA	Non-CPU (sworn)	No	No
Washington, D. C.	Housing Auth.	N/A	N/A	HUD	N/A	No	No
<u>Region Four:</u>							
Atlanta, Georgia	Police Dept.	Yes	Yes	LEAA	CPU (sworn/ civilians)	No	No
Chattanooga, Tennessee	Police Dept.	Yes	N/A	Local	CPU	No	Yes
Greensboro, North Carolina	Police Dept.	Yes	Yes	Local	CPU	No	Yes

a/ "CPU" signifies crime prevention unit personnel.

Table II. 4 (Cont.)

Field Survey Sample Including Factors
That Contributed to Their Selection

<u>Agency and Location</u>	<u>Agency Type</u>	<u>Evaluation Completed</u>	<u>Usable Data Base</u>	<u>Funding Base</u>	<u>Staffing Patterns</u>	<u>Adopted Security Code</u>	<u>Uses Incentive Programs</u>
<u>Region Four:</u> (Cont.)							
Miami, (Dade County) Florida	Public Safety Dept.	Yes	Yes	Local	N/A	Yes	No
W. Palm Beach, Florida	Housing Auth.	N/A	N/A	HUD	N/A	No	N/A
<u>Region Five:</u>							
36 Dearborn Hts. Michigan	Police Dept.	No	Yes	LEAA	CPU	No	No
Decatur, Illinois	Police Dept.	No	No	LEAA (Program Discontinued)	CPU	No	No
Eden Prairie, Minnesota	Police Dept.	No	Yes	LEAA	CPU	No	No
St. Paul, Minnesota	Police Dept.	Yes	Yes	LEAA	CPU	No	Yes
<u>Region Six:</u>							
Arlington, Texas	Police Dept.	Yes	Yes	LEAA	CPU	No	No
Lafayette, Louisiana	Police Dept.	Yes	Yes	LEAA	CPU	Yes	No

Table II. 4 (Cont.)

Field Survey Sample Including Factors
That Contributed to Their Selection

<u>Agency and Location</u>	<u>Agency Type</u>	<u>Evaluation Completed</u>	<u>Usable Data Base</u>	<u>Funding Base</u>	<u>Staffing Patterns</u>	<u>Adopted Security Code</u>	<u>Uses Incentive Programs</u>
<u>Region Seven:</u>							
Cedar Rapids, Iowa	Police Dept.	Yes	Yes	Local	CPU	No	Yes
St. Louis, Missouri	Police Dept.	Yes	Yes	LEAA	CPU	No	No
<u>Region Eight:</u>							
Missoula, Montana	City/County	Yes	Yes	LEAA	CPU	No	No
<u>Region Nine:</u>							
3 Concord, California	Police Dept.	Yes	Yes	Local	CPU	Yes	No
Maricopa Co. Arizona	Sheriff's Dept.	No	Yes	LEAA	CPU (volunteers)	No	No
Palo Alto, California	Police Dept.	Yes	Yes	Local	CPU	No	No
<u>Region Ten:</u>							
Seattle, Washington	Police Dept.	Yes	Yes	LEAA	CPU	Yes	No
Seattle, Washington	Mayor's Office	Yes	Yes	LEAA	Non-CPU (sworn and non-sworn)	Yes	No

Part Two of the field survey instrument included a series of questions designed to elicit information on the general impacts of the physical inspection programs within the community e.g. had such programs stimulated retail outlets to carry better quality security hardware.

Finally, Part Three was made up of a series of supplemental questions designed to elaborate on specific points raised in the telephone and mail surveys. Appendix E includes the entire site visit questionnaire package.

Carrying Out the Field Interviews

Field visits were confirmed with persons interviewed during the telephone survey process a week to ten days in advance. Each site visit required approximately two man days. The field work was initiated during January, 1976, and completed by mid-February.

Results of the Site Visitations

Three separate products resulted from each site visited. The first, a Process Flow Narrative, identified the variables that exist within each agency's program. It details the various interventions, together with associated "assumptions" that comprise each process flow variable. Secondly, a Process Flow Diagram was developed for each "variation" identified. These diagrams identify and chart the flow of each intervention (or, "project activity"). They also plot the "assumptions" that underlie the various interventions; i. e. the assumed effect of interventions or project activities. Moreover, the products depict the flow of the various interventions in an easily understandable form so the relationships between activities and their assumed effects can be understood.

The final products resulting from the site visits were "Supplemental Site Visit Narratives". The narratives are an aggregation of responses based on the site visit findings. Each supplemental narrative utilizes a common format to facilitate review and analysis. 1/

1/ Copies of these products for each agency visited were filed March 5, 1976 with the National Institute of Law Enforcement and Criminal Justice in loose-leaf binders titled Flow Diagrams of Existing Project Intervention Activities and Site Visit Narratives.

Section V

The Preparation of Survey Finding For Analysis

AGGREGATION AND PRELIMINARY DATA ANALYSIS

Preparing The Information For Analysis

Information gathered through the telephone and mail survey process was prepared and input for computer analysis. 1/ During this process, several clerical and computer edits were performed to insure that no errors or inconsistencies were passed onto the analysis phase. Identical procedures were used for the mail questionnaires and the telephone interviews. These were:

- Pre-coding Edit Checks. Each schedule was reviewed to detect missing, invalid or ambiguous entries. These problems were resolved through telephone check-backs or through an analysis of prior answers. In the course of this review, staff recorded the reconciled coded responses in red pen next to each question using a standardized code list.

- Transcription to Coding Sheets. Each interview was then transcribed onto coding sheets in standard 80 column format. Six physical records were needed to encode each questionnaire. During this procedure any residual logic errors were identified and reconciled. One example of the type of error detected in this step was multiple code values entered for a question designated for a mutually exclusive response.

1/ Appendix F contains data processing record layout forms.

- Conversion to Machine Readable Media. Each of the resulting 1326 code sheet lines were keypunched and verified by a service bureau with a reputation for careful, accurate work. The cards were read onto disk at the computer facility site and the file was printed in standard 80-80 format. This printout was reviewed to detect any keypunching errors. Of the over 1300 records examined, only 8 errors were detected. These were corrected on disk using an interactive edit utility.

Data Aggregation and Analysis

Frequency counts were prepared via computer for each of the forced-choice questions included in the telephone and mail survey instruments. 1/ During the preparation of the data for computer processing described above, detailed code books had been prepared for any written responses included in the completed instruments: e. g. "other" responses.

Cross tabulations were also run for a selected number of variables. (i. e. program age was cross-tabulated with funding source, organizational location of survey unit, etc.) These variables are reported in Illustration II. 1 which follows. Notably, several statistical tests of significance were performed (i. e. Chi Square and Kendall's Tau) concerning these variables. However, no significant statistical relationships were identified.

1/ All frequency counts, cross tabulations, and statistics developed for this project were computed using a set of standard statistical routines known as SPSS version 6.0 (Statistical Package for the Social Sciences), developed by the National Opinion Research Center of the University of Chicago. Documentation for this system has been published by the McGraw Hill Book Company of New York. This set of statistical routines has been in use for over 10 years and is now installed in more than 600 research facilities in North America. For the statistical routines used in this analysis, the SPSS system is free of known errors.

Chart II. 5

Cross-Tabulated Variables Related to Survey Characteristics

	Age of Program	Survey Unit Organizational Location	Size of Jurisdiction	Prior Victim Approach Emphasized	Potential Victim Approach Emphasized	Survey Generation Approach	Agencies that Exclusively Use Target Areas
Age of Program	X	X	X	X	X	X	
Survey Unit Organizational Location	X		X				
No. Surveys During Current/Average Year	X		X				
No. Surveys During Life of Program	X		X	X	X		
Agencies with Follow-Up Components	X		X				
Agencies with Evaluations							X
Agencies with Adopted/Pending Security Codes	X		X				
Source of Program Funding	X	X	X				

Chapter III

ASSESSMENT OF THE PHYSICAL SECURITY SURVEY:
FRAMEWORK AND ANALYSIS

Section I

Introduction

During this national scope effort to identify and aggregate available knowledge concerning the security survey, myriad topics related to the physical inspection were investigated. In addition, an overall framework concerning the implementation of physical inspection processes was identified. As such, data was aggregated concerning the following subjects:

- Reasons organizations use security inspections and how such decisions are justified;
- Reasons behind the continuation of survey programs and how such decisions are supported;
- Various general characteristics that may impact the implementation of survey programs, but are not an integral part of the physical inspection process; i. e. organizational placement of survey programs, staffing patterns; the relationship and impact of security codes; and, so on;
- Expectations held for the security survey program and perceived and documented levels of fulfillment; and,
- The general framework and processes which undergird security survey program implementation.

Information gathered concerning each of these parameters along with assessments as to their impact on the security survey process are detailed in this chapter.

Section II

Initiating and Continuing a Security Survey Program

LOCAL CONDITIONS THAT EFFECT THE INITIATION OF A SECURITY SURVEY PROGRAM

The Focus of the Study

Survey efforts focused on identifying and documenting the existence of various conditions and factors that may play a role in the initiation of security survey programs. Among the factors investigated as potential stimuli and justification criteria for program implementation were:

- High rate of burglary
- Improvement of police-community relations
- Availability of funds (state or federal)
- Formal crime prevention training included a specific security survey component
- Chief/administrator suggested program

Findings

A number of questions related to these factors were asked during the survey. The questions varied both in terms of their nature and over-all focus. Responses to these inquiries are discussed below.

General Findings. Several factors appear to be at play when decisions are made to establish security survey programs which, in 97 percent of the cases, were part of a broader crime prevention effort. The factors mentioned most frequently were as follows.

Table III. 1

Factors Contributing to Development
of Survey Programs a/

<u>Factor</u>	<u>Percent of Responding Agencies Noting Each Factor</u>
High burglary rate	60%
Improvement of police-community relations	50
Formal crime prevention training called for a security survey component as part of a crime prevention program	47
Availability of funds (e. g. local, state or federal)	20
Chief/Administrator suggested program	16

a/ Two hundred five agencies responded to this question.

Crime Prevention/Security Survey Training. As noted in Table III. 1, 47 percent of the agencies responding indicated that the emphasis given to the security survey technique in formal crime prevention training was a factor in the initiation of a survey program. Among the 20 agencies that received site visitations, twelve indicated that the primary factor which led to the use of the survey technique was the emphasis given this approach during formal crime prevention training.

To gain additional understanding in terms of the relationship of survey training and the initiation of survey programs, National Crime Prevention Institute records were compared with general survey data. This analysis indicated that representatives from at least 68 percent of the 206 agencies sampled had completed formal training prior to the initiation of their respective survey programs. 1/

Availability of Funds. Sixty percent of the agencies in the general survey once had or presently receive funding from the Law Enforcement Assistance Administration (LEAA). The remaining 40 percent are funded through non-LEAA sources. The following table presents a breakdown of this information by age of program.

Table III. 2

Funding History by Program Age

<u>Source</u>	<u>Less Than Six Months</u>	<u>Six Months to 1 Year</u>	<u>1 to 2 Years</u>	<u>2 to 3 Years</u>	<u>3 Years or More</u>	<u>Totals</u>
Program currently or once funded primarily by LEAA	6	25	46	41	6	124
Program never funded by LEAA	<u>7</u>	<u>18</u>	<u>29</u>	<u>20</u>	<u>8</u>	<u>82</u>
Total	13	43	75	61	14	206

1/ NCPI Directory 1974-75, a publication prepared by the National Crime Prevention Institute, University of Louisville, Louisville, Kentucky, June 15, 1975, pp. 23-53.

To determine the degree to which federal funding has been a factor in the initiation of crime prevention/security survey programs, age and funding source variables were cross-tabulated. No statistically significant findings resulted.

As another check on this relationship, data was aggregated on program age and funding source by Federal Region and State. In three regions (i. e. Federal Regions V, VI and X), many more agencies now or once received federal monies to support such programs, as the following table indicates.

Table III. 3

Funding Patterns By Federal Region
of the 206 Agencies Surveyed

<u>Federal Region</u>	<u>Presently or Once Received LEAA Funding</u>	<u>Never Received LEAA Funding</u>
I	6	5
II	3	3
III	10	8
IV	20	16
V	36	16
VI	18	4
VII	4	4
VIII	9	6
IX	8	17
X	<u>10</u>	<u>3</u>
Totals	124	82

The comparison revealed only five states in which LEAA funded programs substantially out numbered those which never received such assistance (i. e. Connecticut, Georgia, Kentucky, Michigan and Texas).

Assessment

The Question Assessed. The principal question raised concerning the genesis of security programs was as follows:

What local factors and conditions play a role in the initiation of a security survey program?

Assessment of the Question. Findings indicate that four factors play a role in the development of security survey programs. These are: high burglary rates; the desire for improved police-community relations; formal crime prevention training; and the availability of outside financial support.

On the one hand, high rates of burglary and the wish to improve police-community relations were mentioned most frequently by the 206 agencies contacted. Sixty percent of the agencies noted high burglary rates as a factor at play and 49 percent mention improved police community relations. Notably, it is significant that 40 percent did not mention high burglary rate as a factor at play. Importantly, these local factors appear to be most important in terms of generating a "desire" to take some remedial steps or positive action.

Crime prevention training and the availability of LEAA funding, on the other hand, were also mentioned frequently by those responding. These factors appear to be the most important in enabling local agencies to "actually initiate" security survey programs.

When comparing these latter two factors, findings indicate that crime prevention training is the single most important factor (i. e. as referenced, at least 68 percent of the 206 agencies surveyed had at least one person who had completed formal training prior to the initiation of their survey programs).

The importance of LEAA funding as a factor must not be overlooked. It must be remembered, however, that 41 percent of the surveyed agencies whose programs are less than two years old have received no LEAA financial support. This suggests that the interest created in security survey programs during crime prevention training is sufficient to justify local funding of a significant number of programs.

LOCAL CONDITIONS AFFECTING THE CONTINUATION
OF SECURITY SURVEY PROGRAMS

The Focus of the Survey

Security survey programs have been the subject of discussion in the field of contemporary crime prevention for a number of years. Little is known, however, as to why such programs have continued, even after federal fund support has ceased, and how local officials support and justify the continuity of survey programs. As a framework for exploring this aspect of the security survey program, the following was examined:

- Local factors that play a role in the continuation of security survey programs.

Findings

Factors That May Contribute to Program Continuation. As noted earlier, approximately 60 percent of active survey programs are or were previously funded through LEAA. Upon querying personnel from these agencies, 78 percent felt certain their program would continue at the cessation of federal funding; 9% believe their program would be discontinued; and, 13 percent were uncertain concerning their program's future.

When asked why they were certain that their programs would be continued, the 100 agencies that held this opinion offered the following reasons:

Table III. 4

Reasons for Program Continuation at the
Conclusion of Federal Grants a/

<u>Reasons</u>	<u>Percent of Respondents Noting Reason <u>b/</u></u>
Top administrator supports program	80%
Program has high level of public support	77
Elected local officials support the program	38

a/ One-hundred responses were received to this question.

b/ Question was designed to elicit multiple responses.

The same question was asked of agencies that are funded primarily or solely with local moneys. Interestingly, the responses paralleled those noted in Table III. 4.

Only one example of a discontinued program was found in the general survey. As a means of obtaining an accurate picture of factors which led to the dissolution of this program, a site visit was conducted. It was learned by staff formerly associated with the program that two primary factors led to the unit's termination. They were:

- Inadequate support from top management;
(Interestingly, this factor was said to have been the primary reason for the program's success at an earlier point in time.)
- The lack of adequate program funding.

Initially, the program had been supported for two full years by state/LEAA monies. When these funds were no longer available, it had originally been planned that the program would be "picked up" in the local agency budget. However, two events occurred which resulted in the program's demise. First, the police department budget was affected severely by the poor national economic conditions. This resulted in a veritable freeze on new hiring, as well as severe limitations on new programs.

Second, the chief, who had been responsible for initiating the program and supported its continuance even under the economic strain, retired. A new chief was appointed who was less committed to the community crime prevention/security survey effort. As a result, the crime prevention operation was administratively dissolved and the former crime prevention officer was subsequently re-assigned as a burglary detective.

The Value of the Security Survey. Because survey programs are largely elements of broader crime prevention efforts, agencies were asked to rate the value of the survey element. The results were as follows:

Table III. 5

Value of the Survey Program as an
Element in a Broader Crime Prevention Effort a/

<u>General Value of Program</u>	<u>Agencies Noting Responses</u>	<u>Percent</u>
Essential part of the program	149	84%
Limited value of overall program	25	14
Can be eliminated without hurting program	<u>4</u>	<u>2</u>
	178	100%

a/ One hundred-seventy-eight agencies responded to the question.

In elaborating on their responses, the key aspect of the survey was cited as its ability to place law enforcement officers "face-to-face" with the public in a helpful, positive context. It was indicated that such contact is an excellent way of educating the public on crime risks and what can be done to remove or reduce them and, at the same time, improving police-community relations.

Assessment

The Question Assessed. The following question was raised with regard to the continuation of security survey programs:

- What are the key factors that contribute to continuation of security survey programs?

Assessment of the Question. Eighty percent of both federally and locally-funded programs indicated that the key factor behind the continuation of crime prevention/survey programs is support from top management. The data suggests that this support is important not only in terms of the general acceptance of the program, but with regard to continued funding.

This contention was borne out during the site visit to a defunct agency, wherein the absence of top management support was a key factor in the agency's decision not to provide local funding support.

Approximately three-fourths of the agencies in both groups also noted that high levels of public support is an important factor in terms of program continuation.

Finally, as noted elsewhere, in 97 percent of the cases security survey programs are part of a broader crime prevention effort. Program continuation within this context was found to be based on its "essential qualities." That is, it was felt by 84 percent of the 178 agencies responding that the survey program offered important face-to-face contact with the community, which provides an opportunity to "educate" the public as well as to enhance police-community relations.

Section III

Some General Characteristics Related to the Implementation of Physical Security Survey Programs

The work called for under National Evaluation Program Guidelines focused on documenting what knowledge exists in terms of the success of the physical security survey and, also, what is happening in terms of the current implementation of these programs in law enforcement agencies throughout the United States. Due to these mandates and in that no other study of this magnitude had been undertaken prior to this work, an additional parameter was added to the research. That is, efforts were made to document various characteristics about the organizations implementing surveys, the steps taken to equip personnel to implement such programs, and other issues peripheral to the security survey process. 1/ Among these were:

- the size of law enforcement agencies and the nature of the units using the security survey;
- the organizational placement of survey programs within the law enforcement agencies;
- the staffing of security survey units;
- the relationship between security survey training and program implementation;
- the service area of survey programs;
- the relationship and impact of the security code on the performance of the security survey; and,

1/ The methodology chapter of this report also presented detail as to the general nature of the project universe; i. e. agency types that participated in the research; population served by responding agencies; distribution by federal region, and so on.

- incentive programs related to the security survey.

Although some of the above may appear indirectly related to the overall security survey process, knowledge concerning these topics was felt essential to the expansion of the state-of-the art in contemporary crime prevention. Thus, survey findings concerning each of these subjects are detailed below.

SIZE OF AGENCIES AND THE NATURE OF CRIME PREVENTION UNITS UTILIZING THE SECURITY SURVEY TECHNIQUE

The Focus of the Survey

Survey efforts focused on identifying and documenting factors that may play a role in implementing the security survey program. These factors were:

- the authorized strength of the law enforcement agencies utilizing the technique;
- the size of crime prevention/security survey units conducting surveys;
- the relationship between agency and survey unit size; and,
- the functions performed by crime prevention/security survey units.

Findings

Authorized Strength of Agencies Surveyed. Of the 205 agencies responding to this question, the largest single group (31 percent) was departments comprised of 101 - 250 persons. The following table presents a more detailed accounting of agency size:

Table III. 6

Authorized Manpower

(Among 205 Agencies Responding to the Question)

<u>Authorized Strength</u>	<u>Agencies Responding to Question</u>
1 - 10	14
11 - 20	6
21 - 50	23
51 - 100	38
101 - 250	63
251 - 500	24
501 - 750	12
751 - 1000	8
1001 and over	17

Nationally, 88.8 percent of all existing law enforcement agencies have an authorized strength of less than ten persons; 8.9 percent have between 11 and 50 persons; 1.3 percent have 51 to 100 persons; and, only 1.0 percent have an authorized strength in excess of 100 people. ^{1/} Although this may appear to bias the survey sample, it must be remembered that the sample focused on agencies with active security survey programs. Moreover, the sample emphasized larger agencies, which served large communities, which clearly had the greatest crime problems and, correspondingly, the greatest need and/or desire to initiate crime prevention/security survey programs.

Size of Crime Prevention/Security Survey Units. With regard to the size of crime prevention or security survey units, the following patterns were identified from the general survey:

^{1/} U.S. Department of Justice, Sourcebook of Criminal Justice Statistics 1973 (Washington, D.C.: U.S. Government Printing Office, Stock Number 2700-00185), August, 1973, p. 82.

Table III. 7

Size of Crime Prevention/Security Survey
Units Among Surveyed Agencies

<u>Unit Size</u>	<u>Agencies Responding to Question</u>
1-5	168
6-10	24
11-20	8
21-50	3
51 and over	3
	206

The agencies with crime prevention/security units comprised of 21 to 50 persons are the police departments in Columbus, Ohio; Dallas, Texas; and, Louisville, Kentucky. The Atlanta Police Department and the New York City Police Department have units with more than 51 full-time persons. The Michigan State Police have assigned at least 51 troopers to this function statewide.

The Relationship Between Agency and Survey Unit Size. Another perspective concerning manpower focuses on the relationship between the overall size of law enforcement agencies using the survey and the number of personnel assigned to this function. As the following table indicates, 94 percent of the respondents regardless of agency size have crime prevention/security survey units of ten men or less. Of the 162 agencies with a total authorized strength of more than 50, 91 percent have units of 10 men or less.

Table III. 8

Relationship Between Agency Size and
Size of Crime Prevention/Security Survey Unit

Number of Authorized Manpower in Agency	Number of Personnel Assigned to Crime Prevention/Security Survey Unit					Totals
	1-5	6-10	11-20	21-50	51 and over	
1-10	13	1				14
11-20	5	1				6
21-50	21	2				23
51-100	35	3				38
101-250	54	9				63
251-500	21	3				24
501-750	8	3	1			12
751-1000	4	1	3			8
1000 and over	6	1	4	3	3 ^{a/}	17
Totals	168	24	8	3	3	206

a/ Personnel conducting surveys in Atlanta, Georgia are supported through a large scale LEAA High Impact grant. It was learned during site visits that the number now assigned to this function will be significantly reduced when this funding ceases.

Functions Performed by Crime Prevention/Security Survey Units. In 97 percent of the agencies responding, the security survey is a component of a broader crime prevention effort. The following table identifies the other crime prevention components that are commonly included.

Table III. 9

Other Programs Conducted in Conjunction
With the Security Survey a/

<u>Program Type</u>	<u>No. of Times Mentioned</u>
Operation Identification	189
Crime Prevention Public Information	171
Neighborhood Watch/Citizen Crime Reporting	137
Neighborhood Alert/Knock	49
Citizen Patrol	40
Other	12

a/ One hundred and ninety-nine agencies responded.

Because survey programs are predominately components of broader efforts, unit personnel are nearly always involved in other crime prevention activities. In only five of the responding agencies are surveys the only function performed by unit personnel.

Table III. 10

Agencies Whose Personnel Perform Only
Survey Related Activities

Anchorage (Al.) Police Department
Long Beach (Ca.) Police Department
Philadelphia (Pa.) Police Department
Seattle (Wash.) Police Department
Spokane (Wash.) Police Department

Average Time Spent Conducting Security Surveys. Approximately 80 percent of the survey officers from responding agencies spend an average of four hours or less each day conducting surveys. Table III. 11 further details this information.

Table III. 11

Average Time Expended Per Day by Unit
Personnel on Survey Related Activities

<u>Number of Hours</u>	<u>Agencies Responding</u>	<u>Percentage</u>
0-2	96	51%
More than 2 but less than 4	54	29
More than 4 but less than 6	25	14
More than 6 but less than 8	6	3
8 hours	<u>5</u>	<u>3</u>
Total	186	100%

Assessment

The Question Assessed. With regard to overall crime prevention unit operations, the following questions were raised.

- What is the relationship between the size of police departments and the number of personnel assigned to crime prevention units?
- Is the security survey program the primary activity undertaken by crime prevention units?

Assessment of the Question. The number of personnel assigned to crime prevention/security survey units has no relationship to the size of the law enforcement agencies of which they are a part. As noted, 94 percent of the 206 agencies responding maintain units of less than ten people. Of the 162 agencies with a total authorized strength of more than 50, 91 percent have units of ten men or less.

Even though assigned to survey units, personnel spend only a small portion of their time conducting surveys. In 80 percent of the 186 agencies responding, unit personnel spend less than half their time engaged in survey-related activities. These findings are supported by the fact that in 97 percent of the 206 agencies, the security survey is a component of a broader crime prevention program. This requires the limited staff to implement a variety of crime prevention techniques. Moreover, although the data documents that the security survey is an important component of crime prevention programs, in most cases it is not a primary function of these units.

Therefore, in that the number of personnel assigned to crime prevention units is small, does not proportionately increase with departmental size and staff are called on to perform a variety of functions it is unlikely that the security survey will become the primary function as long as current staffing patterns and program strategies persist. In addition, the data suggests that crime prevention units are not staffed at a level which will permit them to produce a meaningful impact jurisdictionwide.

THE ORGANIZATIONAL PLACEMENT OF SURVEY PROGRAMS WITH LAW ENFORCEMENT AGENCIES

The Focus of the Survey

The survey focused on identifying and documenting where and why the security survey program function is organizationally located within the agencies utilizing the technique. Moreover, information was gathered in relation to the following variables:

- the organizational location of crime prevention/ security survey unit;
- the size of the jurisdiction;
- the age of the survey program; and,
- the primary funding base of the survey effort.

Findings

Organizational Location. With regard to the location of the survey program within organizational structures, 52 percent of those responding to the general survey reported that the program was directly responsible to the Chief Administrator. The remaining 48 percent indicated that the program was the responsibility of an Operating Division Director; i. e. operations, services, etc. When this issue was raised during field visitations, similar conditions were noted. In fact, the heads of 11 of the programs visited reported directly to the agency's Chief Administrator, while nine reported to Operating Division Commanders.

Size of Jurisdiction. The following table illustrates the location of the survey function in relation to agency size. Notably, the table suggests that in cities ranging in size from 25,000 to 250,000 people, responsibility for the survey program is more frequently placed in the office of an agency's Chief Administrator. However, when cross tabulations of this data were run, no statistically significant relationships were found to exist between these variables.

Table III. 12

Relationship Between Size of the City and Organizational Location of Survey Program

<u>City Size</u>	<u>Responsible Directly To Chief Administrator</u>	<u>Responsible to an Operating Division Director</u>	<u>Totals</u>
4,999 or less	5	1	6
5,000 to 9,999	4	4	8
10,000 to 24,999	6	10	16
25,000 to 49,999	16	14	30
50,000 to 99,999	38	25	63
100,000 to 249,999	17	13	30
250,000 to 499,999	2	14	16
500,000 to 999,999	10	5	15
1 million or more	<u>3</u>	<u>6</u>	<u>9</u>
Totals	101	92	193 <u>a/</u>

a/ Only 193 agencies responded to this series of questions in the general survey.

Age of the Survey Program. A comparison was also made of the age of survey programs and their organizational location. The results are presented on the following page. Notably, when statistical cross tabulations were computed for these variables, no significant relationship was found.

Table III. 13

Relationship Between Age of Program and Organizational Location

<u>Estimated Age</u>	<u>Responsible Directly to Chief Administrator</u>	<u>Responsible to an Operating Division Director</u>	<u>Totals</u>
Less than 6 months	10	10	20
More than 6 months, but less than 1 year	19	10	29
More than 1 year, but less than 2 years	36	37	73
More than 2 years, but less than 3 years	29	30	59
More than 3 years	<u>7</u>	<u>10</u>	<u>17</u>
Totals	101	97	198 ^{a/}

a/ Only 198 agencies responded to this series of questions in the general survey.

Primary Funding Sources. Data relating to the relationships between the primary funding source for security survey programs and organizational location are reported in the following table. Interestingly, the table suggests that programs supported by LEAA are more frequently assigned to the Chief Administrators Office than are those funded through local police agency budgets. To test this hypothesis, cross tabulations of these variables were made. No statistically significant relationships were found.

Table III. 14

Relationship Between Primary Funding Source
and Organizational Location Among 187
Responding Agencies

<u>Funding Source</u>	<u>Percent Responsible Directly To Chief Administrator</u>	<u>Percent Responsible to An Operating Agency Division Director</u>
Criminal Justice Planning Agency (LEAA)	57%	43%
Police Agency Budget	44	56

Assessment

The Question Assessed. The question raised with regard to organizational location was as follows:

Is organizational location a function of agency size, program age or primary funding source?

Assessment of the Question. Agency size, age of program, and primary funding source have no statistical relationship to the organizational location of survey units. Although some patterns appeared to exist, statistical tests of significance did not substantiate this hypothesis.

Knowledge Gap

If further research is conducted, it may be valuable to determine if organizational location is a factor in actual program success or impact. The survey did not attempt to identify the

reasons behind current locational assignments (e. g. the chiefs/sheriffs were not interviewed), or if and why organizational shifts had taken place during the life of these programs. Thus, future research may also wish to reassess whether program age, size, or funding sources are significant factors relative to program implementation.

STAFFING SECURITY SURVEY PROGRAMS

The Focus of the Survey

Survey efforts focused on documenting how security survey projects are staffed and which manning patterns are used in implementing the technique. Within this context, the following topics were investigated:

- the type of personnel utilized to conduct surveys (i. e. commissioned officers; volunteers; etc.);
- the reasoning behind the use of the various types of personnel; and,
- the cost-effectiveness of the staffing pattern.

Findings

Type of Personnel Utilized to Conduct Surveys. The agencies that participated in the general survey were asked a series of questions relating to the personnel assigned to conduct surveys. Specifically, the survey sought to identify how many agencies use only sworn officers to conduct surveys; whether non-law enforcement personnel are paid to perform surveys; and, if volunteers are used to conduct physical inspections.

With regard to personnel types, it was found that sworn officers conduct physical inspections in 85 percent of those agencies responding to the general survey. The remaining 15 percent use non-sworn personnel. The table on the following page presents a more detailed breakdown of these findings.

Table III. 15

Agencies Reporting that Sworn Personnel Conduct Surveys

<u>Percent of Sworn Personnel Conducting Surveys</u>	<u>Number Selecting Option ^{a/}</u>	<u>Percent Selecting Option</u>
100% sworn	175	85%
More than 50% sworn	11	5
Less than 50% sworn	16	8
None sworn	<u>3</u>	<u>2</u>
Total	205	100%

a/ Two-hundred five agencies responded to this question.

Notably, 30 of those that reported that only sworn officers are utilized also noted that such personnel are not specifically assigned to the crime prevention survey function. That is, they include patrol officers, sworn reserves and so on. The following table lists these agencies.

Table III. 16

Agencies that Utilize Sworn Personnel Not Assigned to Crime Prevention Unit to Conduct Surveys

- Agency
- Connecticut State Police
 - Bethlehem (Pa.) Police Department
 - New York Police Department (Sex Crimes Unit)
 - Wilmington (Del.) Police Department
 - Virginia Beach (Va.) Police Department
 - Chattanooga (Tenn.) Police Department
 - Boca Raton (Fla.) Police Department
- (Continued)

Table III. 16

(Continued)

Agency

Dade County (Fla.) Department of Public Safety
New Orleans (La.) Police Department
Columbus (Oh.) Police Department
Highland Park (Mich.) Police Department
Dane County (Wis.) Sheriff's Office
Ft. Worth (Tex.) Police Department
San Angelo (Tex.) Police Department
San Marcos (Tex.) Police Department
Victoria (Tex.) Police Department
Maricopa County (Az.) Sheriff's Office
Missoula (Mont.) Sheriff's Office
Multnomah County (Ore.) Sheriff's Office
Fort Collins (Col.) Police Department
Brea (Ca.) Police Department
Contra Costa County (Ca.) Sheriff's Office
Fresno (Ca.) Police Department
Los Angeles (Ca.) Sheriff's Office
Falo Alto (Ca.) Police Department
San Diego (Ca.) Police Department
San Leandro (Ca.) Police Department
Santa Barbara (Ca.) Police Department
Kirkland (Wash.) Police Department
Fairbanks (Al.) Police Department

A number of agencies reported that non-law enforcement personnel are paid to perform surveys. More specifically, 11 agencies that responded to the general survey indicated that personnel from other government agencies are used to conduct security surveys. These agencies, together with the source of survey personnel, are listed in the table on the following page.

CONTINUED

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Table III. 17

Agencies That Use Personnel From Other Government
Departments to Conduct Surveys

Agency	Source of Survey Personnel
Tampa (Fla.) Police Department	Special Community-Oriented Program
Boston (Mass.) Police Department	Fire Marshall, Security Code Inspector
New York City Police Department	Special Community-Oriented Program
Savannah (Ga.) Police Department	Fire Marshall
Bluefield (W. Va.) Police Department	Fire Marshall, Security Code Inspector
San Marcos (Tex.) Police Department	TCPI Crime Prevention Students
Seattle (Wash.) Police Department	Security Code Inspector
Seattle (Wash.) Mayor's Office	Special Community-Oriented
Atherton (Ca.) Police Department	Neighboring Police Department
Menlo Park (Ca.) Police Department	Neighboring Police Department

Five agencies indicated that persons that represent neither a local law enforcement agency, nor a municipal government are used on a salaried basis in the survey process.

Finally, 18 respondents indicated that non-paid volunteers are used in the survey process. In some instances, volunteers actually conduct surveys, while in other instances, they are used primarily to promote the program and to generate survey requests which are subsequently conducted by crime prevention unit personnel. A listing of these agencies and their sources of volunteers is presented in the following table.

Table III. 18

Agencies That Utilize Volunteers in the Security Survey Process

Agency	Source of Volunteers
Connecticut State Police	Auxiliary State Police
Jacksonville (Fla.) Police Dept.	Police Reserves
Tampa (Fla.) Police Dept.	Neighborhood Group Reps.
Arlington (Tex.) Police Dept.	Explorer Scouts
Utah County (Ut.) Sheriff's Office	Civic and Business Clubs
Sacramento County (Ca.) Sheriff's Office	Police Reserves
San Diego (Ca.) Police Dept.	Police Reserves
Multnomah Co. (Ore.) Sheriff's Office	Sheriff's Auxiliary (Reserves)
Clark County (Wash.) Mayor's Office	Elderly Groups
Seattle (Wash.) Mayor's Office	Neighborhood Group Reps.
Los Angeles Sheriff's Office	Explorer Scouts
NYPD Sex Crime Unit	Elderly Groups
Ft. Lauderdale (Fla.) Police Dept.	Civic and Business Clubs
Pinellas County (Fla.) Sheriff's Office	Elderly Groups
St. Petersburg (Fla.) Police Dept.	Civic and Business Clubs
Contra Costa Co. (Ca.) Sheriff's Office	Crime Prevention Committee
Seaside (Ore.) Police Dept.	Elderly Groups, Civic Clubs
Maricopa Co. (Az.) Sheriff's Office	Sheriff's Posse

Reasons Supporting the Use of Personnel Types. During on-site work, agencies were asked what type of personnel are best suited to conduct surveys and why. All but one indicated that law enforcement personnel should conduct surveys. Further, 16 indicated that only sworn personnel should be responsible for conducting surveys.^{1/} The reasons offered, included:

- the difficulties inherent in properly training non-sworn personnel regarding burglary methods and techniques;
- potential problems that might arise due to the varying and unknown "backgrounds" of non-law enforcement personnel and volunteers; and,
- the fact that the survey offers the police an opportunity to deal with the public in non-crisis situations, which is judged by those interviewed as an important community relations aspect of the program.

Cost Effectiveness of Personnel Types. During field visits it was found that no cost effectiveness data are maintained vis-a-vis personnel types. The only cost consideration noted by field respondents was that the use of volunteers is a valuable approach, particularly when a unit is faced with severe budget limitations.

Assessments

The Questions Assessed. Three questions were assessed relative to security survey program staffing.

- Should the conduct of surveys be limited to sworn law enforcement personnel?
- What cost effectiveness considerations might be included in staffing decisions?

^{1/} These opinions may be biased because the responding agencies have always used sworn personnel in their survey programs.

- Is the use of non-sworn, non-law enforcement personnel to conduct surveys a viable program option?

Assessment of the Questions. As noted above, 85 percent of those responding to the general survey use only sworn personnel to perform surveys. In most of those cases (i. e. 145 of the 175 responses), survey personnel are formally assigned to a crime prevention/security survey unit. Arguments offered during the site visits to justify this approach included the sworn officer's expertise concerning criminal MO's coupled with formal survey training. It was also noted that this approach is an effective way of improving police-community relations, which was said to be important to the success of community crime prevention. These arguments clearly support earlier work performed by other researchers. 1/

With regard to the cost-effectiveness of staffing patterns, little specific documentation is available. In general, however, two conclusions may be drawn. First, by its very nature, the use of trained volunteers is a less expensive means of program implementation than is the use of salaried personnel. Unfortunately, no data currently exists which compares and documents these two approaches in terms of productivity, survey quality or other factors. Second, it is more cost effective to use one person to conduct surveys rather than two (i. e. which is the case in Atlanta, Georgia and Dearborn Heights, Michigan). These conclusions are supported by earlier research. 2/

The final question concerns the use of trained government personnel from other than law enforcement agencies to conduct surveys. Although this approach was mentioned in the literature, 3/ only limited evidence of the use of this approach was found in the survey (i. e.

1/ Arnold Sagalyn, Residential Security (Washington, D. C. : U. S. Government Printing Office, December, 1973), pp. 71-73.

2/ The National Commission on Productivity, Opportunities for Improving Productivity in Police Services (Washington, D. C. , 1973), p. 42.

3/ Ibid., p. 43; and, A Building Code for Texas Cities and Explanatory Handbook and Recommended Ordinance (Austin, Texas: Texas Municipal League, 1975), p. 25.

Boston Police Department cooperates with the fire marshall to conduct security inspections; the Bluefield, West Virginia, Police Department also works with the fire marshall who serves as a security code inspector; and, the Seattle, Washington, Police Department utilizes a security code inspector to implement their process.). It is, therefore, not possible to meaningfully assess this strategy.

THE RELATIONSHIP BETWEEN PROGRAM IMPLEMENTATION AND SECURITY SURVEY TRAINING

The Focus of the Survey

The over-riding issue that served as the framework for this portion of the research was whether there is a difference between security survey programs that require specialized training for personnel that conduct physical inspections and those that do not. In that no prior research had been undertaken on this particular question, the following points were investigated:

- Agencies requiring survey training;
- The source and nature of survey training;
- The reasons training is required; and,
- The reasons training is not required.

Findings

Agencies Requiring Survey Training. In the general survey, agencies were asked whether survey training is required of all personnel who conduct surveys. Of the 204 that responded to the question, 93 percent reported that formal crime prevention/security survey training is required before an individual is permitted to conduct surveys.

The Source and Nature of Survey Training. Among those agencies that require training, 51 percent indicated that an outside training program or institute is used (i. e. National Crime Prevention Institute, Texas Crime Prevention Institute, etc.); 17 percent noted the use of a specialized agency-based training program; while, the remaining 32 percent indicated that both outside and agency-based training resources are used.

During the site visitations, efforts were made to determine what "required" survey training encompassed. From this query it was learned that the survey training experience had been incorporated as a segment of an overall crime prevention course. Further, the agencies advised that it is essential to integrate survey training with other crime prevention activities to insure that the overall philosophy of target hardening/crime prevention is understood by those who will be conducting physical inspections. Importantly, the latter point was emphasized because it was stated that during the conduct of surveys, officers are cast in a different role before the public. That is, they render a direct, free service in a non-crisis environment which calls for a different presentation approach than is required in more traditional police activities. It was stated that this, in turn, requires that the officer be familiar with the overall crime prevention concept to effectively "sell" the idea of target hardening as well as to know exactly what to look for in the security survey process.

The Reasons Why Training Is Required. Each agency visited was also asked why crime prevention/security survey training is required. Two basic responses were provided by the 19 that require training. These are:

- Training provides information and a focus which permits those conducting surveys to do so more quickly and more professionally; and,
- Training offers those who conduct surveys a perception of what they will have to face in trying to encourage people to take steps which may appear obvious to the surveyor, but unrealistic to survey recipients.

The Reasons Why Training Is Not Required. Only 13 out of 204 responding to this question in the general survey reported that formal training is not a requirement of their survey program. The principal reasons stated for not requiring training were:

- The survey checklist which is used provides sufficient direction to the surveying officer; and,
- Survey recommendations are so standardized that training is not necessary.

Notably, during the site visitation process one of the agencies contacted did not require training, while in a second personnel did not receive training when the security survey effort was initiated. Each was queried as to why training was not required. The responses were identical. That is, each pointed out that due to the fact that all police officers have gained extensive experience on burglary MO's, it was felt they did not have to be told "what to look for" when surveying a premise. This logic continues as the reason for the agency that still does not require survey training. Interestingly, this survey program is carried out by only one man. In fact, surveys are seldom publicized or promoted and are conducted only if a citizen specifically requests the service. The second agency in question, however, now requires that all surveyors receive training before conducting surveys. When asked why this decision was made, the second agency noted that formal training:

- Better prepared surveyors to know exactly what to look for in terms of security weaknesses;
- Showed surveyors how to go about identifying such weaknesses in a systematic manner; and,
- Illustrated how to present survey findings verbally and in writing in a manner which is understandable to the layman.

Assessment

The Question Assessed. With regard to security survey training, the following question was assessed.

What is the relationship between program implementation and security survey training?

Assessment of the Question. The general survey documented that security survey training had become so closely incorporated in overall crime prevention training that no clear differentiation could be made. When site survey recipients were asked to articulate the relationship between survey instruction and overall crime prevention training, they found it very difficult. It was explained by those queried that the survey technique is only one of the many subjects covered in crime prevention training. 1/

The data indicates that over 90 percent of those responding to the general survey and all but one of the agencies that were contacted during the site visit process, require security survey training as a prerequisite to the conduct of physical inspections. Among those noting that survey training was essential, it was reasoned that although past police experience is helpful it is not sufficient in making reasonable, complete and understandable recommendations concerning security improvements. Thus, the data implies that trained surveyors perform more thorough and effective surveys. Although documentation is weak, the two agencies visited that did not originally require training generally supported this contention. Unfortunately, because such a large percentage of agencies require formal training, it is unlikely that an actual relationship can be determined, even through additional research.

1/ A review of various training curricula (i. e. National Crime Prevention Institute, Commission on Police Officer Standards and Training, Texas Crime Prevention Institute, etc.) indicated that the survey program is an integral part of the overall crime prevention curriculum. No special sole-standing security survey training efforts for crime prevention officers could be identified other than that carried out by Macomb County Community College. Thus, it is understandable that it was difficult for officers to distinguish between crime prevention training and survey training.

PROGRAM SERVICE AREA AND CLIENTELE

The Focus of the Survey

Data were aggregated in relation to a number of factors concerning the "population" served by security survey programs. These included:

- geographic focus of survey programs; i. e. target areas and/or citywide;
- reasons for selecting the geographic focus; and,
- primary clientele served (i. e. commercial and/or residential premises).

Findings

Geographic Focus of Survey Programs. Two hundred and five agencies that participated in the general research responded to the inquiry concerning the nature of their survey program service area. In particular, 180, or nearly 90 percent, indicated that their entire jurisdiction comprises the program service area. 1/

Only 24 agencies reported that target areas within their jurisdictions are exclusively utilized for implementing survey programs. The table on the following page presents a breakdown of agencies that focus exclusively on target areas.

1/ Of this total 57 also reported that target areas smaller than the entire jurisdiction are used on occasion.

Table III. 19

Agencies that Exclusively Utilize Target Areas for the
Provision of Survey Services

Agency

Hartford (Conn.) Police Department
Boston (Mass.) Police Department
Pawtucket (R. I.) Chamber of Commerce
New York (Sex Crimes Unit, N. W.) Police Department
Hagerstown (Md.) Police Department
Montgomery County (Md.) Police Department
Philadelphia (Pa.) Police Department
West Palm Beach (Fla.) Housing Authority
Mecklenburg County (N. C.) Police Department
Charleston (S. C.) Police Department
Chattanooga (Tenn.) Police Department
Memphis (Tenn.) Housing Authority
Chicago Heights (Ill.) Police Department
Evansville (Ind.) Police Department
Cincinnati (Oh.) Police Department
Norman (Okla.) Police Department
Dallas (Tex.) Police Department
San Antonio (Tex.) Police Department
Sacramento County (Ca.) Sheriff's Office
West Covina (Ca.) Police Department
Reno (Nev.) Police Department
Portland (Ore.) Police Department
Seattle (Wash.) Mayor's Office
Spokane (Wash.) Police Department

Reasons for Geographic Focus. During the site visit process, agencies were asked why a particular geographic focus was selected. The following reasons were provided by 18 agencies contacted with regard to making service available on a jurisdiction-wide basis:

- In that the law enforcement agency was legally mandated to "prevent crime" in the entire community, the survey has to be offered jurisdiction-wide.
- If services were provided exclusively to target areas, the agency might be charged with not providing "equal protection" to all citizens.

The logic behind the use of target areas was investigated as part of the general survey and the site visitation process. Of the 81 agencies reporting the use of target areas during the general survey (e. g. 24 that use targets exclusively, plus 57 that use targets at least occasionally), the two principal reasons given for emphasizing this approach were:

- The target area represents a high crime concentration; and,
- The use of a target area facilitates program evaluation.

When questioned in more detail about the use of target areas, site visit agencies offered two additional perspectives. First, it was learned that an inadequate understanding exists as to how target areas can be used to evaluate program success, i. e. quasi-experimental research design. Second, only a few interviewees understood what data were needed to identify target areas that meet research/evaluation requirements.

Clientele Served and Why. When asked if survey programs intentionally emphasize a particular type of premises, all 206 responded. Their answers are presented in the following table.

Table III. 20

Intentional Survey Program Emphasis a/

<u>Premises Type</u>	<u>No. of Times Mentioned</u>
All premises treated equally	127
Residences stressed	53
Commercial premises stressed	27
Public building/institutions stressed	4
	<u>211</u> <u>b/</u>

a/ Two hundred and six agencies responded.

b/ Multiple responses were provided.

Of the 20 agencies contacted during site visitations, program emphasis was defined somewhat differently. In particular, it was noted by 14 agencies that residences have and continue to receive the preponderance of actual surveys; four provide the majority of surveys within non-residential premises; and, two noted a relatively even distribution. The reasons behind the heavy residential emphasis were as follows:

- There are approximately ten times more residential premises than non-residential premises in most jurisdictions; and, therefore,
- It is quite logical that more surveys are directed toward residential premises.

Assessment

The Questions Assessed. Within the context of program service area and clientele, the following questions were raised:

- Can target areas be used to advantage in implementing a security survey program?
- Is there a rationale behind the selection of survey program clientele groups?

Assessment of the Questions. With regard to the use of target areas the survey found that:

- In nearly 90 percent of the 206 agencies surveyed, the entire jurisdiction comprises the program service area.
- The intensive use of target areas is difficult for most agencies because of their "jurisdiction-wide responsibility" and the potential public charge of "unequal protection." The use of target areas in conjunction with jurisdiction-wide services (i. e. canvassing in target areas while responding only to requests in the remainder of a jurisdiction) appears to be a feasible alternative based on site-visit responses.
- Earlier research indicated that target areas focus on high crime concentrations. 1/ This contention was not confirmed during the general survey and only one of the agencies visited uses target areas for this purpose.
- Although it was the intention of 25 of the agencies surveyed that exclusively use target areas to employ them as a basis for evaluation, only five indicated that such assessments have actually been conducted within this framework.

This final observation warrants discussion due to the fact that during site visits it was found that personnel in most agencies did not understand the use of the target/control area, or quasi-experimental design process. Thus, although this approach has the potential to assist in program assessment, sufficient knowledge does not exist in the field to realize this potential.

1/ White, et.al. Police Department Program, p. 47.

Moreover, if additional research is to be conducted, those agencies that participate as "models" should be thoroughly briefed on this approach and should use it to implement security survey activities.

With regard to the rationale behind the selection of survey program clientele groups, little universal logic appears to exist. That is, based on general survey and field visits, most agencies respond to the needs of all types of premises. Of those that have intentionally stressed residences or business establishments, decisions appear to be based on specific local conditions (i. e. more residence or business had been victimized; it was felt that a unit could achieve "a greater impact" by concentrating on one group or the other; etc.).

THE RELATIONSHIP AND IMPACT OF SECURITY CODES AND ORDINANCES ON THE IMPLEMENTATION OF SURVEY PROGRAMS

The Focus of the Survey

To develop information concerning the relationship and impact of security codes and ordinances on the implementation of survey programs a number of subjects were investigated. These included:

- The number of agencies with adopted or pending codes;
- Factors underlying the adoption of codes;
- The coverage of security codes; (i. e. new or existing structures, residential sites, etc.);
- Administration and enforcement of security codes; and,
- Documented impact of security codes.

Findings

Status of Security Codes. Twenty-three, or approximately 12 percent of the agencies responding to the general survey reported the existence of an adopted security code. The table which follows lists these communities. Notably, an additional 51 agencies indicated that a code was "in process".

Table III. 21

Jurisdictions with Adopted Security Provisions
In Building Codes or Related Ordinances

Hartford, Connecticut
Plainfield, New Jersey
Montgomery County, Maryland
Dade County, Florida
Miami, Florida
Miami Beach, Florida
Tampa, Florida
East Lansing, Michigan
Saginaw, Michigan
Minneapolis, Minnesota
New York City, New York
Columbus, Ohio
Springfield, Ohio
Topeka, Kansas
Missoula County, Montana
Sioux Falls, South Dakota
Oakland, California
Los Angeles County, California
Modesto, California
Oxnard, California
Concord, California
Seattle, Washington
Tacoma, Washington

Factors Underlying the Adoption of Codes. Three jurisdictions visited during the research have adopted security codes. When the question was raised as to why action was taken to adopt these regulations, two general reasons were offered. First, it was reported that during crime prevention training the need for and propriety of such legislation had been discussed. Second, as a result of implementing surveys and through the general conduct of crime prevention programs, those involved

in the process learned that security weaknesses were being "built into" new homes and buildings. Due to this fact, crime prevention/surveyors felt that it would be inconceivable for them to keep pace with the volume of security weaknesses that would parallel new construction.

The question of whether codes were being considered and why was also asked of other jurisdictions visited. In three cases (i. e. Arlington, Texas; St. Louis, Missouri; and, Palo Alto, California), it was noted that experience gained through security surveys had precipitated code development efforts.

As a means of gaining a broader perspective of factors leading to code development comparisons were made on the basis of survey program age and the size of jurisdictions in which adopted or pending codes exist. Findings are summarized in the two tables which follow. Notably, cross tabulations concerning these variables were run, but no statistically significant relationship resulted.

Table III. 22

Agencies with Adopted or Pending Security Code or Ordinance by Age of Survey Program

	Age of Program					Totals
	Less than 6 months	6 months to 1 year	1 to 2 years	2 to 3 years	3 years and older	
Number with adopted codes or ordinances	0	2	8	6	7	23
Number with pending codes or ordinances	<u>7</u>	<u>6</u>	<u>26</u>	<u>11</u>	<u>3</u>	<u>51</u>
	7	8	34	17	10	74

Table III. 23

Agencies with Adopted or Pending
Security Code or Ordinance By Size of Jurisdiction

	Size of Jurisdiction								
	4,999 or less	5,000 to 9,999	10,000 to 24,999	25,000 to 49,999	50,000 to 99,999	100,000 to 249,999	250,000 to 499,999	500,000 to 999,999	1 million or more
Number with adopted code or ordinance	0	0	0	0	8	3	4	4	4
Number with pending code or ordinance	<u>5</u>	<u>1</u>	<u>5</u>	<u>10</u>	<u>15</u>	<u>9</u>	<u>2</u>	<u>4</u>	<u>0</u>
Totals	5	1	5	10	23	12	6	8	4

The Coverage of Security Codes. ^{1/} All of those responding to the general survey that reported the existence of adopted codes noted that these laws are applicable to new construction. Nine of the 23 also stated that the codes deal with existing structures. ^{2/} In addition, survey findings indicate that 18 percent of the adopted codes include specific provisions dealing with multi-family dwellings. The table which follows summarizes this information.

Table III. 24

Types of Premises Covered by Adopted Security Codes

<u>Types of Premises</u>	<u>No. of Codes Covering Such Premises ^{a/}</u>
Single family residences	9
Multi-family residences	18
Commercial/manufacturing establishments	12

^{a/} One code may cover more than one type of premise.

Administration and Enforcement of Security Codes. Agencies participating in the general survey were asked to identify who administers and/or enforces security provisions. Ten of the 23 police agencies with codes also have specific enforcement authority. The table on the following page lists these agencies.

^{1/} Elements commonly covered in security codes include specifications for door and window systems, framing and fasteners, lock assembly specifications, and lighting specifications.

^{2/} An attempt was not made to document the degree to which existing structures were covered under these codes. However, based on the past experience of members of the research team, such codes generally pertain to additions or improvements which equal at least 50 percent of the value of the original structure. See also, A Building Security Code for Texas Cities: An Explanatory Handbook and Recommended Ordinance, published by Texas Municipal League, Austin, Texas, January, 1975, pp. 10-23.

Table III. 25

Survey Programs Legally Empowered to Enforce
Compliance of Code Deficiencies

Plainfield, New Jersey
Miami Beach, Florida
Columbus, Ohio
Springfield, Ohio
Missoula County, Montana
Los Angeles County, California
Modesto, California
Oxnard, California
Seattle, Washington
Tacoma, Washington

In the 13 remaining cases, findings indicated that the codes were administered by public works agencies, fire departments and environmental protection agencies.

Notably, it was learned through telephone and on-site discussions that the survey agencies rarely exercised enforcement authority. In two of the agencies visited--Dade County, Florida and Concord, California--the code has had no effect on the survey process. In these jurisdictions, code enforcement is the responsibility of the local Building and Zoning Division and Public Works Department, respectively.

In Seattle, Washington, however, Ordinance 98900 is enforced by the Chief of Police. Although this enforcement authority is used in the survey process to encourage compliance with recommendations, site interviews revealed that seldom, if ever, are violators issued citations. 1/

1/ This position was supported by a Sergeant from the Seattle Police Department in an unpublished paper ("Crime Prevention Bureau Operation", by Sgt. Orin Church, p. 4) which stated that "a hard-nosed attitude on the part of the police will be self-defeating."

Documented Impact of Security Codes. Each of the jurisdictions with adopted codes that was visited (i. e. Dade County, Florida; Concord, California; and, Seattle, Washington) was queried as to the success of the codes. In each case those interviewed reported that they felt codes were having a positive impact on crime. However, none of these "impressions" could be supported by evaluation findings. Further, the research team was advised that no real efforts have been made to systematically evaluate the impact of the codes since they were adopted.

Assessment

The Question Assessed. Concerning the relationship of security codes and ordinances with security programs, the following questions were raised:

- Is the security code considered an effective crime deterrent measure?
- What has been the impact of security codes on the survey process?
- What has been the impact of security codes on criminal victimization?

Assessment of the Question

No evidence was found that supports the contention that security codes are effective crime deterrents. Although this opinion was shared by many agencies that responded to the general survey, it is supported by only subjective judgements. Nonetheless, an ever increasing number of jurisdictions are turning toward this crime prevention tool. The general survey documented that 23 jurisdictions have adopted codes, while 51 others are in the process of developing codes. Other estimates indicate

that upwards of 400 cities have adopted codes, 1/ while 120 others are "in process". 2/

This information suggests that the security code has the potential to substantially augment the actual survey process. This hypothesis was supported by all survey personnel contacted during site visitations. If further research on the survey program is conducted, however, an effort documenting the impact of security codes is essential.

INCENTIVE PROGRAMS RELATED TO THE SECURITY SURVEY TECHNIQUE

The Focus of the Survey

Information was sought during the work to document whether a relationship exists between the survey process and various incentive programs. In particular, information was gathered to determine:

- The types of incentive programs utilized;
- The agencies using incentives in conjunction with the survey; and,
- The way in which incentives are utilized and their impact on the survey program.

1/ Ms. Bomar, a member of the Project Advisory Committee conducted a telephone survey concerning this question in her capacity as Information Specialist, National Crime Prevention Institute. Survey findings provided by the Building Officials and Code Administration Association, Chicago, Illinois, based on information they had maintained thru 1973 indicated that upwards of 400 cities have adopted codes. Notably, the following organizations were, also, contacted but reported having no information on this subject: Council of State Governments; International City Management Association; National Clearinghouse For Criminal Justice Planning and Architecture; National Institute of Municipal Law Officers; National League of Cities, among others.

2/ Ibid. Estimate based on a "log" of information requests maintained by the National Crime Prevention Institute.

Findings

Types of Incentive Programs and How They are Utilized. Only 20 of the 206 agencies responding to the general survey reported that one or more incentive programs are used in conjunction with physical inspections. The approaches used by these agencies included: insurance rate reductions; free or reduced cost security hardware; and, free or reduced cost hardware installation.

Several agencies reported that they cooperate with insurance companies that offer rate reductions to homeowners or tenants insurance premiums in association with certain crime prevention programs. No documented proof of this arrangement was provided in the general survey or could be found during field work.

With regard to free hardware installation, field visits documented that when this approach is used, arrangements are most commonly made with the owners or management of apartment complexes by security survey personnel to offer reduced cost hardware and free installation. In particular, after a survey, apartment management is encouraged to purchase improved door and window locks in bulk; to offer the hardware for sale to tenants at cost; and, to use existing maintenance personnel to install the locks free of charge. The tenant can pay cash for the hardware or authorize a deduction from his or her security deposit. When moving from the premises, the tenant must leave the hardware in place. Thus, by changing only lock cylinders or combinations to maintain effective key control, the complex realizes permanently improved security. A variety of other approaches have also been attempted using municipal maintenance personnel; purchasing bulk quantity hardware through neighborhood groups and community associations, and arranging for discount bulk installation; etc.

Although not sponsored by the Missoula (Montana) Police Department, one local hardware store offers a reduced installation rate for hardware sold to customers presenting completed survey checklists.

Where free hardware is offered it was found that this is done in conjunction with large scale community development grant funds available through the Department of Housing and Urban Development. One such program is under development in St. Paul, Minnesota. More specifically, federal funding is to be used to offset up to 25 percent of the cost of security improvements identified (up to \$200) during physical inspections and made by individuals in designated target areas.

The Cedar Rapids (Iowa) Police Department incorporates a burglar alarm leasing program with its security survey activities. That is, at the request of a survey recipient, the department installs and monitors a burglary alarm system, at cost. A prerequisite for participation in the alarm program, however, is the implementation of all recommendations made by the department during a formal security survey.

Although not yet in effect, a unique incentive program is in the process of development in Minnesota. The State Legislature is presently considering a bill that would include a state income tax deduction of up to \$300 for security improvements made by individuals. The purpose of the bill would be to shift some of the responsibility for crime prevention to the individual. In so doing, it is felt that more individuals will take a sincere interest in security under the assumption that they are "getting a break" from the government.

Agencies with Incentive Programs. The table which follows lists agencies that reported the use of incentive programs during the general survey. 1/

1/ Those sampled were not asked to indicate if they planned to use incentives, or if they had employed them and since discontinued using this technique.

Table III. 26

Agencies Offering Incentive Programs
In Conjunction with Survey Activities

Agency	Type of Incentive Program		
	Insurance Rate Reduction	Reduced Cost Hardware	Reduced Cost Installation
Glastonbury (Conn.) Police Department	X		X
Waterbury (Conn.) Police Department	X		
Cobb County (Ga.) Police Department		X	X
Bowling Green (Ky.) Police Department	X		
Hopkinsville (Ky.) Police Department	X		
Memphis (Tenn.) Police Department	X		
Joliet (Ill.) Police Department	X		
South Bend (Ind.) Police Department		X	X
Eden Prairie (Minn.) Police Department	X		
Dane County (Wis.) Sheriff's Office	X		
Corpus Christi (Tex.) Police Department		X	X
Greensboro (N. C.) Police Department		X	X
Cedar Rapids (Ia.) Police Department	X		
Aurora (Col.) Police Department			X
Breckenridge (Col.) Police Department	X		
Billings (Mont.) Police Department		X	X
Missoula County (Mont.) Sheriff's Office	X		
San Mateo (Ca.) Police Department	X		
San Rafael (Ca.) Police Department	X		
Vallejo (Ca.) Police Department			X

Although it was beyond the scope of the present study to determine why incentives are utilized, site visits to four agencies that use such devices --Greensboro, Eden Prairie, Missoula and Cedar Rapids--revealed that they are aimed at promoting and increasing compliance.

Notably, during the general survey and site visits no evaluations concerning the relationship between survey compliance rates and incentive programs were found. Further, no data were available as to the actual cost or benefits realized by those who take advantage of incentive programs.

Assessment

The Question Assessed. With regard to the use of incentives, the following question was raised:

Has the use of incentives had a significant effect on the survey process?

Assessment of the Questions. With regard to the question, the following was found:

- Only 10 percent of the 206 agencies sampled were found to use incentives.
- To the extent that incentives are employed, they serve as "inducements" to survey program compliance.
- No effort has been made to evaluate the relationship between survey compliance rates and incentive programs.
- No data exists regarding the specific costs and benefits that accrue to users of incentives.

Moreover, the growing use of security codes and incentives suggests that security survey administrators are aware of the limited impact their programs are likely to have, and recognize that codes and incentives can substantially augment this impact. Correspondingly, it may be hypothesized that without the expanded use of codes and incentives, the full potential of the security survey technique will never be realized.

Section IV

Expectations for the Security Survey Program and Perceived and Documented Levels of Fulfillment

To determine what those implementing security survey programs had "actually" expected to accomplish through the use of the techniques and the degree to which such expectations had been actualized, a number of topics were investigated during the research. These included:

- The assumptions, goals and objectives made in relation to what could be expected of the security survey program;
- The levels of fulfillment concerning the assumptions, goals and objectives that those implementing such programs feel have been achieved; and,
- Knowledge that exists that might be used to validate the perceived success of the fulfillment of such assumptions, goals and objectives.

ASSUMPTIONS, GOALS AND OBJECTIVES UNDERLYING LOCAL SECURITY PROGRAMS

The Focus of the Survey

The following factors were investigated in the course of the survey:

- The assumptions or expected accomplishments that underlie the initiation of a security survey program;
- The existence and nature of goals and objectives relating to overall crime prevention programs and specifically to security survey programs;

- Why and by whom goals and objectives are prepared;
- The ways in which goals and objectives are used.

Findings

What Was to be Achieved/Program Assumptions. When asked to articulate the assumptions which undergirded the initiation of their security survey program, 204 general survey respondents were unable to differentiate between assumptions, program goals and objectives. For example, statements referred to as "assumptions" most frequently were:

- "a reduction in the incidence of burglary;" and,
- "an improvement in police-community relations".

The remaining two agencies stated that they "had no particular assumptions".

This same pattern was found among the twenty agencies visited.

What Was to be Achieved/Program Goals and Objectives. Of the 200 agencies responding to this question, 62 percent indicated that written goals and objectives existed. When asked to specify what these goals and objectives were only 133 responded. Their answers are presented in the following table.

Table III. 27

Crime Prevention/Security Survey Goals and Objectives
Noted by 133 Agencies

<u>Goal/Objective</u>	<u>Number of Times Mentioned</u>
To reduce the incidence of burglary in residential areas	105
To reduce the incidence of burglary in commercial areas	101
To advise the public of specific security weaknesses	79
To cause citizens to take action to help protect their own environments	73
To improve police-community relations	73
To reduce general criminal activity	70

(Continued)

Table III. 27

(Continued)

<u>Goal/Objective</u>	<u>Number of Times Mentioned</u>
To advise the public of specific security improvements	68
To achieve a reduction in the number of successful burglaries committed where little or no force is required to enter premise	56
To increase the agency's knowledge of security weakness in the community	52
To reduce larceny and other lesser property crimes	50
To increase the percentage of burglaries detected while in progress	45
To reduce the fear of crime	43

Only 29 percent of the 206 agencies were aware of written goals and objectives dealing specifically with security survey activities. These goals and objectives directly paralleled those stated in the above table.

Why and by Whom are Goals and Objectives Prepared. With regard to the reasoning behind the development of goals and objectives, in only 37 percent of the cases did the decision emanate from within the security survey/crime prevention unit, as is noted in the following table:

Table III. 28

The Basis for the Development of Goals and Objectives

<u>Basis for Action</u>	<u>No. of Respondents Noting Reason</u>	<u>Percent</u>
Grant/funding requirement	68	48%
City or agency high level management requirement	22	15
Administrative decision of security survey program director	<u>52</u>	<u>37</u>
	142	100%

How are Goals and Objectives Used. The agencies with written goals and objectives were also asked if they served a useful end beyond meeting a grant or related requirement. Of the 117 responding, 78 indicated that goals and objectives "provide general program focus"; (i. e. to reduce the incidence of residential burglary, commercial burglary, shoplifting, etc.); 43 stated that they "serve as general indicators for program management and evaluation" (i. e. the degree to which the incidence of such crimes is reduced).

As a means of confirming this information, two steps were taken. Documentation was requested from the agencies that indicated in the general survey that evaluations had been performed. Less than a dozen were received. Of those, ten did not use goals and objectives as a basis for analysis. In order to obtain additional documentation, the same request was made of the 20 agencies contacted during site visitations. Only four agencies provided evaluations based on program goals and objectives. Importantly, in 16 cases unit personnel "knew what goals and objectives were", but did not understand how they could be structured to assist in program implementation and evaluation. This is particularly interesting when one considers that a primary criterion used in the selection of the site visits was the existence of data concerning program success.

Assessment

The Questions Assessed. Three key questions provided the framework for the assessment of security survey program assumptions, goals and objectives:

- Do conscious and/or written assumptions, goals and objectives commonly undergird security survey programs?
- Where they exist, do goals and objectives serve a purpose beyond that of simply meeting a grant or administrative requirement?
- Are goals and objectives actually serving as a means of measuring program accomplishments or success?

Assessment of the Questions. With regard to these questions, the following was found:

- Ninety-nine percent of the 206 agencies surveyed were unable to differentiate between assumptions and program goals and objectives. The remaining agencies stated they "had no particular assumptions."
- Approximately four out of every ten agencies surveyed have no written program goals or objectives.
- Of those agencies that have written goals and objectives, 63 percent indicated that they were a funding-related requirement.
- Documented evidence concerning the use of goals and objectives as basis for program evaluation was available from only 3 percent of the 206 agencies sampled.
- Crime prevention survey staff in 16 of the agencies site visited did not have sufficient knowledge and/or skill to use goals and objectives as program implementation and evaluation tools.

Knowledge Gap

Findings indicated that assumptions underlying the use of the security survey technique are non-existent and goals and objectives are extant in only 60 percent of the agencies surveyed. Based on site visit experience, however, it is reasonable to conclude that even in these instances, agency personnel are generally not equipped to use them as effective management or evaluation tools. This conclusion

is supported in the literature. 1/

One reason for this condition may be the inadequate attention given to this topic during crime prevention/security survey training. As a means of testing this hypothesis, a review was made of the curriculum used at the National Crime Prevention Institute, where the vast majority of survey program administrators received their formal training. The hypothesis was confirmed by this review.

Moreover, if assumptions, goals and objectives are to be used effectively for management and evaluation purposes, three steps must be taken. First, a "model" set of assumptions must be developed from which reasonable goals and objectives can be derived. Second, these models should be "made available" to all agencies which have developed or are considering security survey programs. Third, crime prevention/security survey "training" should include specific segments dealing with the planning, implementation and evaluation of such programs.

1/ Koepsell-Girard and Associates, An Operational Guide to Crime Prevention Program Planning, Management and Evaluation (Falls Church: Koepsell-Girard and Associates, 1975), p. 7. George L. Morrissey, Management by Objectives and Results (Reading, Mass.: Addison-Wesley Publishing Co., 1970), pp. 2-10 and passim. Koepsell-Girard and Associates, Administrative Crime Prevention Course: Student Handbook, 1975, pp. II-1 through II-33. The National Commission on Productivity, Opportunities for Improving Productivity in Police Services (Washington, D. C., 1973), p. 39. It should be further noted that during verbal discussions with other NEP Phase I Community Crime Prevention grantees, it was learned that data aggregated in those studies supported this contention.

PERCEIVED LEVELS OF FULFILLMENT OF SECURITY SURVEY GOALS AND OBJECTIVES

The Focus of the Survey

To determine if security survey program goals and objectives have been met, respondents to the general survey were asked if, in their opinions, the things they originally expected to accomplish had been achieved. Their responses are discussed below. The presentation of this information has been organized in terms of the following areas:

- Burglary Rate Considerations;
- Program Compliance Considerations;
- Police-Community Relations Considerations; and,
- Citizen Awareness and Knowledge Considerations.

During the general survey and site visits efforts were also made to uncover documentation that supported contentions concerning perceived fulfillment of goals and objectives.

Findings

Written data provided by the vast majority of agencies responding to the survey did not document the levels of fulfillment claimed by personnel surveyed. In the main, the documentation that was identified focused on inventorying program activity as opposed to evaluating the achievement of goals and objectives through the application of methodologically sound research designs. However, in a few cases, reliable knowledge concerning goals and achievement was found. These findings are discussed in the next section of this report; e. g. "Documented Knowledge Concerning the Success of the Security Survey Program." The unsupported contentions of survey personnel are reported in the following paragraphs.

Burglary Rate Considerations. As referenced earlier, high burglary rates are one of the principal factors behind the establishment of many security survey programs. Consistent with these findings, when asked to define their goals and objectives, the reduction of burglary was the most commonly stated target. The following table presents general survey responses concerning the perceived levels of success in realizing this goal.

Table III. 29

Perceived Success in Fulfilling Crime Prevention/Security
Survey Goals and Objectives

<u>Crime Prevention Goal</u>	<u>Percent Noting Level of Fulfillment</u>				<u>Total</u>
	<u>Very Successful</u>	<u>Some Success</u>	<u>Not Successful</u>	<u>Don't Know</u>	
To reduce the incidence of residential burglary <u>a/</u>	15%	65%	11%	9%	100%
To reduce the incidence of commercial burglary <u>b/</u>	18	61	9	12	100%

a/ One hundred and five agencies responded.

b/ One hundred and one agencies responded.

Program Compliance Considerations. Questions were raised in the general survey as to whether original agency goals and objectives relating to compliance had been fulfilled. Responses to these questions are presented in the table below.

Table III. 30

Perceived Success In Fulfilling Goals and Objectives
Related to Compliance Among
Eighty-Six Responding Agencies

<u>Anticipated Results</u>	<u>Perceived Level of Fulfillment</u>				<u>Total</u>
	<u>Very Successful</u>	<u>Some Success</u>	<u>Not Successful</u>	<u>Don't Know</u>	
Survey recipients have implemented recommended improvements	34 %	62 %	2 %	2 %	100%

Further, survey respondents were asked to estimate compliance rates among those who had received security inspections. The table which follows summarizes general survey responses.

Table III. 31

Estimated Compliance Rates Among Responding Agencies

<u>Estimated Percent of Surveyed Premises that Implemented Recommendations</u>	<u>No. of Agencies</u>	<u>Percent</u>
Less than 10 percent	20	15%
11 to 24 percent	22	17
25 to 49 percent	32	24
50 to 74 percent	35	27
More than 75 percent	<u>22</u>	<u>17</u>
Total	131	100%

Police-Community Relations Considerations. As referenced earlier, 73 of those responding to the general survey sought to improve police-community relations through the implementation of a security survey program. Varying opinions were offered as to the effect the technique has had on this somewhat allusive measure of program success. These opinions are presented in the following table.

Table III. 32

Perceived Success In Fulfilling Goals and Objectives
 Related to Improved Police-Community Relations
 Among Eighty-Eight Agencies Responding

<u>Anticipated Results</u>	<u>Very Successful</u>	<u>Some Success</u>	<u>Not Successful</u>	<u>Don't Know</u>	<u>Total</u>
Survey program improved police-community relations	68%	32%	0%	0%	100%

As the table indicates, the majority of those responding felt that the implementation of a security survey program had strong positive effects on their agency's relationship with the community. Also, 14 of the agencies visited felt that community attitude concerning law enforcement had improved as a result of the survey program. However, no documentation existed to support this contention.

Citizen Awareness and Knowledge Considerations. Respondents in the general survey had clear perceptions involving the effect of the survey program on citizen knowledge and awareness. Many embodied these thoughts in security survey/crime prevention goals and objectives which called for the survey program to make the populus:

- aware of its security weaknesses; and,
- aware of security improvements needed to rectify such weaknesses.

When asked about their success in fulfilling these goals, a variety of responses were received, as are summarized in the table on the following page.

Table III. 33

Perceived Success In Fulfilling Goals Concerning Increased
Public Awareness of Security Weaknesses and Improvements

<u>Anticipated Result</u>	<u>Very Successful</u>	<u>Some Success</u>	<u>Not Successful</u>	<u>Don't Know</u>	<u>Total</u>
Citizens become aware of security weaknesses <u>a/</u>	46%	53%	0%	1%	100%
Citizens become aware of needed security improvements <u>b/</u>	47	48	1	4	100

a/ Eighty-three responses.

b/ Eighty-one responses.

Assessment

The Question Assessed. With regard to perceived levels of program success, the following question was assessed:

- To what degree do crime prevention personnel feel security survey program goals and objectives were fulfilled?

The data are inconclusive with regard to the degree to which crime prevention personnel feel security survey goals and objectives were fulfilled, and little documented evidence was found to support the various contentions. On the average, in relation to all the goals considered, over 90 percent felt they had achieved some level of fulfillment in relation to what they had set out to accomplish.

DOCUMENTED KNOWLEDGE CONCERNING THE
SUCCESS OF THE SECURITY SURVEY PROGRAM

The Focus of the Survey

Information and data provided by a vast majority of agencies contacted offered no meaningful knowledge concerning the impact of the security survey program. However, this study was not intended to analyze individual projects, it was necessary to rely solely upon available evaluation materials to assess security survey program success.

In this regard, over 20 percent of the agencies responding to the general survey indicated that evaluations had been performed. ^{1/} Although copies were requested during the general survey, less than a dozen reports were received. Of those, most units simply documented program activity (i. e. number of surveys completed) as opposed to program impact (i. e. reduction in burglary) and utilized opinions and attitudes of recipients as their primary analytical base.

To obtain a broader sample of completed evaluations, two additional steps were taken. First, a letter requesting copies of evaluation reports was mailed to those agencies that originally indicated the existence of such materials (those agencies that already forwarded evaluations were not re-contacted). Second, during site visitations, evaluation materials and other pertinent data were reviewed.

The evaluations that were received were reviewed in terms of a number of perspectives. These included the methodology used; the nature of the indicators employed; and, the results of the work. To facilitate discussion of the points identified in this process, the following classifications are used:

^{1/} In more than half the cases, the reported evaluations had been carried out by unit staff.

- Burglary rate considerations;
- Compliance rate considerations;
- Number of surveys requested;
- Number of surveys performed;
- Utilization of survey findings and recommendations; and,
- Attitudinal information used to document program success.

Findings

Burglary Rate Considerations. Two approaches were employed by those utilizing this indicator as a measure of program effectiveness: the jurisdiction's overall burglary rate; and, rates of victimization among survey recipients. The knowledge developed by a number of evaluators on this topic is discussed below vis-a-vis jurisdictions where program evaluations were identified.

The Arlington (Texas) Police Department indicated the survey effort has had a strong, positive effect on burglary rates. ^{1/} In particular, since the establishment of the program in January, 1975, burglaries and attempts have declined by 2.8 percent. Although the unit does not totally attribute this decrease to the survey program, the following statistics are revealing:

Table III. 34

Burglary Profile for
Calendar 1975: Arlington, Texas

	<u>Residential Burglaries</u>	<u>Commercial Burglaries</u>
Number of burglaries city-wide	1,060	240
Number of surveys conducted ^{a/}	301	132
Premises burglarized after survey	2	2

^{a/} No data was available on victimizations among this group prior to being surveyed because the program responds only to requests, which may or may not include past victims.

^{1/} Information drawn from the City of Arlington, Texas, "Granters Final Project Report", Grant No. AC-75-A01-2741, undated as submitted to the Office of the Governor, Criminal Justice Division, State of Texas. Notably, this information was varified during a site visit to Arlington.

As the table indicates, of those units surveyed, only two within each category were subsequently victimized. Following these incidences, the M. O. 's of each case were analyzed by unit personnel. The process undergirding their analysis involves the following elements:

- Following each completed survey, the Arlington Crime Prevention Unit utilizes a compliance information postcard to stimulate implementation of survey recommendations and to judge rates of compliance. After three and one-half months, 295 postcards had been sent to survey recipients; 32 percent had been returned. In each of the four referenced cases, the recipients had not returned the postcard.
- Burglary offense reports are reviewed by unit personnel to determine how burglaries occur. Offense reports on the four cases were compared with survey recommendations to determine if entry had been made through a portal that had been referenced during the security surveys as needing improvement. In only one case was this true. In the other three cases, no relationship could be drawn between the point of entry or method of entry and survey findings; i. e. no force was employed and/or information provided in the offense report was too sketchy.

Working in concert with the contiguous City of Atherton, the Menlo Park (California) Police Department attempted to judge the impact of the survey process on the rate of burglary. ^{1/} Using a quasi-experimental design, control and target groups were selected within each jurisdiction. The socioeconomic and demographic characteristics of these groups were said to be similar.

The survey program which ensued called for the total saturation of the target areas. Door-to-door, block-by-block contacts were made and surveys were conducted. The statistics which follow illustrate the impact the program has had on burglary in the target areas.

^{1/} This information was extracted from "The Home and Business Security Survey", an undated report prepared by the Menlo Park Police Department, Menlo Park, California.

Table III. 35

Burglary Incidence City-Wide and in Target Areas,
1974 - 1975: Menlo Park and Atherton, California

<u>Analysis Group</u>	<u>Menlo Park</u>			<u>Atherton</u>		
	<u>Burglaries</u>		<u>Percent Change</u>	<u>Burglaries</u>		<u>Percent Change</u>
	<u>1974</u>	<u>1975</u>		<u>1974</u>	<u>1975</u>	
Total Jurisdiction	503	403	-19.9%	83	89	+ 7.2%
Target Area	156	97	-38.6%	43	13	-69.8%

During the 1970's, the Palo Alto (California) Police Department documented that the burglary rate increased by approximately 15 percent a year.^{1/} Because the crime prevention unit consists of only two men and realizing that alone they could not impact on the entire city's burglary rate, the survey program focused on reducing burglary incidence among prior burglary victims.

Although sufficient time has not passed to make an accurate determination of the survey program's impact, data on prior victimization and subsequent victimization of survey recipients is being maintained. A summary of the data developed to date is presented below.

Table III. 36

Burglary Profile of Surveyed Premises
During Calendar Year 1975: Palo Alto, California a/

	Type of Premise	
	<u>Residence</u>	<u>Business</u>
Burglarized premises that received surveys	515	158
Victimizations after survey was conducted	12	15

a/ The 1975 crime rate in Palo Alto was 2.5 burglaries per 100 population.

1/ Letter to Charles M. Girard from Lt. C. B. Hauser, Coordinator, Police-Community Services, Palo Alto Police Department, February 24, 1976. Notably, this information was varified during a site visit to Palo Alto, California.

As was the case in Arlington, Palo Alto survey personnel compare offense reports of surveyed premises with recommendations presented as part of each survey. Of the 12 residences and 15 businesses that have been revictimized, the comparison was said to have shown that many had not implemented survey recommendations.

In conjunction with an LEAA High Impact Program grant, the St. Louis (Missouri) Police Department began utilizing the survey technique in mid-1972. Consistent with the requirement of the grant, steps were taken to evaluate the effectiveness of the overall program and, in particular, the impact of the survey approach.

Initially, the survey effort focused exclusively on previously victimized commercial establishments. By closely monitoring and cross-referencing offense reports with survey recipient information, the following was learned about the overall survey process: 1/

- A sample of 300 businesses surveyed by the CPU (crime prevention unit) were burglarized 587 times during the 12-month period prior to being inspected. Following the security survey process these same 300 establishments were victimized only 250 times in the 12 months after being surveyed. This represented a 57 percent reduction in victimization among those businesses surveyed.
- Of the total number of businesses surveyed through October 1, 1973 (2,782 businesses) a reduction in the burglary rate from the year prior to the survey through the year after the survey was registered at 41.5 percent.

1/ Extracted from "Field Review Report", Project No. X-MP3-72-d1 and S-M-39-72-d1, dated November 29, 1973, Missouri Law Enforcement Assistance Council, Region 5.

To provide an additional perspective on the impact of the survey, a group of 217 "control businesses" which had not received physical inspections were identified. Each such business was located in an area "similar" to areas in which surveyed premises were located. When the control group burglary experience was compared with that of the surveyed businesses, the following was found:

Surveyed businesses registered a reduction in burglary of 41.5 percent; the "control businesses" registered a 1.1 percent increase. 1/

In early 1975, an additional evaluation of the impact of the security survey was conducted. This work focused on the value of the survey vis-a-vis over 300 residential premises that had been inspected. Findings regarding this evaluation are presented below. 2/

- Following surveys of 321 premises, each was revisited; 24 had become vacant (abandoned, burned or torn down, etc.); 92, or nearly 30 percent, had implemented recommended security improvements.
- There were 77 burglaries committed against the 321 dwellings during the 12-month period before they were surveyed. During the six-month period following the surveys, 18 burglaries were committed. Only one of these dwellings had implemented recommended security improvements.

1/ Ibid.

2/ Information drawn directly from an untitled, undated report compiled by the crime prevention unit staff and provided to the research team during the site visitation process.

The Seattle (Washington) Mayor's Office security survey program has been judged effective. 1/ The primary indicator used to draw this conclusion was burglary data. That is, Seattle staff compares current burglary reports with previous victimization statistics. These comparisons are made on a city-wide, as well as census tract, basis. Using this approach, the following results were documented concerning the efforts of the agency's survey activities: 2/

- Between January-June, 1975, and the same period for 1974, an 8.1 percent decrease in reported burglary occurred in target areas where surveys were conducted. During January-June, 1975, for the city as a whole, excluding target areas, residential burglary fell by only 1.8 percent.

- Of the total residences surveyed, a sample of 346 was selected for analysis. Of this group, 4.6 percent had been victimized during the six month period prior to receiving a survey. In the six months following the survey, only 1.4 percent had been burglarized.

Compliance Rate Considerations. Only four of the 206 jurisdictions contacted during the research were able to provide data in terms of survey compliance. Albeit 39 agencies reported that they gather and maintain such information. These data, as well as the methodologies utilized to gather it is discussed below.

1/ Information was drawn from Progress Report to Law and Justice Planning Office, Office of the Governor, Olympia, Washington, concerning Burglary Reduction Program, Grant No. 1485 for the period of August 1, 1974, through July 31, 1975. It should be noted that the security survey is provided in conjunction with block watch organization and property marking activities which made it difficult ". . . to tell which service or services were the most useful as a burglary reduction strategy." See Community Crime Prevention Program Evaluation of Second Year Burglary Reduction Project, August 1, 1974, through July 31, 1975, prepared by the Seattle Law and Justice Planning Office, Research and Evaluation Section, December, 1975, p. 2.

2/ Ibid.

Compliance rates are determined by the Arlington Police Department through the use of a specially prepared postcard. 1/ The cards are mailed to each recipient approximately six weeks following the conduct of a survey. As the cards are returned, compliance statistics are computed by agency staff. The system has been operative for three and a half months. During this period, 295 postcards have been sent to survey recipients; 123, or 32 percent, have been returned. Compliance rates determined through this system are reported in the following table.

Table III. 37

Survey Compliance Rates for Arlington, Texas

<u>Degree of Compliance</u>	<u>Postcard Respondents</u>	
	<u>Number</u>	<u>Percentage</u>
All survey recommendations implemented	16	13%
Some survey recommendations implemented <u>a/</u>	103	84
No recommendations implemented	<u>4</u>	<u>3</u>
Total	123	100%

a/ At least one survey recommendation was implemented.

Compliance data is available for two periods in conjunction with the Seattle Mayor's Office Community Crime Prevention Program, as is described below.

The most recent compliance data deals with residences surveyed from May-July, 1975. In particular, program staff recontacted each survey recipient by phone to ask about compliance action. Of the 400 households contacted, 148, or 37 percent, indicated that all survey recommendations had been implemented.

1/ Letter to Charles M. Girard from Lt. C. B. Hauser, Coordinator, Police-Community Services, Palo Alto Police Department, February 24, 1976. Notably, this information was varified during a site visit to Palo Alto, California.

2/ Information drawn from "Progress Report", prepared for the Law and Justice Planning Office, Office of the Governor, Olympia, Washington, by the City of Seattle Burglary Reduction Program, dated September 11, 1975 and augmented by site visit interview.

When a broader evaluation of the Seattle program was undertaken (i. e. for the period of August 1, 1974 through July 31, 1975), a somewhat different impression resulted. 1/ More specifically, a statistical testing methodology was employed, using information stored in the city's computer files dealing with the survey process. The following findings resulted: 2/

- Based on a random sample of 1,102 households surveyed during the project period, the mean number of recommendations made by the project staff was found to be 2.33. The mean number of recommendations implemented was 0.96. A paired t-test run on this sample indicated that, statistically, the number of recommendations implemented was significantly lower than the number of recommendations made ($t=16.77$, d.f. =199). Of the 1,102 households, 615, or 56 percent, had implemented at least some of the recommended improvements. The most common reasons given for failure to comply were: lack of time; the improvements were unnecessary; the improvements would not help prevent burglary; and, it was the landlord's responsibility to see to the improvements. (Interestingly, no mention was made in the evaluation concerning the cost of improvements as a reason for non-compliance.)

Compliance assessments were undertaken by the St. Louis Police Department twice since the initiation of the survey program in mid-1972. One survey focused on the rate of compliance among commercial establishments; the other focused on residential compliance rates. Each is discussed below.

In conjunction with the evaluation of burglary prevention activities initiated under an LEAA High Impact Grant, the implementation rate among commercial survey recipients was assessed in two of the city's "target" areas between June 16, 1974, and September 15,

1/ Vincent A. Van Der Hyde, "Community Crime Prevention Program Evaluation of Second Year Burglary Reduction Project", Seattle Law And Justice Planning Office, December, 1975, p. 12.

2/ Ibid.

1974. 1/ In particular, the project's overall design called for all 140 commercial establishments in two designated target areas to receive a security inspection. Each inspection was to be followed up by three on-site revisitations during the 90-day period cited above. From the assessment, it was learned that 81 of the businesses, or 58 percent, in the combined sample implemented at least one of the recommended security improvements by the conclusion of the third follow-up visit. 2/ The table which follows details the number of types of security measures taken by those involved in this experiment.

Table III. 38

Security Measures Implemented by St. Louis Merchants
In Experimental Areas

<u>Types of Measure</u>	<u>Number of Times Measure Implemented</u>
Lights	26
Locks	80
Security grating	62

In early 1975, a second assessment of compliance rates was undertaken. This effort focused on compliance among 321 surveyed residences. Specifically, each of the residences was revisited. Of the 297 that were occupied, 31 percent, made one or more recommended security improvements. 3/

1/ William Ward, Progress Report: "Target Hardening" Experimental Area, prepared by Burglary Prevention Advisory Section, undated, pp. 5 and 16, and augmented by site visit interviews.

2/ Notably, no data was available concerning rate of compliance at the time of each of the visits.

3/ Information drawn directly from an untitled, undated report compiled by the crime prevention unit staff. The report was obtained during the site visitation process.

In addition to compliance information obtained during site visits, an evaluation report was received from the Golden Valley (Minnesota) Police Department. 1/ Pertinent information included in this report is presented below.

In August and September, 1974, Golden Valley Crime Prevention Unit staff conducted a survey to determine rates of compliance among survey recipients. To make this determination, a random sample of 160, or 80 percent, of the first 200 survey recipients was drawn. Those included in the sample had from eight months to one year to implement survey recommendations. Each homeowner selected was subsequently visited and asked a series of questions regarding various aspects of the survey process, including compliance. The table following presents the results of this assessment.

Table III.39

Golden Valley Security Survey Compliance
Study Findings for 160 Premises Visited

<u>Suggested Measure</u>	<u>No. of Times Measure Implemented</u>
Join Operation I. D.	35
Trim or alter shrubbery	19
Add one or more deadbolts	17
Add or alter lighting	11
Add solid doors or cover garage windows	8
Add commercial locks to sliding doors/windows	5
Add illumination to house numbers	3
Add electric door openers	3
Add non-removable mesh to doors/windows	3
Add wood in tracks of sliding doors/windows	2
Pin hinges	2
Install screws in upper track of sliding doors/windows	1
Add a wide angle viewer	1
Add a 4" strike plate, or properly secured one	1

1/ Discussion is based on "The Effectiveness of the Home Security Check", an undated report prepared by the Golden Valley Crime Prevention Unit, Golden Valley, Minnesota, for the Governor's Commission on Crime Prevention and Control.

Number of Surveys Requested. During the site visits undertaken in conjunction with the present survey, investigations were made as to whether records were maintained in terms of the number of surveys requested. Further, efforts were made to determine if and how such information was used to assess program success.

All of the agencies visited maintained some type of a consecutive survey log. These logs are used to:

- record the timing and volume of requests;
- provide a chronological listing from which survey personnel select and perform site inspections;
- manage survey personnel (e.g. if backlogs build, personnel involved in other crime prevention activities are detailed to conduct surveys); and,
- assess the efficiency and productivity of personnel whose primary responsibility is the conduct of surveys.

As surveys are completed and verified, request logs are "cleared".

Number of Surveys Performed. As part of this evaluation of the physical inspection technique, inquiries were also made during the general survey and the on-site work to determine if and how information concerning the number of surveys undertaken was maintained and utilized.

The data obtained during the general survey on program activity was incomplete which made it necessary to develop ranges as opposed to specifics concerning the number of surveys actually conducted. The following table presents a breakdown of cumulative survey activity by age of program. As can be seen from the table, activity varies widely.

Table III. 40

Survey Activity by Age of Program
(Among 155 Agencies Responding)

Surveys Conducted During Life of Program	less than 6 mos.	6 mos. to 1 yr.	1 to 2 yrs.	2 to 3 yrs.	3 yrs. & over	No. of Agencies
1 - 49	5	7	2	2	0	16
49 - 99	3	4	1	3	0	11
100 - 249	5	8	15	7	0	35
250 - 499	2	5	11	8	0	26
500 - 999	0	0	10	8	2	20
1000 - 1999	0	5	8	6	1	20
2000 - 2999	0	0	4	5	0	9
3000 - 4999	0	0	1	4	4	9
5000 and over	0	0	1	4	4	9
Totals	<u>15</u>	<u>29</u>	<u>53</u>	<u>11</u>	<u>11</u>	<u>155</u>

Each of the agencies visited maintained some accounting of the number of surveys that they had performed. The agencies indicating the highest survey activity (e. g. 5, 000 and more surveys) are:

- Atlanta (Ga.) Police Department: 68, 000
- St. Louis (Mo.) Police Department: 10, 500
- Seattle (Wash.) Mayor's Office: 7, 000
- Seattle (Wash.) Police Department: 5, 000

From site information, the number of surveys conducted during an average program year was found to vary widely. The following table defines the survey activity of the 20 agencies visited. It also relates this activity to the number of persons in each agency that conduct surveys. Finally, the table indicates the percent of residential units surveyed during an average year and over the life of the programs.

Table III. 41

Program Activity Among Agencies Contacted During Field Survey

Agency	No. of Surveys Conducted During Average Year	No. of Unit Personnel that Conduct Surveys	Ave. No. of Surveys Per Person In Survey Unit	% Total Households Surveyed ^{e/} Per Average Program Year	Over Life of Program
Arlington, Texas	450	4	112	1.3	1.3
Atlanta, Georgia	34,000	85	400 ^{a/}	20.7	41.4
Cedar Rapids, Iowa	150	1	150	.4	.4
Chattanooga, Tennessee	1,000	1	<u>b/</u>	2.8	2.9
Concord, California	75	1	<u>75</u>	.4	.8
Connecticut State Police	700	1	<u>c/</u>	N/A	N/A
Dade County, Florida	1,000	24	<u>42</u>	N/A	N/A
Dearborn Heights, Michigan	1,250	10	125 ^{a/}	6.1	6.2
Decatur, Illinois	500	1	500	2.1	6.3
Eden Prairie, Minnesota	200	3	67	N/A	N/A
Greensboro, North Carolina	1,200	6	200	2.1	3.9
Lafayette, Louisiana	400	1	400	2.5	5.0
Maricopa County, Arizona	700	2	<u>c/</u>	.6	2.0
Missoula, Montana	800	1	800	11.6	17.4
Palo Alto, California	1,550	2	775	11.0	21.2
St. Louis, Missouri	2,500	3	833 ^{d/}	1.0	.7
St. Paul, Minnesota	1,500	3	500	2.0	4.7
Seattle, Washington (PD)	1,000	2	500	N/A	N/A
Seattle, Washington (MO)	2,500	4	625	1.9	5.4
Wilmington, Delaware	1,000	5	200	5.2	15.5

^{a/} Two man teams used to conduct surveys.

^{b/} Eighty percent of surveys conducted by patrol officers not assigned to survey unit.

^{c/} Nearly all surveys conducted by reserve/auxiliary officers.

^{d/} Figures reflect the use of patrol officers to augment unit survey officers.

^{e/} Calculations based on 1970 U. S. census data drawn from County and City Data Book 1972: A Statistical Abstract Supplement (Washington, D. C. : U. S. Government Printing Office), pp. 629 and passim.

Utilization of Survey Findings and Recommendations. Eighty-six percent of the responding agencies indicated that data concerning survey findings and recommendations are regularly maintained. This information is generally maintained in separate historical files indexed by survey recipients. These files contain survey findings and recommendations along with copies of offense reports, completed checklists, etc. Of those responding that maintain data, 72 percent noted that the information is used by unit staff in assessing program compliance and effectiveness, and by agency detectives in investigating victimized premises.

One final source of information that is used in assessing program efficiency, although subjective, is completed survey materials. Of the twenty agencies contacted in the field, seven survey unit supervisors review completed survey findings or checklists, written recommendations, and related materials for completeness, professionalism, etc. In the general survey, approximately 75 percent stated that this information was used for record purposes only.

Attitudinal Information Used to Document Program Success. A variety of subjective, or "attitudinal" information is also used to assess program success. This information, which is frequently of a "that-a-boy" variety, is normally filed in an officer's personnel jacket. The primary types of attitudinal information maintained by responding agencies is presented in the following table.

Table III. 42

Attitudinal Information Used to Measure Program Success a/

<u>Nature of Information</u>	<u>No. of Times Mentioned <u>b/</u></u>
Letters from citizens	74
Citizen comments to chief or top administrator	62
Citizen comments to agency and program personnel	56
Media Phrase (i. e. editorials, features, etc.)	30

a/ One hundred-eighty-three responded to this question.

b/ The question was designed to elicit multiple responses.

Assessment

The Questions Assessed. With regard to documented knowledge concerning the success of security survey programs, the following questions were assessed:

- Is burglary rate data an effective indicator for measuring program success?
- Is compliance rate data an effective indicator for measuring program success?
- Is information on the number of requested generally maintained and, if so, is this information of any value?
- Are levels of survey activity comparable among programs and, if not, why is this the case?
- Is information concerning survey findings and recommendations maintained and, if so, what useful purpose is served?
- Is documentation concerning public attitudes toward the survey program maintained and, if so, what useful purpose is served?

Assessment of the Question. As documented earlier, 40 percent of those responding to the survey did not mention burglary rate as a reason for initiating a security survey program. Further, only five agencies were found that use burglary rate data to assess program impact. Although this sample was limited, the data suggests the following. First, the technique can have a measurable effect on reducing victimization among survey recipients. Second, unless an entire jurisdiction can be saturated with surveys, 1/ jurisdictionwide crime data do not appear to provide a precise enough indicator of actual or potential program impact (e.g. the actual number of surveys conducted by most programs is generally not large enough to have a significant effect on jurisdictionwide crime data or trends).

1/ For example, it is the intent of the Atlanta survey program to impact all residences and businesses in the city.

Rather, it may be more useful to assess burglary rates among premises surveyed *vis-a-vis* all other premises in a jurisdiction, or among an experimental and a control area, if a quasi-experimental approach is used.

Survey findings indicate that less than 20 percent of the 206 agencies maintain compliance rate data. As a result, it cannot be determined if such data are an effective indicator of program success. Notably, however, the limited compliance data which exists suggests that when survey recommendations are implemented a recipient is less likely to be victimized.

The definition of "compliance" was found to be inconsistent. It was documented in the general survey and confirmed during site visitations that no common definition for compliance exists. Although a large number (approximately half) felt that compliance meant that "some survey improvements were implemented", this definition varied even within individual agencies. That is, it could not be agreed whether "some improvements" meant high-priority items, or any security improvements regardless of priority. Further, "some" could not be clearly defined (i. e. how many improvements are considered to be "some"). Moreover, a common definition of compliance must be established, at a minimum, within individual agencies if the resulting data is to be of any value as an effectiveness indicator. This position is supported by the literature. ^{1/}

With regard to survey-related information, all agencies contacted maintain some form of consecutive log of survey requests. It was also found that this information is used for a variety of purposes (i. e. including general records, to manage the time of survey manpower, to rank order, and to assess the efficiency and productivity of survey personnel). Unfortunately, site research showed that the level of use of survey request information varies widely among jurisdictions. Nonetheless, it may be concluded that because of the almost universal existence of this information among survey agencies, it should be used as a convenient and useful management tool and efficiency indicator.

Regarding levels of survey activity, the agencies responding to the general survey provided incomplete information, therefore more detailed figures were gathered during the site visits. From this data

^{1/} White, et. al., p. 48.

it was found that only four of the 20 agencies have surveyed more than 10 percent of the households in their jurisdiction. It was also found that total survey volume and the productivity of the individual units varied widely. 1/

With reference to the utilization of information on survey findings and recommendations, it was found that 86 percent of those responding to the general survey maintain such data. Unfortunately, it was also found that the vast majority of these agencies use the information primarily for record purposes.

Finally, the attitudinal indicators maintained by those who participated in the survey are not adequate to assess the effectiveness of the security inspection technique.

1/ One reason for this variance is the method used by the agencies to generate survey requests. This topic is discussed in Section VI: Analysis of the Security Survey Process in Relation to the Framework.

Section V

Security Survey Framework

THE SECURITY SURVEY PROCESS: THE PRINCIPAL FRAMEWORK

Figure III, on the following page, identifies and orders the principal activities which encompass the security survey program process. Activities placed within a solid rectangle constitute steps actually taken by a crime prevention/security survey program unit. Activities found within a dashed-line rectangle represent actions assumed to be taken by the general citizenry or the recipient of a security survey. Each activity, whether it is performed by a survey unit or a citizen, is dependent upon the activity that precedes it.

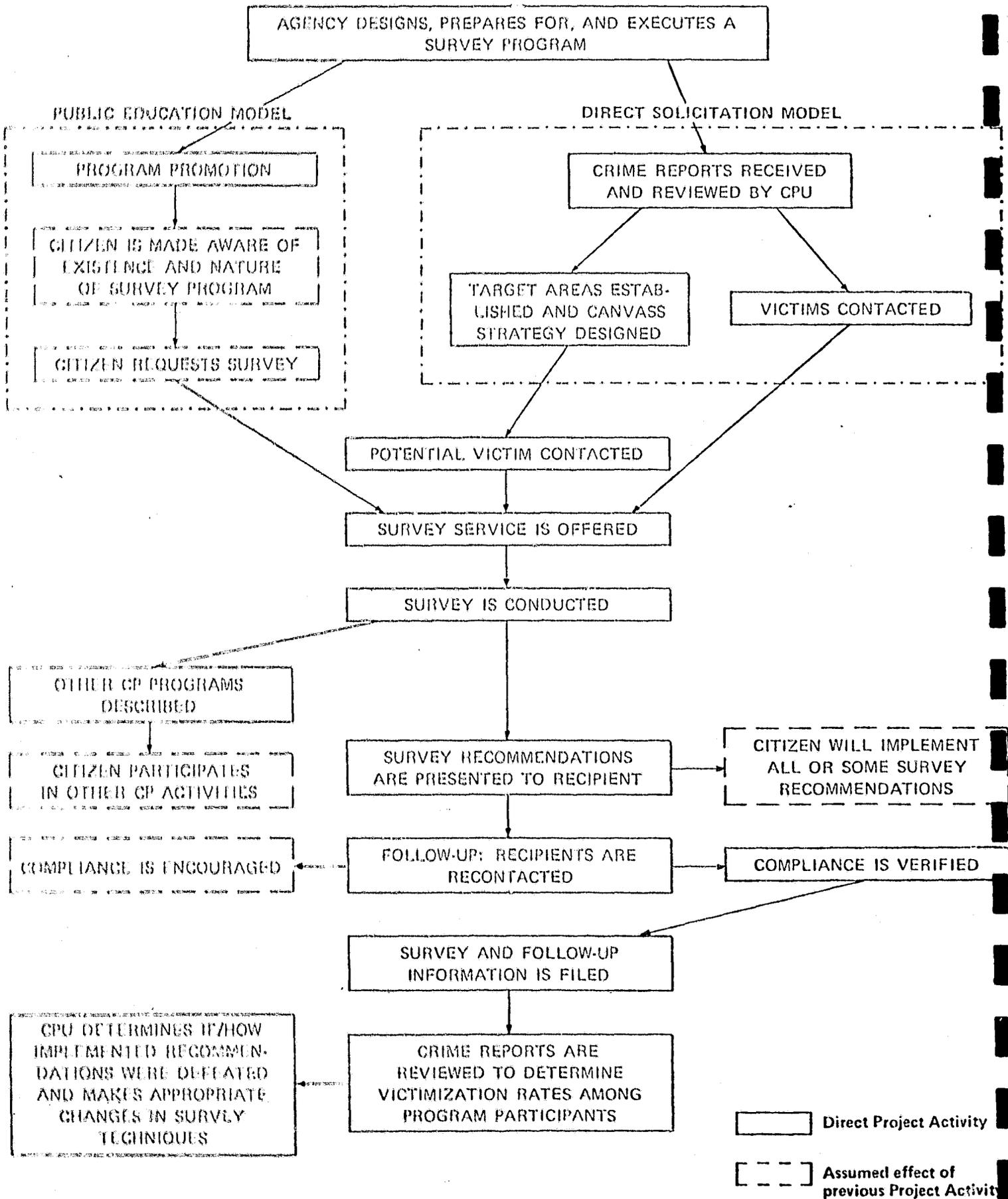
In the figure, the flow of primary activities is connected by vertical or oblique arrows. Survey unit-executed activities connected by horizontal arrows represent a secondary step in the process flow. Citizen-executed activities connected by horizontal arrows represent the assumed effect of a unit-initiated action, but need not necessarily be executed in order for the primary flow to continue.

The initial step in the process flow-- "Agency designs, prepares for and executes a security survey program"-- includes all of the preliminary steps that must precede the formal commencement of program activities. These include: identifying and gaining access to necessary financial, manpower and other resources; the establishment of goals, objectives and priorities; and, the selection of specific program strategies.

There are two primary strategies used to generate survey requests. As referenced in the figure, from left to right, there are:

Figure III

General Security Survey Process Flow Framework



- Public Education Model. This approach, which is used by 68 percent of the 206 agencies sampled, is characterized by general public educational and promotional activities. It requires citizens to initiate contact with the survey unit.

- Direct Solicitation Model. Thirty-two percent of the sample use this technique. This approach is initiated with the review of burglary reports. Security survey personnel then contact victims directly, or canvass areas that are suffering high rates of burglary. When the canvass technique is used, all premises in target areas are contacted.

The direct solicitation model is the primary means of survey generation by nearly three-quarters of the agencies visited in the field. It should be noted that although two solicitation models were identified, this differentiation continues only until the date and/or time for a survey is established. From that point, all activities are the same.

Moreover, the following pages present a generalized review of the primary steps that comprise the security survey process flow. Included in the review is a summary of the most common efforts taken in the process; major variations to the process; and, related information.

Before proceeding, however, the reader should be aware of two points. First, the process flow discussion is based solely on information gathered during visits to the twenty law enforcement or related survey-performing agencies.

Second, this framework discussion is intended to be general in nature. Although certain references are made to the activities of specific agencies, statistical or other documentation is not provided. Such documentation and other necessary details are presented in subsequent sections of this chapter.

General Program Promotion

This activity, which reflects the "public education model", is designed to educate and make the public aware of the nature and availability of the security survey service. Primary methods of promotion include advertising through all forms of media; the distribution of brochures and other printed materials; and, participation in public presentations by survey unit personnel.

Through these efforts, it is assumed that the public will be made aware of the program and will contact the crime prevention/ security survey unit to request a survey.

The Arlington (Texas) Police Department employs a somewhat different approach in carrying out this activity. That is, to participate in that agency's formalized Neighborhood Watch Program, a premises survey is required. Thus, citizens who wish to participate in the program are urged to request a survey either at a neighborhood watch meeting or subsequently, by contacting the crime prevention unit.

Interestingly, the Arlington Police Department was the only agency among the sites visited to monitor the promotional method which most influences citizens to request premises surveys. That is, as survey requests are received by telephone, the caller is asked which promotional methods caused them to request a survey. This information is periodically tabulated and used to review and/or modify promotional strategies.

Crime Reports Received and Reviewed

The "direct solicitation model" is characterized by the use of burglary or offense reports to identify actual crime victims. Drawing from this information, strategies for contacting potential survey recipients are developed. Most agencies contacted that stress this approach contact all burglary victims. That is, victim information is

logged (i. e. name, address, copy of offense report, etc.), and survey officers contact each victim in order of their appearance in the log.

Two of the agencies visited use offense report information to identify and focus survey efforts in target areas or in high crime pockets. The Seattle (Washington) Police Department conducts most of its surveys in high crime pockets, which are usually stationary for only short periods of time. The department concentrates on commercial premises.

The survey program conducted through the Seattle Mayor's Office (i. e. Community Crime Prevention) uses target areas on a more formalized basis. After reviewing offense data, census tracts being subjected to high rates of victimization are identified. Concentrating exclusively on single family residences, steps are taken to contact and offer the survey service to all prior and potential crime victims within the target area, using a saturation-type strategy.

Contacting Potential Survey Recipients

Through the "direct solicitation model" potential survey recipients are contacted by a crime prevention/survey unit. This contact is made in a variety of ways, the most common of which are telephone calls and personal visitations. By and large, most of the agencies visited contact prior residential victims via telephone, and prior commercial victims in person.

Other methods of making initial contact with potential survey recipients include the following:

- Canvass. Both prior and potential residential victims are contacted personally, through saturation canvassing by the Atlanta Police Department and the Seattle Mayor's Office. The Greensboro Police Department also uses a canvass approach selectively within evolving high crime pockets.

- Initial Crime Scene Investigation. Approximately 80 percent of the surveys performed by the Chattanooga Police Department are conducted by patrol officers as part of the initial crime scene investigation. No prior contact is made with the potential survey recipient.

- Victim Letter. Drawing from offense report information, the Palo Alto Police Department contacts all victims through a form letter which describes the survey service and suggests that the victim contact the crime prevention unit to request a premises inspection. Similar letters are also sent to the neighbors of victims.

In three agencies (i. e. Atlanta, Greensboro, and Lafayette), if initial contact is not possible (i. e. no one home, etc.), literature packets describing the survey as well as security action that can be taken are either left at the premises or mailed to the potential recipient.

Survey is Offered/Conducted

When contact is made with potential recipients via telephone through any of the solicitation models, an effort is made to establish a convenient date and time to perform a survey. When survey staff make on-site personal contact with a potential recipient, the service is offered and may be conducted immediately or at a prescribed time.

In carrying out a survey, all but two agencies utilize a printed checklist or questionnaire as an aid to identify security weaknesses and then note recommended improvements. (The Lafayette and Concord police departments use no such aid).

Finally, at the conclusion of the physical inspection, nearly all of the agencies visited also describe other crime prevention activities which may be of benefit to the recipient. The most common programs discussed in this manner are: Operation Identification; Neighborhood Watch; Citizen Crime Reporting; and, Neighborhood Alert. It is assumed that the discussion of these additional activities will result in broader citizen participation in crime prevention.

The Presentation of Survey Recommendations

All of the agencies that use a survey checklist review findings and recommendations verbally at the conclusion of a survey. In addition, albeit they discuss all recommendations, they emphasize only those judged most important.

Seventeen agencies leave a copy of the completed checklist with survey recipients and present recommendations in the form of a typed survey report. The written reports are generally mailed to residential recipients and hand delivered to commercial recipients. ^{1/} The agencies that use the latter assume that hand delivery insures the security of the recipient (i. e. security weaknesses stand less of a chance of getting in the wrong hands) and further enhances recipient compliance.

Overall, the various means of presenting recommendations are all designed to enhance recipient compliance with survey recommendations.

Survey Follow-Up

Seven of the 20 agencies visited perform a regular or periodic follow-up of surveyed premises. The purpose of this re-survey is to confirm rates and levels of compliance and encourage those who have taken little or no action to implement recommendations. In cases where follow-up is performed, findings are sometimes used as input to an overall program evaluation.

Monitoring Program Effectiveness

The final activity involves the evaluation of program effectiveness. This is generally accomplished through the review of offense reports. Of the 20 agencies visited, only two regularly monitor program

^{1/} The Lafayette Police Department, which uses no printed checklist, presents only verbal recommendations at the conclusion of physical surveys.

effectiveness. Specifically, the Arlington and Palo Alto police departments regularly monitor victimization rates among program participants. As a result of this effort, it is assumed that the survey process is improved by determining if and/or how implemented recommendations are defeated and by making appropriate changes to survey techniques. More detail concerning this evaluation approach is presented elsewhere in this chapter.

Other agencies visited also monitor the effectiveness of their programs through more detailed, but periodic evaluations. These include the agencies located in Atlanta, St. Louis, and the Seattle Mayor's Office.

The remaining agencies use survey and/or follow-up information in conjunction with offense reports to "spot check" program effectiveness on a periodic and informal basis.

VARIATIONS TO THE PRIMARY FRAMEWORK

The framework described above includes all of the key activities performed as part of a typical security survey program. In order to make this review complete, however, certain variations must be discussed. These variations relate specifically to surveys of major non-residential complexes, and to public housing facilities.

Other than Individual Recipient Process Flow

A number of agencies visited perform surveys of large, multi-facility commercial and manufacturing complexes in addition to individual residential and commercial recipients. Nearly all the surveys of this type are generated through the "public education model" described above. The minor variations that exist in the remainder of the process include the following.

Survey is Offered/Conducted. This activity is the same as in the general framework with the following exceptions:

- In addition to establishing a date for the physical inspection, an overall survey strategy is established. That is, working directly with corporate management, priority areas in need of security improvements are identified and general cost parameters are reviewed.
- The actual survey is generally performed by a team of survey officers and requires from one to several days to complete.
- Checklists are rarely used because of the complexity and uniqueness of the premises surveyed.

The Presentation of Survey Recommendations. As in the general framework, survey findings and recommendations are verbally reviewed with the manager of surveyed premises at the conclusion of the physical inspection. In addition, the following steps are taken:

- Formal survey reports, or "security plans" are developed following each survey. The reports are generally in narrative form, include and prioritize all recommendations, and are augmented with graphics, photographs, etc.
- The reports are provided to corporate management by way of formal presentations. Occasionally, the first of these presentations is labelled "informal" to allow for changes or modifications to be incorporated which are more consistent with management's fiscal policies and/or capabilities.

The emphasis given to top management in this approach is based on the assumption that only in this way will necessary security improvements be authorized. That is, rarely do managers of individual plants or outlets have the authority to approve significant security expenditures.

The remaining activities of this "other than individual process flow" are identical to the basic framework.

Housing Authority Surveys

Among the agencies visited, security surveys within local public housing authority complexes are performed in two ways. In most cases, surveys are performed by crime prevention/security unit personnel as part of their overall survey activity. The process is generally consistent with the basic framework described above, but incorporates nearly all the variations outlined in the "other than individual recipient process flow".

In the remaining cases, the actual physical inspections are performed by independent contractors. This process variation is described below.

The use of security surveys by Local Housing Authorities (LHA's) is a key element of the Target Projects Program (TPP), which is financed through the Federal Department of Housing and Urban Development. An LHA may apply for and receive a grant under the TPP as a means of financing major management, maintenance and security improvements in one or more selected complexes under its authority.

The initial aspects of this approach involve the execution of an agreement between an LHA and a private contractor. Following execution of the contract, the contractor arranges specific survey details with the Executive Director of the LHA and the Project Manager of the target building or complex. No contact is made with members of a tenant association or with residents as a whole.

In conducting the survey, a detailed inspection is made of each representative floor plan in the target building or complex, in addition to common areas, exterior areas, and other aspects of the overall complex. At the conclusion of the survey, a draft narrative

report is prepared, together with necessary graphics and drawings to identify specific security risks and to present recommended improvements.

A copy of the draft report is forwarded to the Executive Director of the LHA, who assesses the findings and recommendations with the Project Manager to insure accuracy, potential effectiveness and financial feasibility. The contractor then visits with the Executive Director to map out such changes or modifications as may be necessary. A final report is then prepared which is submitted to the Executive Director who, in turn, presents the survey findings and recommendations to the LHA board. Only after the Board has approved the recommendations can funds be allocated and steps be taken to implement the recommended improvements.

Security Codes and Ordinances: Their Effect on the Security Survey Framework

In two jurisdictions security codes have produced variations in the survey framework. These are Seattle, Washington and Greensboro, North Carolina.

In Seattle, Ordinance 98900 "relating to and requiring security devices for prevention of burglary in certain buildings used for business purposes and providing penalties for violations", is enforced by the Chief of Police. In its security survey process, the department's security unit, which concentrates on business establishments, is affected to some degree by the code. In particular, the unit contacts crime victims only, with personal contact made only after the second victimization. At this time, both the first and second offense reports for a site are reviewed primarily to identify potential code violations. When a survey officer arrives at the scene he first confirms the code status of the premise and notifies management of same. Only then is an actual survey offered and, if accepted, is performed. Thus, the primary purpose of the security unit's personal contact with a victim is code related; the security survey is secondary.

The Greensboro Police Department has initiated what is known as a "Shield of Confidence" program. The program seeks the participation of major builders to use improved security as an added sale feature for residential dwellings. ^{1/} This process generally parallels the "direct solicitation model". More details as to this approach follow.

From a review of building permits, the survey unit determines where new subdivisions, apartment complexes, etc. are under construction. Drawing from this information, a crime prevention officer personally contacts developers to explain the Shield of Confidence program and to encourage participation. It should be noted that participation in this program is voluntary, but if a developer commits to participate specific requirements for receiving the "shield" are mandatory. Thus, during the initial contact the terms and conditions for program participation are discussed and decisions are made on whether or not an individual developer will participate in the program.

With regard to new construction, inspections are made periodically by crime prevention personnel to insure that all shield requirements are being met. These inspections are made at various stages of construction and are generally unannounced. In this way, the unit can be assured that proper structural steps are being taken, and that required hardware is installed in a proper manner. Depending on the authority held by job foremen, unit personnel will discuss specific hardware and structural requirements with either the developer or the job foreman.

When all security hardware and related requirements have been met and when premises have been completed and are ready for occupancy, the developer informs the crime prevention unit so that decals can be affixed. Generally, developers will inform the unit as sections of the subdivisions are completed, rather than asking unit personnel to visit the site as individual units are completed.

^{1/} The security requirements to obtain a "Shield of Confidence" are quite similar to many security codes and ordinances.

All premises which qualify for a Shield of Confidence decal are recorded in unit files. Filed on a sequential basis according to the dates upon which decals are affixed, each premises is identified by builder or owner, address, apartment or house number, and miscellaneous information. Although this file could serve as a means of assessing the program's effectiveness (i. e. subsequent victimization), it has not been systematically used in this nature.

MEASUREMENT POINTS

Figure III. 1 presents a flow diagram of the principal steps or interventions involved in the security survey framework. Drawing from the framework, three measurement points exist, at which a variety of data is, or can easily be, collected as a means of evaluating the program's effectiveness. ^{1/} These points of measurement occur at the time surveys are arranged; at the time surveys are actually conducted; and, at the time survey follow-up occurs. Following is a breakdown of information that is or can be developed.

Measurement Point One: When Surveys are Arranged

Two key methods of promoting or generating surveys are discussed above. They are generally defined as a public education model and a direct solicitation model. With regard to evaluating the public education model, several types of information should be gathered. For example, when calls requesting an inspection are received by a security survey unit, the following types of information should be recorded:

- How Citizen Became Aware of Survey Program.
Using a pre-printed form, the unit secretary or a survey officer can check the promotional means that most directly contributes to citizens' calls for service (i. e. radio or television spot, newspaper article, printed material, public

^{1/} This data could also be used to test a program's underlying assumptions. As noted in Section IV, however, no underlying assumptions could be articulated by the programs sampled.

presentation, etc.). When this information is tabulated, it can be used to determine if, in fact, people see or hear program information; if they are willing to become informed; if they are concerned about the potential of being victimized; and, if after becoming informed about the program, people are aware of their own security weaknesses. Further, by compiling the results of this inquiry, an agency can determine the means that are most effective in promoting the program. Based on such information, the least effective approaches can be discontinued, or modified appropriately.

- Citizen's Reason for Requesting Survey. This evaluation measure would indicate what each citizen expects to accomplish through the receipt of a security survey. Findings could be included in each recipients' file. During survey follow-up this subject could again be raised to determine if a citizen's expectations had been satisfied (i. e. improved feeling of security, reduced "fear" of crime, etc.).

- Citizen's Attitude Toward Local Law Enforcement Agency and/or Service. This information could provide an initial basis for assessing current police-community relations. If the question is raised again during survey follow-up, it would be possible to determine if the survey program has had some effect on improving police-community relations.

- General Location of Requests. On a monthly, or other scheduled basis, a unit could compile this information and compare it with the general locations of residential and/or commercial burglary to determine if the survey program is impacting actual or evolving high crime areas; displacing the burglary problem to those areas that have not received surveys; and, so on.

With regard to the direct solicitation model the types of data that should be developed are as follows:

- Responses to Survey Offers. This data would consist of a listing of the positive and negative responses received by unit personnel when surveys are offered directly to citizens. This information could be used, at least in part, to confirm or negate if people are concerned about the potential of being victimized; if they are willing to take steps to reduce this potential; and, if people can be persuaded, on the basis of information presented, that the security survey will help to reduce this potential. The data may also be used to assess the public's attitude toward the overall crime prevention concept of "opportunity reduction".

- Number of Surveys Accepted and Refused by Solicitation Type. The direct solicitation model utilizes a variety of techniques; i. e. telephone contact, personal or mail contact to introduce and offer the survey service to prior crime victims; etc. Other approaches involve the saturation of evolving high crime areas where both prior and potential victims may be contacted (i. e. canvass; "Neighborhood Knock" programs, 1/ etc.). If records are maintained concerning the number of surveys that are accepted and refused by solicitation approach, assessments could be made as to the most successful or productive technique.

1/ In the Neighborhood Knock technique, after a victim's premises has been surveyed, the surveyor personally informs the victim's neighbors of the crime problem and offers to perform an inspection of their premises.

With this information, unit management could eliminate the less productive approaches, or attempt to determine modifications needed to increase productivity.

- Citizen's Attitude Toward Local Law Enforcement Agency and/or Service. The nature of this information and its purposes would be the same as that noted above under the "public education model".
- General Location of Surveys. The nature of this information and its purpose would be the same as that noted above under the "public education model".

Measurement Point Two: When Surveys are Conducted

At the time security surveys are actually conducted, a variety of other information is, or can easily be, developed, as follows:

- General Recipient Information. More than 80 percent of the agencies responding to the general survey indicated that certain basic data is retained concerning survey recipients. This data includes: the recipient's name, address, type of premise; date the survey was conducted; the crime risks identified during the survey; and, specific security improvements that were recommended. This information can be of use later in assessing victimization among program participants (e.g. when cross-checked with agency offense reports). The data concerning identified crime risks and recommended improvements could also be used to determine if implementation is an effective deterrent to illegal entries. The Arlington, Texas, Crime Prevention Unit, for example, maintains and uses the data in this way.
- Total Surveys Conducted by Premises Type. This data will provide a means of assessing the activity and productivity of the survey program as well as individual survey personnel.

- Time Required to Conduct Surveys. By requiring survey personnel to regularly record the time required to arrange and conduct individual surveys, certain efficiency information could be derived. That is, the productivity of individual surveyors could be examined, as could the general cost/efficiency of methods of presenting recommendations (i. e. presentation of completed checklist, preparation of separate survey reports, the hand-delivery or mailing of such reports, etc.). Proper assessment of these points would, however, require cross-referencing this data with compliance information (see Measurement Point Three, "Survey Compliance Data", below.)

- Other Preventive Measures Already Taken by Recipient. By noting other security measures taken by recipients prior to the survey, it would be possible to make some assessment as to the level of awareness and/or security consciousness that exists in the community. This data could also be used, in part, to assess the value or impact of other broad public information/education efforts agencies may have undertaken (i. e. promotion of Operation Identification, lock-up campaign, etc.).

- Prior Victimization History of Recipient. The survey officer should also note the actual victimization history of each recipient (i. e. both reported and unreported offenses). This could provide a more accurate basis for a subsequent determination of program impact than may be available solely through historical offense reports or Uniform Crime Report data.

Measurement Point Three: When Follow-Up is Performed

The third measurement point occurs when a survey follow-up is performed. Information that should be developed at this point includes the following:

- Survey Compliance Data. This would include information on whether or not recipients have implemented survey recommendations and, if not, why not. This information could be used to determine if an informed citizen will take action to protect his environment. Information on why a recipient has not complied could also be valuable in determining if uncontrollable factors have mitigated against a person's desire to comply (i. e. the costs of security improvements; unemployment; a renter being unauthorized to make permanent improvements, etc.). Compliance data, as referenced above, could also be cross-referenced with time factor information to assess the cost-efficiency of certain solicitation and survey techniques. (See "Time Required to Conduct Surveys", above).
- The Fulfillment of Citizen's Reasons for Requesting a Survey Satisfied. Drawing from earlier recipient information, information could be gathered to determine if the citizen's reasons for requesting a survey were satisfied.
- Other Preventive Measures Taken Since Survey. This would be an itemization of the crime prevention measures taken by recipients following a survey. This could be used as a measure of the crime consciousness resulting from or encouraged by the survey process.
- Citizen's Attitude Toward Local Law Enforcement Agency and/or Service. At this time, the citizen should once again be asked to offer an opinion concerning the local law enforcement agency and/or the service provided. By comparing the responses

with those offered to a similar question asked at the time the survey was arranged, this information could determine if the survey program improved police-community relations.

It should be noted that very few crime prevention/security survey programs actually collect even part of this data. Most programs have gathered little or no data either because of manpower limitations or the lack of a clear understanding of how to design programs so they can be evaluated. 1/

EXOGENOUS FACTORS AFFECTING SURVEY PROGRAMS

There are many factors which have an affect upon the success of security survey program efforts. Such factors are "givens" with which each program must contend and they vary greatly among jurisdictions. These factors include: size of agency and survey unit; organizational placement of survey unit; staffing considerations; the nature of survey training; the existence and nature of security codes and ordinances; and, so on.

Each of these factors was reviewed in Section III: "Some General Characteristics Related to the Implementation of Physical Security Survey Programs". Although this analysis was beyond the scope of the present study, it was undertaken to assist local project administrators assess the particular environments in which their survey programs must operate so they can make appropriate policy decisions regarding the implementation of this technique.

1/ See Section IV: Expectations for the Security Survey Program and Perceived and Documented Levels of Fulfillment, for additional detail on this point.

Section VI

Analysis of the Security Survey Process In Relation to the Framework

PUBLIC EDUCATION MODEL: METHODS AND TECHNIQUES USED TO GENERATE SECURITY SURVEY REQUESTS

The Focus of the Survey

Information was sought in the general survey and as part of the site visits vis-a-vis the relationship and effectiveness of the various promotion strategies and techniques used in the implementation of the survey process. Specific subjects investigated included:

- general approaches utilized and which agencies implement the public education model;
- techniques employed to generate surveys; and,
- the impact of the various approaches, media techniques, etc. which are a part of the public education model on the overall survey process.

Findings

General Approaches Utilized to Generate Surveys. Two basic approaches were identified in terms of the public education model. Over 40 percent of those responding to the general survey said they use mass media, public presentations, etc. to stimulate citizens requests for surveys. An additional 20 percent pointed out that while the media is used from time to time, word of mouth and other informal promotional techniques are used to generate interest in surveys. Importantly, in both instances final responsibility for requesting surveys is left to the citizen.

Techniques Employed to Publicize Surveys. When asked what specific techniques were employed to inform citizens of surveys in hopes they would request inspections, the conducting of public presentations and the distribution of printed materials was mentioned most frequently by those responding to the general survey. The following table details these responses:

Table III. 44

Means Used Most Frequently to Publicize Survey Programs a/

<u>Means</u>	<u>Number of Times Mentioned</u> <u>b/</u>
Newspaper	119
Radio	73
Television	21
Telephoning prospective recipients	22
Public presentations	148
Distribution of printed materials	132

a/ Two hundred and six agencies responded to this question.

b/ The question was designed to illicit mutual responses.

When queried further as to the source of printed materials general survey respondents indicated that in addition to materials prepared and/or financed by the survey unit, several sources provide free materials, as follows:

Table III. 45
Sources of Literature a/

<u>Source</u>	<u>Materials Provided</u>	<u>Number of Times Mentioned</u> <u>b/</u>
Security hardware distributors <u>c/</u>	Lock brochures	150
Local civic/business organizations	Printed materials	66
National Crime Prevention Institute	Printed materials and program information	63
National Sheriffs' Association	Printed materials	50
Other law enforcement agencies	Printed materials	35

a/ Two hundred and six agencies responded to this question.

b/ The question was designed to illicit multiple responses.

c/ Notably, these distributors also provided free hardware displays to those units reporting.

The Impact of the Various Approaches. In order to obtain more detail, the agencies contacted in the field were asked to note the most effective and the least effective means found to publicize the survey program. Responses were mixed, as is illustrated below.

Table III. 46

Ratings Concerning Means of Publicizing the Security Survey Program
by Agencies Site Visited

<u>Means</u>	<u>Number of Times Noted as A Best Method</u>	<u>Number of Times Noted as A Worst Method</u>
Newspaper	6	7
Radio	2	7
Television	3	6
Public presentations	4	1
Distribution of printed materials	0	3

Albeit no substantive information was maintained by 19 of the agencies that were visited, the following opinions concerning the relevance and impact of various of these techniques was offered. The opinions were:

- Use of the Media. Feelings on the impact of newspapers were mixed. Agencies which referred to it positively were generally not part of large "metroplexes" and had established good working relationships with one or more local newspapers. Radio and television were viewed negatively mainly because of unsatisfactory experience with Public Service Announcements (PSA). That is, where PSA time was provided, it was not during prime-time (e. g. as one respondent indicated: "Survey ads were usually shown just before the National Anthem and station sign-off. "). Those viewing radio and television favorably were generally from smaller jurisdictions and/or had a well-established rapport with station personnel.
- Distribution of Printed Materials. Although the distribution of printed material was said to produce few survey requests, one respondent noted strongly that it was an important cog in the public education and awareness process.

It should also be noted that none of the agencies visited had undertaken public awareness polls to determine if public education materials are "getting the message across" to the general citizenry. Several jurisdictions, however, are in the process of planning and/or conducting such polls (i. e. Atlanta, Dallas and Denver).

Assessment

The Questions Assessed. With regard to the public education model of generating security surveys, the following questions were raised:

- Does this approach have a significant effect on program success?
- Among the means used to promote the program, has the use of the media been found to be effective?

Assessment of the Questions. Based on the data, it is not possible to determine if the "public education model" has had a more significant effect on program success than other approaches. Further, it is difficult to assess the effectiveness of the media in promoting and advertising the survey process. None of the agencies contacted had polled their communities to determine if levels of awareness concerning the survey have been enhanced by media usage. Nonetheless, those that have close working relationships with local newspaper and radio station personnel feel that these media are valuable in carrying out survey programs.

Knowledge Gaps

If additional research is undertaken on the impact of the survey process, the reasons why individuals request surveys and also their level of awareness based on various advertising techniques should be assessed. Further, the impact of this approach on such factors as compliance rates and subsequent revictimization, in comparison to other survey generating techniques should be assessed. Cost factors involved in the advertising process should also be considered.

DIRECT SOLICITATION MODEL

The Focus of the Survey

Three basic subjects were researched in terms of this topic. First, the number of agencies using this approach was evaluated. Second, the methods used by those employing the direct solicitation model were investigated. Third, available knowledge concerning the impact of the method vis-a-vis survey implementation was sought.

Findings

Agencies Using the Approach. Thirty-two percent of the general survey respondents reported that they generate surveys by directly contacting burglary victims. Even though the methods used to generate surveys was not a site selection criterion, interestingly, 15 of the 20 agencies visited use the direct solicitation model. 1/

Methods Utilized in Relation to the Approach. During the site visits, information was gathered concerning the various methods related to the direct solicitation approach. Each of the agencies use crime reports to identify survey recipients. In two cases--Atlanta and the Seattle Mayor's Office--crime reports are used to identify target areas, where a canvass approach is used. In the remaining 13 cases, direct contact is made with prior victims. 2/ All but one

1/ Key criteria used in selecting the sites to be visited included the availability of evaluation information; the nature of data maintained; type of agency; geographic location; age of program; funding base; staffing patterns; the existence of adopted security codes; and, the use of incentive programs. The methods used to generate surveys was not a consideration. For more detail, see Chapter II, Project Methodology: The Survey Research Process.

2/ The jurisdictions that make direct contact with prior victims include: Cedar Rapids; Chattanooga; Connecticut State Police; Dearborn Heights; Decatur; Eden Prairie; Greensboro; Missoula; Palo Alto; St. Louis; St. Paul; Seattle (Police Department); and, Wilmington.

of these 13 agencies--Palo Alto--use personal and telephone contacts in addition to the occasional use of "victim letters" to reach potential recipients. Palo Alto uses only the victim letter approach.

Impact of this Method. No evaluation information is being maintained as to the impact of this method on the overall survey process and no evaluation work was found to exist in terms of this subject. However, those interviewed during site visitations gave the following reasons for this approach being employed:

- The group is more receptive to the survey program than potential victims;
- The group is easier to identify and contact (e.g. through the review of crime/burglary reports); and,
- The group is more likely to comply with survey recommendations (i. e. since they have already suffered one loss).

Drawing from general survey data, it was found that the average number of surveys conducted during the life of programs that focus on prior victims was greater than the average for programs that concentrated on potential victims. Specifically, prior victim survey programs conducted an average of 1, 137 surveys per year. Potential victim oriented programs conducted an average of 906 surveys a year.

Based on these findings, another comparison was made concerning the manner in which surveys are generated. The following table details the average number of inspections per surveying officer in terms of survey generating techniques. As the table indicates, when the "public education model" is compared with the "direct solicitation model", the victim oriented approach of the latter results in more surveys. Further, when the general canvass within target areas is used by those directly soliciting surveys more inspections result than when victims from the entire jurisdiction are contacted.

Table III. 47

Average Number of Surveys Conducted Per Year By
 Surveying Officer Relative to Survey Generation
 Technique for Agencies Visited

<u>Survey Generation Technique</u>	<u>Average No. of Surveys Conducted Per Surveying Officer</u>
<u>Public Education Model (Jurisdiction-wide)</u>	
response to requests only	167
<u>Direct Solicitation Model (Victim oriented)</u>	
direct contact with prior victims only	422
general canvases in target areas	512

Appendix

The Question Asked. The question raised on this topic was as follows:

Is the direct solicitation approach more effective
 in generating surveys than other techniques?

Answerment of the Question. About one-third of the agencies responding to the general survey employ the direct solicitation approach, which generally concentrates on prior crime victims. This approach can be defined as aggressive as opposed to passive.

Agencies that concentrate on prior victims generally conduct more surveys than those that concentrate on potential victims. Specifically, drawing from general survey data, it was found that the average number of surveys conducted per year by programs that focus on prior victims was 1,137, while the average for programs that concentrate on potential victims was 906. Interestingly, when prior victim-oriented programs which conduct surveys jurisdiction-wide were compared with agencies that concentrate on target areas among units visited, those that focus on target areas and use the canvass technique conduct more surveys. This should be viewed with caution, however, since the sample was very small. Nonetheless, these overall findings were substantiated in the literature. ^{1/} Moreover, survey volume may directly relate to the approach used by an agency in generating inspections.

THE CONDUCT OF A SECURITY SURVEY

The Focus of the Survey

Data concerning the nature and focus of the survey instrument (e. g. checklists) used in conjunction with implementing physical inspections was aggregated during the research. This information focused on the following subjects:

- If survey instruments were utilized and why;
- Whether different instruments were utilized when conducting residential and commercial surveys and the reasons undergirding such decisions; and,
- Approaches used to develop checklists.

^{1/} White, et. al., Police Department Programs, pp. 49-51.

Findings

The Use of Security Checklists. Eighty-six percent, or 177 of the agencies that responded to the general survey indicated that a checklist is used as an aid in conducting surveys. Eighteen of the 20 agencies visited also reported that they used checklists.

Agencies visited were queried as to why survey checklists were utilized. Overall, respondents indicated that checklists provide a "common, easy to use framework" for survey implementation. In terms of why checklists are not employed, the two agencies visited that did not use this approach as well as the 29 jurisdictions that responded to the general survey and reported they did not rely on checklists, offered the following reasons:

- The checklist limits survey flexibility;
- Surveys are too detailed and unique to be conducive to a checklist procedure; and,
- The use of a checklist leaves the impression of not being professional.

Residential and Commercial Surveys and the Role of the Checklist. Sixty-one percent, or 108, of the respondents to the general survey that use checklists reported that they utilize different versions for residential and commercial sites. All site-visited agencies employed separate residential and commercial checklists.

The primary reason offered by agencies visited vis-a-vis the use of separate survey instruments was that commercial organizations have different security problems than residences. As such, commercial checklists have to cover more points of vulnerability and be more detailed in nature. Notably, this latter finding was borne out during the general survey. That is, over 62 percent of those responding to this issue indicated that non-residential surveys were more detailed.

Approaches Used to Develop Checklists. Nearly 80 percent of those using checklists developed them using information provided by others. That is, checklists prepared by other law enforcement agencies were used to provide the "format" as to what should be included. All agencies visited drew from others in designing their survey checklists.

Assessment

The Questions Assessed. Two major questions were assessed with regard to the nature and use of a survey instrument in the implementation of physical inspections. These were:

- Are checklists utilized and why?
- Does the level of detail for commercial and residential surveys differ and are separate checklists employed?

Assessment of the Questions. Eighty-six percent of the 206 agencies contacted use a printed checklist as an aid in conducting security surveys. The data indicated that the primary reason underlying the use of checklists is that they provide a "baseline" for the conduct of physical inspections. Moreover, findings suggest that checklists are valuable aids in the security survey process.

Findings also documented that commercial surveys are more detailed than residential inspections. This finding is substantiated by earlier work. 1/

1/ Ibid.

RECOMMENDATIONS MADE BY SECURITY SURVEY PERSONNEL

The Focus of the Survey

The survey focused on two major perspectives in terms of the recommendations developed in relation to physical inspections. These were;

- The scope of survey recommendations; and,
- The various approaches used to present survey findings and recommendations and the reasons why they were selected.

Findings

The Scope and Nature of Survey Recommendations. To determine the scope of survey recommendations provided to recipients of physical inspections, those participating in the general survey were asked to indicate the approach used in presenting recommendations. The following table presents findings.

Table III. 48

The Scope of Survey Recommendations a/

<u>General Focus</u>	<u>No. of Times Mentioned <u>b/</u></u>	<u>Percent</u>
All recommendations are presented with no reference to priority or immediacy	47	23%
All recommendations are presented but specific priorities are noted	139	69
Only high priority recommendations, or those in need of immediate action are presented	16	8
Totals	202	100%

a/ Two hundred and four agencies responded.

b/ This question was designed to illicit multiple responses if appropriate.

When this question was raised during the on-site process, all agencies contacted stated that they provide all recommendations developed during the survey to the recipient. Notably, two-thirds of the agencies stressed the fact that they also prioritize the recommendations to enhance the rate of compliance concerning those considered most important.

Approaches Used to Present Findings and Recommendations.

Three approaches to providing recommendations to survey recipients were identified from the general survey. These approaches which all involve the verbal presentation of recommendations are outlined below.

Table III. 49

Methods of Presenting Survey Recommendations

Method	No. Times Each Method Noted ^{a/}	
	Residential Surveys ^{b/}	Non-Residential Surveys ^{c/}
Only verbal recommendations provided at survey scene	38	28
Verbal review plus copy of completed checklist provided at survey scene	113	82
Verbal recommendations presented at survey scene, plus written recommendations subsequently provided to recipient	89	138

a/ This question was designed to illicit multiple responses.

b/ One hundred and ninety-seven agencies responded.

c/ Two hundred agencies responded.

Three main reasons were offered by those participating in the general survey in terms of why "written" recommendations are provided to survey recipients. Responses are summarized in the following table.

Table III. 50

Reasons for the Use of Written Recommendations

Reason	No. of Times Mentioned ^{a/}	
	Residential Surveys ^{b/}	Non-Residential Surveys ^{c/}
Approach more professional	60	96
Has greater impact on compliance	58	71
Results more detailed and comprehensive	54	79

a/ This question was designed to illicit multiple responses.

b/ One hundred and two agencies responded.

c/ One hundred thirty-nine agencies responded.

During site visitations, agencies were asked to identify the single most important method of presenting survey recommendations. Of the 20 agencies contacted, 13 considered the verbal presentation of recommendations as having the "greatest impact" on the recipient. This impact was defined by these agencies as the increased level of detail and understanding afforded by the personal review and discussion of security weaknesses and necessary improvements. Moreover, it was the opinion of this group that the verbal presentation mode enhanced chances for compliance with survey findings.

Assessment

The Questions Assessed. With regard to survey recommendations, the following questions were assessed:

- What is the scope of survey recommendations provided inspection recipients?

- How are security survey recommendations presented?
- Does the method of presenting recommendations have an effect on compliance?

Assessment of the Question. In the general survey, 92 percent of the 206 agencies currently present all recommendations at the conclusion of physical inspections. Of this group, 78 percent also prioritize their recommendations. The verbal presentation of recommendations is used by all the agencies sampled.

Those agencies visited stressed the need for this combined approach. They also reported that the verbal element is the "keystone" of this portion of the survey process since it allows the surveyor an opportunity to explain, describe and clarify written recommendations.

Site visits also confirmed that this "combined approach" enhances program compliance. Unfortunately, as noted elsewhere in this report, few efforts have been made to document compliance vis-a-vis the presentation of survey recommendations.

SECURITY SURVEY FOLLOW-UP

The Focus of the Survey

Information was aggregated concerning the following subjects related to the follow-up of security surveys:

- The use of and reasons underlying follow-up programs;
- Follow-up approach and methods utilized; and,
- Reasons that follow-up efforts are employed by agencies implementing security survey programs.

- Follow-up approach and methods utilized; and,
- Reasons that follow-up efforts are employed by agencies implementing security survey programs.

Findings

The Utilization of Follow-Up Programs. Eighty-three, or 40 percent, of the 206 agencies responding to the general survey indicated that a formal follow-up component is part of their program. When asked why a follow-up process was employed in conjunction with the survey, the following reasons were offered by general survey participants.

Table III. 51

Purposes Served by Survey Program Follow-Up a/

<u>Purpose</u>	<u>No. of Times Mentioned <u>b/</u></u>
Good public relations	49
To verify compliance	45
To encourage increased compliance	44
To insure recommendations are understood	26
To meet funding agency requirement	14

a/ Fifty-one agencies responded to this question.

b/ This question was designed to elicit multiple responses.

From field research, it was found that six of the 20 agencies had follow-up components. Four of the six indicated that the follow-up was designed to verify or encourage compliance; one stated that it was a grant requirement; and, one noted that the follow-up was essentially a public relations effort.

Follow-Up Approach and Methods. ^{1/} When queried as to whether all survey recipients or only a sample are contacted for purposes of follow-up during the general survey, 47 percent of those using the approach reported that all recipients are contacted. The remaining 53 percent stated that they contact only a sample of those that had received surveys.

In terms of the methods used concerning the conduct of follow-ups, general survey respondents most frequently employ three as reported in the following table.

Table III. 52

Follow-Up Approach Employed ^{a/}

<u>Approach</u>	<u>No. of Times Mentioned ^{b/}</u>
On-site visitation	71
Confirmation letter/Postcard	15
Telephone contact	22

^{a/} Eighty-three agencies responded.

^{b/} This question was designed to elicit multiple responses.

Non-Utilization of Follow-Up. The reasons offered by general survey respondents for not following up surveys are summarized on the following page.

^{1/} Notably, data concerning follow-up/compliance for the agencies site visited that utilize this technique were discussed in Section III, Documented Knowledge of Success.

Table III. 53

Reasons Why a Follow-Up Component is Not Utilized ^{a/}

<u>Reason</u>	<u>No. of Times Mentioned ^{b/}</u>
Too time consuming	36
Manpower limitations	80
Known low compliance	5
Follow-up suggest enforcement (or hassle) to recipient	24

a/ One hundred and twenty-three agencies responded.

b/ The question was designed to elicit multiple responses.

Among those agencies visited, 14 had no follow-up component. When asked why they did not use the technique, responses paralleled those noted above.

Assessment

The Questions Assessed. The survey considered two major questions concerning the follow-up process. These were:

- Do agencies utilize follow-up components as part of their survey program?
- Why do agencies follow-up surveys?

Assessment of the Questions. Sixty percent of the survey programs sampled have no follow-up component. Of those that do, no evidence exists concerning the effectiveness of follow-up.

The reasons given for employing follow-up relate mainly to survey compliance; i. e. to verify compliance, to encourage increased compliance or to insure recommendations are understood.

In terms of reasons why follow-up programs are not utilized, the two responses mentioned most frequently related to time and manpower. In short, as noted elsewhere in this report, only a few men are assigned to perform surveys. Thus, it may not be realistic to expect that they have time to conduct follow-ups or re-surveys.

CONTINUED

2 OF 5

Chapter IV

A Summary of Survey
Findings, Conclusions
and Recommendations

Section I

Introduction

Chapter III presented an assessment of the security survey in terms of myriad parameters related to this important crime prevention technique. Due to the level of detail provided in the discussion the reader may not recall all of the "key" findings and conclusions developed as a result of this national scope survey. Thus, this chapter presents an abbreviated discussion of these points and also offers recommendations in terms of the "future" of the security survey.

Section II

Study Findings and Conclusions

LOCAL CONDITIONS THAT AFFECT THE INITIATION OF A SECURITY SURVEY PROGRAM

Factors that Play a Role in the Initiation of Security Survey Programs

Findings indicate that four factors play a role in the development of security survey programs. These are: high burglary rates; the desire for improved police-community relations; formal crime prevention training; and, the availability of outside financial support.

High rates of burglary and the wish to improve police-community relations were mentioned most frequently by the 206 agencies as factors influencing the initiation of security survey programs. 1/ Notably, 40 percent did not mention high burglary rates as a reason underlying the initial use of this crime prevention tool. Moreover, these factors appear to be most influential only in terms of stimulating a desire to take some remedial steps or positive action.

Crime prevention training and the availability of LEAA funding appear to be most important in enabling local agencies to initiate security survey programs. 2/

When comparing training and funding factors, findings indicate that crime prevention training is the single most important factor (i. e. as referenced, nearly 70 percent of the 206 agencies surveyed had at least one person who had completed formal training prior to the initiation of their survey programs).

1/ Sixty percent of the agencies noted high burglary rates as a factor at play and 49 percent maintained the desire to improve police-community relations.

2/ Forty-seven percent of the agencies mentioned crime prevention training and 20 percent noted the availability of federal funding as factors influencing the initiation of survey programs.

The importance of LEAA financial support as a factor must not be overlooked since it is a key funding source for approximately 60 percent of all programs less than two years old. Interestingly, however, the remaining 40 percent have received no LEAA financial support. This suggests that the interest created in security survey programs during crime prevention training is sufficient to justify local funding of a significant number of programs.

Factors that Play a Role in the Continuation of Security Survey Programs

Eighty percent of both federally and locally-funded programs indicated that the key factor behind the continuation of crime prevention/survey programs is support from top management. The data suggests that this support is important not only in terms of the general acceptance of the program, but with regard to continued funding. This contention was borne out during a site visit to a defunct program, where the absence of top management support was a key factor in the agency's decision not to provide local funding support at the cessation of LEAA assistance.

Approximately three-fourths of the agencies in both groups also noted that high levels of public support is an important factor in terms of program continuation.

Finally, in 97 percent of the cases, security survey programs are part of a broader crime prevention effort. Program continuation within this context was found to be based on the security survey's "essential qualities". That is, it was felt by 84 percent of the 178 agencies responding in terms of this subject that the survey program provides important face-to-face contact with the community, which helps to "educate" the public as well as to enhance police-community relations.

SOME GENERAL CHARACTERISTICS RELATED TO THE IMPLEMENTATION OF SECURITY SURVEY PROGRAMS

The Size of Crime Prevention Units and the Importance of the Security Survey as a Crime Prevention Technique

The number of personnel assigned to crime prevention/security survey units has no relationship to the size of the law enforcement

agencies of which they are a part. Ninety-four percent of the 206 agencies responding maintain units of less than ten people. Of the 162 agencies with a total authorized strength of more than 50 persons, 91 percent have units of ten men or less.

Even though assigned to survey units, personnel spend only a small portion of their time conducting surveys. In 80 percent of 186 agencies responding, unit personnel spend less than half their time engaged in survey-related activities. Further, in 97 percent of the 206 agencies, the security survey is only one component of a broader crime prevention program. This requires the limited staff to implement a variety of crime prevention techniques. Moreover, although the data documents that the security survey is an important component of crime prevention programs, in most cases it is not a primary function of these units.

Therefore, in that the number of personnel assigned to crime prevention units is small, does not proportionately increase with departmental size and staff are called on to perform a variety of functions it is unlikely that the security survey will become the primary function as long as current manning patterns and program implementation strategies persist. In addition, data suggests that crime prevention units are not staffed at a level which will permit them to produce a meaningful impact jurisdictionwide.

Organizational Location as a Function of Agency Size, Program Age or Funding Source

Agency size, age of program, and survey funding source have no statistical relationship to the organizational location of survey units. Although some patterns appeared to exist, statistical tests of significance did not substantiate this hypothesis.

If further research is conducted, it may be valuable to determine if organizational location is a factor in actual program success or impact. The study did not attempt to identify the reasons behind current locational assignments (e. g. the chiefs/sheriffs were not interviewed), or if and why organizational shifts had taken place during the life of these programs. Thus, future research may also wish to reassess whether program age, size, or funding sources are significant factors relative to program implementation.

Staffing Considerations

Eighty-five percent of those responding to the general survey use only sworn personnel to perform surveys. In most of those cases (i. e. 145 of the 175 responses), survey personnel are formally assigned to a crime prevention/security survey unit. Arguments offered during the site visits justifying this approach, related to the sworn officer's understanding of criminal "MO's", coupled with formal survey training. It was also noted that this approach is an effective way of improving police-community relations, which was said to be a benefit that law enforcement agencies would be "hard-pressed to give up". These arguments are supported by earlier work. 1/

With regard to the cost-effectiveness of alternative staffing patterns (i. e. use of paid civilians or volunteers to conduct surveys), little specific documentation is available. In general, however, two conclusions may be drawn. First, by its very nature, the use of trained volunteers to conduct surveys is less expensive, than the use of salaried personnel. Unfortunately, no data exists which compares and documents these two approaches in terms of productivity, survey quality, compliance rates, or other factors. Second, the potential problems are significant in terms of the varying and unknown backgrounds of non-law enforcement personnel.

It can also be concluded that it is more cost effective to use one person to conduct surveys rather than two (i. e. the latter approach is used in Atlanta, Georgia and Dearborn Heights, Michigan). This conclusion is supported by earlier research. 2/

1/ Arnold Sagalyn, Residential Security (Washington, D. C.: U.S. Government Printing Office, December, 1973), pp. 71-73.

2/ The National Commission on Productivity, Opportunities for Improving Productivity in Police Services (Washington, D. C., 1973), p. 42.

The Relationship Between Program Implementation and Security Survey Training

The general survey documented that security survey training has become so closely incorporated with overall crime prevention training that no clear differentiation could be made. When site survey recipients were asked to distinguish between survey instruction and overall crime prevention training, it was explained that many topics covered in the overall training were critical to the successful implementation of a security survey program.

Over 90 percent of those responding to the general survey require security survey training as a prerequisite to the conduct of physical inspections. During site visitations, among those noting survey training was essential, it was reasoned that although past police experience is helpful it is not sufficient to equip personnel to make reasonable, complete and understandable recommendations concerning security improvements. This suggests that trained surveyors perform more thorough and effective surveys. Although documentation is weak, the two agencies visited that did not originally require training generally supported this contention. Unfortunately, because such a large percentage of agencies require formal training, it is unlikely that an actual relationship can be determined, even through additional research.

The Use of Target Areas in Survey Program Implementation

With regard to the use of target areas, study findings were as follows:

- In nearly 90 percent of the 206 agencies surveyed, the entire jurisdiction comprises the program service area.
- The intensive use of target areas is not employed by most agencies because of their jurisdictionwide responsibility and the potential public charge of "unequal" protection". Nonetheless, the use of target areas in

conjunction with jurisdictionwide services (i. e. canvassing in target areas while responding only to requests in the remainder of a jurisdiction) appears to be a feasible and effective alternative to focusing only on an entire city, based on survey findings.

- Earlier research indicated that target areas focus on high crime concentrations. ^{1/} This contention was not confirmed during the general survey and only one of the agencies visited uses target areas for this purpose.
- Although it was the intention of 25 of the agencies surveyed that exclusively use target areas to employ them as a basis for evaluation, only five indicated that such assessments have actually been conducted.

This final observation warrants discussion. During on-site work it was found that personnel in most agencies did not understand the use of the target/control area, or quasi-experimental design process. Thus, although this approach appears to have the potential to assist in program evaluation, sufficient knowledge does not exist in the field to realize this potential. Moreover, if additional research is to be conducted, those agencies that participate as "models" should be thoroughly briefed on and use the target area process.

The Rationale Behind the Selection of Survey Program Clientele Groups

Little universal logic exists regarding selection of survey program clientele groups. Based on the general survey and field visits, most agencies respond to the needs of groups occupying all types of premises. Of those that have intentionally stressed residences or business establishments, decisions appear to be based on specific local conditions (i. e.

^{1/} Thomas W. White, et. al., Police Department Programs for Burglary Prevention (Washington, D. C. : The Urban Institute, February, 1975), p. 47.

more residences or businesses have been victimized; it was felt that a unit could achieve "a greater impact" by concentrating on one group or the other; etc.).

The Impact of Security Codes and Ordinances on
Survey Program Implementation

No evidence was found that supports the contention that security codes are effective crime deterrents. Although this opinion was shared by many agencies that responded to the general survey, it is supported by only subjective judgements. Nonetheless, an ever increasing number of jurisdictions are turning toward this crime prevention tool. The general survey documented that 23 jurisdictions have adopted codes, while 51 others are in the process of developing codes. Other estimates indicate that upwards of 400 cities have adopted codes, 1/ while 120 others are "in process". 2/

This information suggests that it is widely believed that the security code has the potential to substantially augment the intended accomplishments of the security survey. This hypothesis was supported by all survey personnel contacted during site visitations. If further research on the survey program is conducted, therefore, an effort documenting the impact of security codes is essential.

1/ Ms. Bomar, a member of the Project Advisory Committee, conducted a telephone survey concerning this question in her capacity as Information Specialist, National Crime Prevention Institute. Survey findings provided by the Building Officials and Code Administration Association, Chicago, Illinois, based on information they had maintained through 1973 indicated that upwards of 400 cities have adopted security codes. The following organizations were also contacted, but had no information on this subject: Council of State Governments; International City Management Association; National Clearinghouse for Criminal Justice Planning and Architecture; National Institute of Municipal Law Officers; and, the National League of Cities.

2/ Ibid. Estimate based on a "log" of information requests maintained by the National Crime Prevention Institute.

The Importance of Incentives in Implementing
a Security Survey Program

With regard to the use of incentives in conjunction with the security survey process, the following was found:

- Only 10 percent of the 206 agencies sampled used incentives. These incentives include insurance premium reductions, discount security hardware, and reduced-cost hardware installation.
- To the extent that incentives are employed, they serve as "inducements" to survey recipients in terms of complying with the target hardening recommendations offered as a result of the physical inspections.
- No effort has been made to evaluate the relationship between survey compliance rates and incentive programs.
- No data exists regarding the specific costs and benefits that accrue to agencies that use incentives.

Moreover, the growing use of security codes and incentives suggests that security survey administrators are aware of the limited impact their programs are likely to have and recognize that codes and incentives may be a requirement if this impact is to be substantial. Correspondingly, it may be hypothesized that without the expanded use of codes and incentives, the full potential of the security survey technique will never be realized.

EXPECTATIONS OF THE SECURITY SURVEY PROGRAM
AND PERCEIVED AND DOCUMENTED LEVELS OF SUCCESS

The Existence and Purpose of Program Assumptions,
Goals and Objectives

The following was found with regard to the existence and purpose of security survey program assumptions, goals and objectives:

- Ninety-nine percent of the 206 agencies surveyed were unable to differentiate between assumptions and program goals. The remaining agencies stated that they "had no particular assumptions".
- Approximately four of every ten agencies surveyed have no written program goals or objectives.
Of those agencies that have written goals and objectives, 63 percent indicated they were a funding related requirement.
- Documented evidence concerning the use of goals and objectives as bases for program evaluation was available from only 3 percent of the 206 agencies sampled.
- Personnel in 16 of the 20 agencies visited did not have the knowledge and/or skill to effectively use goals and objectives.

As noted, assumptions underlying the use of the security survey technique are nonexistent and goals and objectives are articulated in only 60 percent of the cases. Based on site visit experience, however, it is reasonable to conclude that even in these instances, agency personnel are generally not equipped to use goals and objectives as effective management or evaluation tools. This conclusion is supported in the literature. ^{1/}

^{1/} Koepsell-Girard and Associates, An Operational Guide to Crime Prevention Program Planning, Management and Evaluation (Falls Church: Koepsell-Girard and Associates, 1975), p. 7. George L. Morrissey, Management by Objectives and Results (Reading, Mass.: Addison-Wesley Publishing Co., 1970), pp. 2-10 and passim. Koepsell-Girard and Associates, Administrative Crime Prevention Course: Student Handbook, 1975, pp. II-1 through II-33. The National Commission on Productivity, Opportunities for Improving Productivity in Police Services (Washington, D. C., 1973), p. 39. It should be further noted that during verbal discussions with other NEP Phase I Community Crime Prevention grantees, it was learned that data aggregated in these studies supported this contention.

One reason for this condition may be the inadequate attention given to the use of goals and objectives as management tools in crime prevention/security survey training. As a means of testing this hypothesis, a review was made of the curriculum used at the National Crime Prevention Institute, where the vast majority of survey program administrators received their formal training. The hypothesis was confirmed by this review.

Moreover, if these tools are to be used effectively for management and evaluation purposes, three steps must be taken. First, a "model" set of assumptions must be developed from which reasonable goals and objectives can be derived. Second, these models should be made available to all agencies which have developed or are considering security survey programs. Third, crime prevention/security survey training should include specific segments dealing with the planning, implementation and evaluation of such programs.

Perceived Levels of Fulfillment of Security Survey Goals and Objectives

To determine if security survey program goals and objectives have been met, respondents to the general survey were asked if, in their opinions, the things they had originally expected to accomplish had been achieved. During the general survey and site visits efforts were also made to uncover documentation that supported contentions concerning the perceived fulfillment of goals and objectives.

Written data provided by the vast majority of agencies responding to the survey did not document the levels of fulfillment claimed by personnel surveyed. In the main, the documentation that was identified focused on inventorying program activity as opposed to evaluating the achievement of goals and objectives through the application of methodologically sound research designs.

Moreover, the data with regard to the degree to which crime prevention personnel "feel" security survey goals and objectives must be considered inconclusive. This conclusion is further supported by the fact that on the average, in relation to all of the goals considered, over 90 percent felt they had achieved some level of fulfillment in relation to what they had set out to accomplish.

Documented Knowledge Concerning the Success
of the Security Survey Program

Information and data provided by a vast majority of agencies contacted during the survey offered no meaningful knowledge concerning the impact of the security survey program. However, over 20 percent of the agencies responding to the general survey indicated that their programs had been evaluated. 1/ Although copies of these reports were requested during the general survey, less than a dozen were received. Of those, most simply documented program activity (i. e. number of surveys completed) as opposed to program impact (i. e. reduction in burglary) and utilized opinions and attitudes of recipients as their primary analytical base.

The evaluations that were received were reviewed in terms of a number of perspectives. These included the methodology used; the nature of the indicators employed; and, the results of the work. The findings reported below are based on information provided in these reports.

As noted earlier, 40 percent of those responding to the survey did not mention burglary rate as a reason for initiating a security survey program. Further, only five agencies were found that use burglary rate data to assess program impact. Nonetheless, the data from these agencies suggests the following. First, the technique can have a measurable effect on reducing victimization among survey recipients. Second, unless an entire jurisdiction can be saturated with surveys, 2/ citywide crime data do not appear to provide a precise enough indicator of actual or potential program impact (e. g. the actual number of surveys conducted by most programs is generally not large enough to have a significant effect on jurisdictionwide crime data or trends). Rather, it may be more useful to assess burglary rates among premises surveyed vis-a-vis those not inspected in a jurisdiction, or among an experimental and a control area, if a quasi-experimental approach is used.

1/ In more than half the cases, the reported evaluations had been carried out by unit staff.

2/ For example, it is the intent of the Atlanta survey program to contact all residences and businesses in the city.

Less than 20 percent of the 206 agencies maintain compliance rate data. Consequently, it cannot be determined if such data are an effective indicator of program success. Notably, however, the limited compliance data which exists suggests that when survey recommendations are implemented a recipient is less likely to be victimized.

The definition of "compliance" was found to be inconsistent. It was documented in the general survey and confirmed during site visitations that no common definition for compliance exists. Although a large number (approximately half) felt that compliance meant that "some survey improvements were implemented", this definition varied even within individual agencies. That is, it could not be agreed whether "some improvements" meant high-priority items, or any security improvements regardless of priority. Further, "some" could not be clearly defined (i. e. how many improvements are considered to be "some"). Moreover, a common definition of compliance must be established, at a minimum, within individual agencies if the resulting data are to be of any value as an effectiveness indicator. This position is supported by the literature. 1/

All agencies contacted maintain some form of consecutive log of survey requests. This information is used for a variety of purposes (i. e. including general records, to manage the time of survey manpower, to order or prioritize surveys, and to assess the efficiency and productivity of survey personnel). Unfortunately, site visits showed that the level of use of survey request information varies widely among jurisdictions. Nonetheless, it may be concluded that because of the existence of this information among so many survey agencies, it can be used as a management tool and efficiency indicators can be easily adopted.

1/ White, et. al., p. 48.

The agencies responding to the general survey provided incomplete information regarding levels of survey activity. Consequently, more detailed figures were gathered during the site visits. From this data it was found that only four of the 20 agencies have surveyed more than 10 percent of the households in their jurisdiction. It was also found that total survey volume and the productivity of the individual units varied widely. 1/

Eighty-six percent of those responding to the general survey maintain information on survey findings and recommendations. Unfortunately, it was found that the vast majority of these agencies use the information primarily for record purposes.

Finally, the attitudinal indicators maintained by those who participated in the survey (i. e. plaudits from citizens, favorable editorials from the media, etc.) are not adequate to assess the effectiveness of the security inspection technique.

THE SECURITY SURVEY FRAMEWORK

The basic security survey framework consists of five steps. They include:

- Generating survey requests;
- Conducting the physical inspection;
- Presenting survey recommendations;
- Survey follow-up; and,
- Program evaluation.

A graphic portrayal of these steps is presented in Figure III on page 123. A summary discussion of the illustration follows.

1/ One reason for this variance is the method used by agencies to generate survey requests.

Generating Survey Requests

Two principal means are used to generate survey requests. They are defined as:

- Public Education Model. This approach, which is used by 68 percent of the 206 agencies sampled, is characterized by general public educational and promotional activities. It requires citizens to initiate contact with a survey unit.
- Direct Solicitation Model. Thirty-two percent of the sample use this technique. This approach is initiated with the review of burglary reports. Security survey personnel then contact victims directly, or canvass areas that are suffering high rates of burglary. When the canvass technique is used, all premises in target areas are contacted not just prior victims.

Conducting the Physical Inspection

In carrying out a survey, a printed checklist or questionnaire is generally used as an aid to identify security weaknesses and to note recommended improvements. At the conclusion of the physical inspection, most agencies also describe other crime prevention activities which may be of benefit to the recipient. The most common programs discussed at this time are: Operation Identification; Neighborhood Watch; Citizen Crime Reporting; and, Neighborhood Alert. Agency personnel assume that the discussion of these additional activities will result in broader citizen participation in crime prevention.

Presenting Survey Recommendations

About half of the agencies that use a survey checklist review findings and recommendations verbally at the conclusion of a survey, and leave a copy of a completed checklist. The remainder of the agencies present recommendations in the form of a typed survey report. The survey reports are generally mailed to residential recipients and hand-delivered to commercial recipients. The agencies that use the latter

approach assume that hand delivery insures the security of the recipient (i. e. the survey reports which identify security weaknesses stand less of a chance of getting in the wrong hands) and further enhances recipient compliance.

Survey Follow-Up

The purpose of survey follow-up is to confirm rates and levels of compliance among inspection recipients, although the agencies surveyed also assume that compliance is encouraged among recipients who have taken little or no action.

Program Evaluation

The final activity involves the evaluation of program effectiveness. This is generally accomplished by comparing offense reports with survey recipient files.

ANALYSIS OF THE SECURITY SURVEY PROCESS IN RELATION TO THE FRAMEWORK

The Effectiveness of the Public Education Approach In Generating Surveys

Based on the data, it was not possible to determine if the public education model has had a more significant effect on program success than other approaches. Further, it is difficult to assess the effectiveness of the media in promoting and advertising the survey process. None of the agencies contacted have polled their communities to determine if levels of awareness concerning the survey had been enhanced by media usage. Nonetheless, those that have close working relationships with local newspaper and radio station personnel, feel that these media are valuable in carrying out survey programs.

If additional research is undertaken on the impact of the survey process, the reasons why individuals request surveys and also their level of awareness based on various advertising techniques should be assessed. Further, the impact of this approach on such factors as compliance rates and subsequent revictimization, in comparison with other survey generating techniques as well as cost factors involved in the advertising process should be examined.

The Effectiveness of the Direct Solicitation Approach in Generating Surveys

About one-third of the agencies responding to the general survey employ the direct solicitation approach which generally concentrates on prior crime victims. This approach can be defined as aggressive as opposed to passive.

Agencies that concentrate on prior victims generally conduct more surveys than those that concentrate on potential victims (i. e. as in the case of the public education approach). Specifically, drawing from general survey data, it was found that the average number of surveys conducted per year by programs that focus on prior victims was 1,137, while the average for programs that concentrate on potential victims was 906. Interestingly, among units visited, when prior victim-oriented programs which conduct surveys jurisdiction-wide were compared with agencies that concentrate on target areas, those that focus on targets areas and use the canvass technique conduct more surveys. This should be viewed with caution, however, since the sample was very small. Nonetheless, these overall findings are substantiated by the literature. ^{1/} Moreover, survey volume may directly relate to the approach used by an agency to generate inspections.

Conducting Security Surveys

Eighty-six percent of the 206 agencies contacted use a printed checklist as an aid in conducting security surveys. The data indicated that the primary reason underlying the use of checklists is that they provide a "baseline" for the conduct of physical inspections.

The Substance and Methods of Presenting Security Survey Recommendations

In the general survey, 92 percent of the 206 agencies currently present all recommendations at the conclusion of physical inspections. Of this group, 78 percent also prioritize their recommendations. The verbal presentation of recommendations is used by all the agencies sampled.

^{1/} White, et. al., Police Department Programs, p. 49-51.

Those agencies visited stressed the need for the presentation of both verbal and documented recommendations. They also reported that the verbal element is the "keystone" to this portion of the survey process since it allows the surveyor an opportunity to explain, describe and clarify his recommendations.

The Use of Survey Follow-Up

Sixty percent of the survey programs sampled have no follow-up component. Of those that do, no evidence exists concerning the effectiveness of follow-up. The reasons given for employing follow-up relate mainly to survey compliance; i. e. to verify compliance, to encourage increased compliance or to insure that recommendations are understood.

In terms of reasons why follow-up programs are not utilized, the two responses mentioned most frequently relate to time and manpower. In short, as noted elsewhere in this report, a relatively few men are assigned to perform surveys in typical law enforcement agencies. Thus, it may not be realistic to expect that they have time to conduct follow-ups or re-surveys.

Section III

The Future of the Security Survey Process

THE CURRENT STATE OF THE ART: A JUDGEMENTAL ASSESSMENT

Security survey programs as they are presently designed and executed, suffer from a number of shortcomings. First, program assumptions are nonexistent and, where goals and objectives exist, they are not structured or used to facilitate program management and evaluation.

Second, the target populations that survey agencies attempt to serve are far beyond that which available manpower can effectively cover. Specifically, in nearly 90 percent of the cases studied, entire jurisdictions comprise the agency service area. However, regardless of the size of the jurisdiction or police department, in 94 percent of the cases, survey units consist of less than ten men. In addition, crime prevention personnel spend less than four hours a day actually conducting surveys in eight out of ten agencies surveyed.

Third, only a limited number of evaluations were identified that focused on the overall impact of the security survey technique (i. e. reducing criminal victimization, improving police-community relations, etc.), or the various approaches that may be used in implementing such programs (i. e. the impact on compliance rates produced by various methods of presenting recommendations, concentration on prior versus potential burglary victims and so on).

Several positive findings concerning the security survey were also documented during the present study. These included:

- Evaluations of the impact of security survey programs while limited in number, varified that the technique can have a measurable effect on reducing victimization among survey recipients.

- Approximately 80 percent of the agencies studied believe they have had "some success" or were "very successful" in achieving crime prevention/security survey goals.
- Six out of ten security survey programs are or were previously funded through LEAA.
- Forty percent of the agencies studied with survey programs two years old or less are locally funded.
- In nearly 80 percent of the programs surveyed that are currently funded by LEAA, unit personnel feel "strongly" that security survey activities will continue after the cessation of federal support.
- Eighty four percent of the agencies that reported on the "value" of the security survey stated that it is an essential part of their program and offers important face-to-face contact with the community, which provides crime prevention officers an opportunity to "educate" the public and enhance police community relations.

Moreover, the value of the security survey as a crime prevention tool was supported by study findings.

IMPLEMENTATION OF SECURITY SURVEY PROGRAMS:
THE ISSUES OF COVERAGE AND COMPLIANCE

Nearly all the agencies surveyed utilize the entire community as their program service area. The undermanned crime prevention units have, however, only scratched the surface in terms of the number of households and businesses surveyed i. e. only four of the 20 agencies visited had surveyed more than 10 percent of the households in the jurisdiction. Thus it may be asked whether a survey program can reach a large enough segment of the community to have an impact and will those who are surveyed take action?

Program Service Area

With regard to program coverage, the following issues must be considered:

- Can total jurisdictions be realistically served?
One of the primary objectives of Atlanta's "THOR" program is to survey all residences and businesses in the city. A two-year, LEAA-funded "High-Impact" grant which substantially supports a 151-man crime prevention/security survey unit is making this objective a reality. After the first year of this program, approximately half the city's total premises had been surveyed. This shows that with sufficient manpower, a service area as large as an entire jurisdiction can be covered. However, few agencies will have the advantage of the level of financial support provided through large scale LEAA funded programs.

- Are there any realistic alternatives to the use of paid, sworn personnel in carrying out survey programs? As documented in the general survey, approximately 20 percent of the 206 agencies sampled use non-paid sworn personnel or civilians to conduct security surveys. Of those agencies visited, four fell into this category. The Atlanta program, just referenced, employs 54 civilians. The Seattle Mayor's Office program is comprised almost totally of paid civilian personnel. The Maricopa County Sheriff's Office and the Connecticut State Police use sworn auxiliary personnel in a volunteer status to conduct surveys. These examples are given to demonstrate that salaried civilians as well as volunteers are being used to augment sworn survey manpower. Thus, it may be possible for survey

units with only limited manpower to use alternative staffing techniques and thereby cover a larger geographic area. A caveat was offered, however, by several of the agencies that employ this alternative approach. That is, complete background checks must be made on all those persons to be involved in conducting surveys. Further, such persons must also complete crime prevention/security survey training.

- Should areas smaller than a total jurisdiction be used as a framework for survey programs? Regardless of the staffing strategies used, it will be difficult for most survey units to develop a large manpower force. Irrespective of the size of survey units, however, the use of target areas can offer a framework for the systematic inspection of premises. They also can provide a realistic basis for evaluating the impact of a survey program.

Program Compliance

Survey recipient compliance with recommended security improvements can be considered as a key to a successful inspection program. At present, however, little factual knowledge exists concerning actual compliance rates. In fact, less than 20 percent of the 206 agencies surveyed maintain compliance rate data. However, the limited compliance data which exists suggests that when survey recommendations are implemented a recipient is less likely to be victimized. Moreover, if a program is to achieve its full potential, every effort must be made to maximize rates of compliance. Toward this end, the following issue must be considered:

- What alternatives exist to enhance levels of program compliance? Program follow-up, according to the general survey, is a key method of encouraging compliance with recommended security improvements. As was also found in the

general survey, however, survey units cannot realistically be expected to perform such a follow-up due to manpower limitations.

Two alternatives appear to exist to augment follow-up as a means of maximizing compliance rates. The first involves the use of incentives such as insurance premium reductions, state or local tax deductions for expenditures made to improve one's physical security, and free or reduced cost security hardware purchase and installation plans. Although evidence concerning the impact of incentives on compliance does not exist, sufficient local interest and support for such incentives suggests that they may positively impact compliance.

The second alternative focuses on the adoption of security codes or ordinances. Even without documentation on the impact of such legislation, their adoption places a ceiling on the number of premises that must be surveyed. That is, most codes call for the incorporation of minimum security standards in new construction. When such codes are mandatory, compliance is guaranteed. Moreover, survey units have to consider only those premises constructed prior to approval of these laws in jurisdictions that have adopted codes. The total premises to be surveyed will not increase. This will not only ease the task of survey units, but will be a positive step toward insuring that target hardening measures are "built into" the community as it grows.

RECOMMENDATIONS TO ENHANCE SECURITY SURVEY PROGRAM IMPLEMENTATION IN THE FUTURE

The Law Enforcement Assistance Administration in conjunction with state criminal justice planning organizations, local units of government and other agencies involved with the implementation of crime prevention/security survey programs, should take the following steps to insure the continued use of the security survey technique and to enhance its impact

in the future.

- LEAA should continue to encourage the initiation of security survey programs through its various funding mechanisms in that: the technique can have a measurable effect on reducing victimization among survey recipients; it has been judged an "essential" part of existing crime prevention programs; 60 percent of all programs surveyed that are less than two years old receive LEAA support; it is felt that nearly 80 percent of the programs surveyed that currently receive LEAA funding will be continued after the cessation of federal support; and, it provides law enforcement personnel an opportunity for face-to-face contact with the community during which they can educate the public concerning target hardening techniques and enhance police community relations.

- To insure that effective management and evaluation tools are available to the ever increasing number of crime prevention units: a "model" set of assumptions, goals and objectives must be developed; and, these models should be "made available" to all agencies which have or are considering a security survey program.

- Crime prevention training program curricula should incorporate indepth modules concerning security survey program design and implementation based on testable assumptions, goals and objectives. Evaluation techniques should also be stressed in this training to insure that those involved in implementing programs can manage and evaluate their programs.

- Security survey programs should be designed and implemented in areas within local jurisdictions which can be realistically served by available manpower.

- Security survey programs should include an ongoing evaluation component.

- A broad-based evaluation focused on community crime prevention efforts should be designed and undertaken. This effort should examine the importance, interrelationships, costs and benefits of each of the most common elements of these programs; i. e. Operation Identification; Community Crime Reporting; and, the Security Survey due to the fact that nearly all agency crime prevention programs incorporate all of these target hardening approaches. Further, the relationship and impact of incentive programs and security codes and ordinances on enhancing crime prevention programs should be tested. Notably, 86 percent of the agencies surveyed now maintain survey recipient information. Moreover, the data exists to perform a comprehensive evaluation, at least from the standpoint of the security survey.

Appendices

Appendix A

Housing Authority Survey
(Including Survey Letter
and Post Card)

Survey Letter

The International
Training, Research and Evaluation Council

Two-Ten East Broad Street
Falls Church, Virginia 22046
(703) 536-3040

September 26, 1975

Dear Executive Director:

International Training, Research and Evaluation Council (TREC) is conducting a National research survey concerning a crime prevention technique commonly referred to as the Security Survey. The research survey is being funded through a Law Enforcement Assistance Agency grant.

One of the initial tasks of this grant is to identify the various agencies-public and private-that have or are utilizing the security survey technique to reduce residential or commercial crime especially burglary. Since the Public Housing Agencies in cities across the country have instituted a multitude of security programs within their jurisdictions, we are requesting your cooperation in helping us by indicating whether or not your agency has or is using the security survey technique either as a stand-alone program or in conjunction with other security programs.

TREC's working definition of the security survey technique is, "an actual on-site physical inspection of a facility or residence including public access areas to ascertain its present security status and to make recommendations to improve security (target hardening) where necessary."

Regardless whether your agency is conducting a security survey program or not, we would appreciate it if you would complete the limited information requested on the enclosed self-addressed post card and return the post card to us within two days of receipt of this survey letter.

Thank you for your cooperation in this survey request.

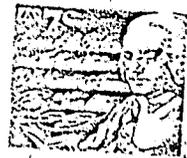
Sincerely,

Charles G. Mertens
Senior Associate

CGM:lp
Enclosure

Housing Survey Return
Post Card

RETURN POST CARD



The International Training, Research
and Evaluation Council
210 East Broad Street
Falls Church, Virginia 22046

Code _____

Agency Name _____

City, State _____ Zip _____

Name of Person Completing This Form:

Security Survey Program _____ Yes _____ No

If Yes Above, Name of Security Survey Director:

_____ Tel. No. _____

Appendix B
Project Universe

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact a/</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type b/</u>
<u>REGION I</u>				
<u>CONNECTICUT</u>				
East Hartford	T	57	X	PD
Glastonbury	T	21		PD
Hartford	T	158	X	PD
Hartford			X	SP
New Haven		137	X	PD
New Haven			X	Hsg Auth
Norwalk		79		PD
Norwich		41		PD
Waterbury		108	X	PD
<u>MAINE</u>				
None				

a/ T denotes those included in telephone survey. All others were part of mail survey.

b/ Key: PD = Police Department; SO = Sheriff's Office;
Univ = University; CH = City Hall;
Hsg Auth = Housing Authority; DPS = Department
of Public Safety; SP = State Police;
C of C = Chamber of Commerce;
MO = Mayor's Office

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION I</u>				
(Cont'd)				
<u>MASSACHUSETTS</u>				
Boston		641	X	PD
Boston			X	Hsg Auth
Bourne	T	13		PD
Brocktown		89	X	PD
Fall River		97	X	PD
Somerville		89	X	PD
Worcester	T	176	X	PD
Yarmouth		12		PD
<u>NEW HAMPSHIRE</u>				
Nashua	T	56	X	PD
<u>RHODE ISLAND</u>				
Pawtucket	T	77		C of C
<u>VERMONT</u>				
None				

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION II</u>				
<u>NEW JERSEY</u>				
Asbury Park		17		PD
Jersey City		261	X	PD
Mercer County	T	304	X	SO
Millville		21		PD
Parsipanny-Troy Hills	T	Less than 2500		PD
Plainfield	T	47		PD
<u>NEW YORK</u>				
Buffalo	T	463	X	PD
New York City		7,895	X	PD
NYPD (Sex Crime Unit)			X	PD
NYC (Community Affairs Div)			X	PD
New York City			X	Hsg Auth
Suffolk County	T	1,125	X	SO
White Plains		50	X	PD
Yonkers		205	X	PD
<u>PUERTO RICO</u>				
Rio Piedras				Hsg Auth
<u>VIRGIN ISLANDS</u>				
None				

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION III</u>				
<u>DELAWARE</u>				
Newark		21	X	PD
New Castle County		385	X	PD
Wilmington	T	80	X	PD
<u>DISTRICT OF COLUMBIA</u>				
Washington, D. C.	T	757	X	PD
Washington, D. C.			X	Hsg Auth
<u>MARYLAND</u>				
Baltimore	T	905	X	MO
Baltimore				IIsg Auth
Gaithersburg	T	8		PD
Hagerstown		36		PD
Montgomery County	T	523	X	PD
Rockville		42	X	PD
<u>PENNSYLVANIA</u>				
Allentown		110	X	PD
Bethlehem		73	X	PD
Lower-Merion	T	6		PD
Philadelphia		1,949	X	PD
Reading		87	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION III</u>				
(Cont'd)				
<u>VIRGINIA</u>				
Alexandria	T	111	X	PD
Charlottesville	T	39		PD
Chesapeake		90	X	PD
Fairfax County	T	455	X	PD
Hampton		121		PD
Norfolk		308	X	PD
Norfolk			X	Hsg Auth
Portsmouth		111		PD
Richmond		250	X	PD
Roanoke		92	X	PD
Virginia Beach	T	172		
<u>WEST VIRGINIA</u>				
Bluefield		16		PD
Charleston		72	X	PD
Huntington	T	74		PD
Parkersburg		44		PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION IV</u>				
<u>ALABAMA</u>				
Birmingham	T	301	X	PD
<u>FLORIDA</u>				
Boca Raton		29	X	PD
Casselberry		9		PD
Dade County			X	Hsg Auth
Dade County	T	1,268	X	DPS
Ft. Lauderdale		140	X	PD
Hollywood		107	X	PD
Jacksonville	T	529	X	SO
Miami		334	X	PD
Miami Beach		87	X	PD
Pinellas County		522	X	SO
Pompano Beach		38		PD
Sarasota		40		PD
Sarasota County	T	120		SO
St. John's County		31	X	SO
St. Petersburg		216	X	PD
Tampa	T	278	X	PD
West Palm Beach			X	Hsg Auth
<u>GEORGIA</u>				
Athens		44		PD
Atlanta	T	497	X	PD
Clayton County		98	X	SO
Cobb County		197	X	PD
Columbus		154		PD
Marietta	T	27	X	PD
Savannah		118	X	PD
Statesboro		15		PD
Waycross	T	19		PD

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AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION IV</u>				
<u>(Cont'd)</u>				
<u>KENTUCKY</u>				
Ashland		29		PD
Bowling Green		36		PD
Covington		53	X	PD
Harlan		3		PD
Hopkinsville		21		PD
Jefferson County		695	X	PD
Lexington		108	X	PD
Louisville	T	361	X	PD
Louisville			X	Hsg Auth
Newport		26		PD
Owensboro		50	X	PD
Paducah		31		PD
St. Matthews	T	13		PD
<u>MISSISSIPPI</u>				
Harrison County	T	135	X	SO
Jackson	T	154	X	PD
<u>NORTH CAROLINA</u>				
Burlington		36		PD
Greensboro	T	144	X	PD
Greensboro				Hsg Auth
High Point		64	X	PD
Mecklenburg County	T	354	X	PD
Shelby		16		PD
Wilson		29	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION IV</u>				
(Cont'd)				
<u>SOUTH CAROLINA</u>				
Charleston	T	67	X	PD
Greenville County	T	240	X	SO
<u>TENNESSEE</u>				
Chattanooga	T	119	X	PD
Memphis			X	Hsg Auth
Nashville	T	448	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION V</u>				
<u>ILLINOIS</u>				
Alsip		11		PD
Aurora		74	X	PD
Bloomington/Normal		40	X	PD
Carbondale	T	23		PD
Charleston		16		PD
Chicago		3,367	X	PD
Chicago			X	Hsg Auth
Chicago Heights		41	X	PD
Cook County		5,488	X	SO
Decatur	T	90	X	PD
Deerfield		19		PD
DeKalb		33		PD
Elgin		56	X	PD
Joliet		80	X	PD
Maywood		30	X	PD
Palatine		26		PD
Peoria		127	X	PD
Rockford	T	147	X	PD
Sangamon County		162	X	PD
Springfield		92	X	PD
Will County	T	249	X	SO

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION V</u>				
(Cont'd)				
<u>INDIANA</u>				
Anderson		71	X	PD
Elkhart		43		PD
Elkhart County	T	127		SO
Evansville		139	X	PD
Ft. Wayne	T	177	X	PD
Gary		175	X	PD
Hammond		108	X	PD
Indianapolis		745	X	PD
Portage		19		PD
So. Bend		126	X	PD
<u>MICHIGAN</u>				
Ann Arbor		100	X	PD
Battle Creek		39		PD
Battle Creek	T			C of C
Bloomfield		4	X	PD
Clinton Township		Less than 2500		PD
Dearborn Heights	T	80	X	PD
Detroit		1,511	X	PD
Detroit			X	Hsg Auth
East Lansing	T	48	X	SP
Flint		193	X	PD
Highland Park		35	X	PD
Holland		26		PD
Jackson		45	X	PD
Kalamazoo	T	86	X	PD
Lansing		132	X	PD
Mt. Clemens	T	20		PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION V</u>				
(Cont'd)				
<u>MICHIGAN</u>				
(Cont'd)				
Muskegon		45	X	PD
Pontiac		86	X	PD
Saginaw		92	X	PD
St. Clair Shores	T	88	X	PD
Sterling Heights		61	X	PD
Warren		179	X	PD
Wyoming		57	X	PD
<u>MINNESOTA</u>				
Burnsville		20		PD
Eden Prairie	T	7		PD
Golden Valley		24		DPS
Minneapolis		434	X	PD
St. Paul	T	310	X	PD
St. Paul			X	Hsg Auth
<u>OHIO</u>				
Butler County		227	X	SO
Cincinnati	T	453	X	PD
Cleveland		751	X	PD
Columbus		540	X	PD
Cuyahoga County				Hsg Auth
Delaware		15		PD
Hamilton		68		PD
Hamilton County		924	X	SO
Lima	T	54	X	PD
Mansfield		55	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION V</u>				
(Cont'd)				
<u>OHIO</u>				
(Cont'd)				
Marion County	T	65	X	SO
Miamisburg		15		PD
Shaker Heights		36	X	PD
Springfield		82	X	PD
<u>WISCONSIN</u>				
Dane County	T	291	X	SO
Eau Claire		45		PD
Racine	T	75	X	PD
Wisconsin Rapids		19		PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION VI</u>				
<u>ARKANSAS</u>				
None				
<u>LOUISIANA</u>				
Bogalusa		18		PD
Lafayette	T	69	X	PD
New Orleans	T	593	X	PD
<u>NEW MEXICO</u>				
Albuquerque	T	244	X	PD
Portales		11		PD
<u>OKLAHOMA</u>				
Lawton		74	X	PD
Norman	T	52		PD
<u>TEXAS</u>				
Abilene		90	X	PD
Amarillo		127	X	PD
Arlington	T	90	X	PD
Beaumont		116	X	PD
Corpus Christi		205	X	PD
Dallas	T	844	X	PD
Dallas			X	Hsg Auth
El Paso		322	X	PD
Fort Worth		394	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION VI</u>				
(Cont'd)				
<u>TEXAS</u>				
(Cont'd)				
Galveston		62	X	PD
Garland		81	X	PD
Grand Prairie		51	X	PD
Harris County	T	1,742	X	SO
Lubbock		150	X	PD
Mesquite		55	X	PD
Midland	T	59	X	PD
Odessa		78	X	PD
San Angelo	T	64	X	PD
San Antonio			X	Hsg Auth
San Marcos		19		PD
Texarkana		31	X	PD
Tyler		58	X	PD
Victoria		42	X	PD
Waco		95	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION VII</u>				
<u>IOWA</u>				
Cedar Rapids	T	111	X	PD
Davenport	T	98	X	PD
Des Moines		201	X	PD
<u>KANSAS</u>				
Lenexa		5	X	PD
Overland Park		77	X	PD
Topoka		125	X	PD
Wichita	T	277	X	PD
<u>MISSOURI</u>				
Independence		112	X	PD
Kansas City	T	507	X	PD
St. Louis	T	622	X	PD
St. Louis			X	Hsg Auth
St. Louis County	T	951	X	SO
<u>NEBRASKA</u>				
Lincoln		150	X	PD
Omaha	T	347	X	PD
Scottsbluff		14		PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION VIII</u>				
<u>COLORADO</u>				
Aspen		Less than 2500		PD
Aurora		75	X	PD
Breckenridge		Less than 2500		PD
Denver (Multiple Program)	T	515	X	PD
Ft. Collins	T	43		PD
Glenwood Springs		4		PD
Lakewood		92	X	DPS
Pitkin County	T	6		SO
Pueblo		98	X	PD
Steamboat Springs		Less than 2500		PD
Vail		Less than 2500		PD
Wheat Ridge		30		PD
<u>MONTANA</u>				
Billings	T	62	X	PD
Helena		23		PD
Missoula		29		PD
Missoula County	T	58		SO
<u>NORTH DAKOTA</u>				
Fargo	T	53	X	PD
<u>SOUTH DAKOTA</u>				
Sioux Falls	T	73	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION VIII</u>				
(Cont'd)				
<u>UTAH</u>				
Ogden		69	X	PD
Salt Lake	T	176	X	PD
Salt Lake (United Crime Prevention Effort, Inc.)	T			
Utah City		Less than 2500		PD
Utah County	T	138	X	SO
<u>WYOMING</u>				
Cheyenne	T	41		PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION IX</u>				
<u>ARIZONA</u>				
Flagstaff		26		PD
Maricopa County	T	976	X	SO
Tempe		63	X	PD
Tucson	T	263	X	PD
Tucson			X	Hsg Auth.
<u>CALIFORNIA</u>				
Anaheim		167	X	PD
Atherton		8		PD
Brea		18		PD
Carlsbad		15		PD
Concord		85	X	PD
Contra Costa County		558	X	SO
Fremont		101	X	PD
Fresno	T	166	X	PD
Garden Grove		123	X	PD
Glendale		133	X	PD
Glendora		31		PD
Hanford		16		PD
Huntington Beach		116		PD
Hillsborough		9		PD
Inglewood		90	X	PD
Long Beach	T	359	X	PD
Los Angeles	T	2,816	X	PD
Los Angeles			X	SO
Manhattan Beach	T	35	X	PD
Manteca		14		PD
Menlo Park		27		PD
Modesto		62	X	PD
Newark		27	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION IX</u>				
<u>(Cont'd)</u>				
<u>CALIFORNIA</u>				
<u>(Cont'd)</u>				
Oakland			X	Hsg Auth
Oakland	T	362	X	PD
Oceanside		41		PD
Orange		77	X	PD
Oxnard	T	71		PD
Palo Alto		56	X	PD
Pleasant Hill		25		PD
Pomona		87	X	PD
Redwood City		56	X	PD
Richmond		79	X	PD
Sacramento County	T	632	X	SO
Sacramento		254		PD
San Bernardino		104	X	PD
San Diego	T	697		PD
San Jose		446	X	PD
San Leandro		69		PD
San Mateo County		556	X	SO
San Rafael		39		PD
Santa Barbara		70		PD
Stockton		108	X	PD
Sunnyvale	T	86	X	PD
Vallejo		67	X	PD
Ventura		56	X	PD
West Covina		68		PD
<u>HAWAII</u>				
Honolulu		325	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION IX</u>				
(Cont'd)				
<u>NEVADA</u>				
Carson City		15		PD
Las Vegas			X	Insg Auth
Reno	T	72	X	PD

UNIVERSE LISTING OF
AGENCIES KNOWN TO CONDUCT SECURITY SURVEYS

	<u>Selected for Telephone Contact</u>	<u>Population (000's)</u>	<u>Part of SMSA</u>	<u>Agency Type</u>
<u>REGION X</u>				
<u>ALASKA</u>				
Anchorage		15		PD
Fairbanks		48		PD
<u>IDAHO</u>				
Idaho Falls		36	PD	
<u>OREGON</u>				
Medford		28		PD
Multnomah County	T	556	X	SO
Portland	T	383	X	PD
Portland	T	383	X	MO
Roseburg		14		PD
Seaside		4		PD
Washington County		158		SO
<u>WASHINGTON</u>				
Bellevue		61	X	PD
Clark County	T	128	X	SO
Kirkland		15		PD
Seattle	T	531	X	PD
Seattle	T			CH
Seattle			X	Hsg Auth
Spokane		171	X	PD
Tacoma		155	X	PD

Appendix C

Final Telephone Survey
Instrument

VERSION NO. 3
PHASE ONE EVALUATION
QUESTIONNAIRE

TELEPHONE SURVEY INSTRUMENT

Agency: _____
Unit or Name of Division: _____
Population Agency Serves: _____
City: _____
State/Zip: _____
Federal Region in which Agency Located: _____
Telephone No. : _____
Agency Type: _____
Part of SMSA: _____
Conducts Survey: _____

Person Contacted: _____
Date: _____

Call-Back/Re-Contact Scheduled for: _____
Date Time

Interview Reschedule for: _____
Date Time

Survey No. : _____
TREC Interviewer: _____

INTERVIEWER INSTRUCTIONS

I. INITIAL CONTACT

- A. From available information, make call to a specific person in each agency to be contacted.
- B. If person is out or unavailable, determine when he can be contacted.
- C. If contact name is wrong, or person is no longer with security survey/crime prevention agency, determine and contact new person in charge (or "in the know").
- D. If proper contact is made:
 - (1) confirm name and title
 - (2) confirm existence of program
 - (3) explain purpose of program
 - (4) ask for permission to conduct interview
 - (5) if not possible, establish mutually agreeable time to do so.
- E. If it is found that program has been discontinued:
 - (1) make contact with most recent unit director
 - (2) explain purpose of NEP project
 - (3) ask if he would complete a questionnaire if mailed to him
 - (4) if possible, get some form of commitment to complete the questionnaire
 - (5) get proper title, mailing address, etc.
 - (6) conclude discussion

II.

KEY POINTS TO MENTION DURING INITIAL CONTACT

- A. Agency and program information will remain anonymous .
- B. Agency is not being evaluated, but is simply adding to the body-of-knowledge on the security survey process.
- C. The interview will deal with such topics as:
 - (1) Program Goals/Objectives
 - (2) Program Budget
 - (3) Program Staff
 - (4) Program Clientele and Service Area
 - (5) Survey Inspection Activities
 - (6) Program Recordkeeping and Data
- D. Interview will take approximately 30 minutes.
- E. Ask if he would get a copy of his current grant or program description and budget since he may need to refer to it during the discussion.
- F. In order to limit the amount of time that the respondent will have to spend on the phone, interviewer is prepared to go through the questionnaire quickly with little elaboration needed from the respondent.

INITIAL CONTACT

A. Hello, may I speak with someone who could discuss what is being done by your agency in the area of:

- police-community relations
- security survey inspections
- burglary prevention

If contact is made go to Section B.

If operator doesn't know who to connect you with, then ask to speak to the Secretary of:

- Chief of Police
- Sheriff
- Agency Director

If no contact is made concerning agency's survey program, determine why. (Check one)

- No program exists.
- No current ongoing program but agency previously conducted surveys.
- Cooperates with a survey program, but does not directly manage or implement program. (In this instance, ask who does and get name, address, and telephone number)

Other; specify: _____

B. Hello, I would like to speak with someone who could discuss the implementation of your agency's Security Survey Program. Can You provide me the name of the key program personnel to contact?

<u>Name and Title</u>	<u>Telephone Number</u>
_____	_____
_____	_____
_____	_____

When contact is identified, go to Section C.

C. Hello, (Contact) , my name is (Interviewer) of The International Training, Research, and Evaluation Council of Washington, D. C. We are conducting a national study of security survey programs so that others wishing to implement a security survey program will have the benefit of the suggestions and experiences of existing or former programs. It is our understanding that your agency regularly conducts security inspections. Is that correct?

 Yes No

- If No Our task, besides identifying agencies that conduct security surveys is to document the various program phases or activities from initial planning through the process of assessing program success or failure. In that you don't have such a program, or your program doesn't use on-site inspections, it would not be appropriate for me to take your time. Thus, thank you for your help and interest.

- If Yes I wonder if I could ask you a few questions about your security survey program. We estimate that this interview will take approximately 30 minutes to complete. The questions we will be asking will cover topics such as:

Program Goals/Objectives
Program Budget
Program Staff
Program Clientele and Service Area
Survey Inspection Activities
Program Recordkeeping and Data

May I proceed with the interview at this time?

 Yes No

- If Yes Would you get a copy of your current grant (or current program description and budget) since you may need to refer to it as we proceed.

- If No May I reschedule the interview?

If yes, set up time for interview.
If no, obtain reason for not cooperating.

GENERAL INFORMATION

1. By what name do you refer to your security survey program?

- (1) _____ Security survey
- (2) _____ Premise survey
- (3) _____ Residential security survey
- (4) _____ Security inspection
- (5) _____ Home surveys
- (6) _____ Industrial inspections
- (7) _____ Commercial security survey
- (8) _____ Building inspection
- (9) _____ Other; specify: _____

2. When did you begin your survey program?

- (1) _____ Less than 6 months
- (2) _____ More than 6 months but less than 1 year
- (3) _____ More than 1 year but less than 2 years
- (4) _____ More than 2 years but less than 3 years
- (5) _____ More than 4 years

3. Is your survey program a component of a more encompassing crime prevention effort or is it a separate program.

- (1) _____ Separate program (go to Q. 6)
- (2) _____ Component program

4. If a component, what are the other components of your crime prevention program?

- (1) _____ Operation identification
- (2) _____ Neighborhood watch/citizen crime reporting
- (3) _____ Citizen patrol
- (4) _____ Public information and education
- (5) _____ Neighborhood alert/knock
- (6) _____ Other; specify: _____

5. Why is the survey program a component of your overall program?

- (1) _____ Grant requirement
- (2) _____ Important element in comprehensive C.P. program
- (3) _____ It was encouraged in C.P. training
- (4) _____ Provides service function as opposed to a P.R. program
- (5) _____ Other; specify: _____

6. Has there been an evaluation study conducted of the security survey program?

- (1) _____ Yes (go to Q. 7)
- (2) _____ No (go to Q. 9)
- (3) _____ Don't know (go to Q. 9)

7. If yes, how was the study accomplished?

- (1) _____ Security survey project personnel
- (2) _____ Agency personnel
- (3) _____ State personnel or state-employed consultant
- (4) _____ Agency-employed consultant
- (5) _____ Other; specify: _____

8. What is the title, author and date of the evaluation report?

- (1) Title: _____
- (2) Author: _____
- (3) Date: _____
- (4) Location of copies: _____

9. Have provisions in your local building code dealing with improved physical security been adopted (i. e. minimum locks or security hardware requirements for residences, apartments or commercial establishments).

- (1) _____ Yes (go to Q. 10)
- (2) _____ No (go to Q. 16)
- (3) _____ In process (go to Q. 16)
- (4) _____ Don't know (go to Q. 16)

10. If yes, does the security ordinance cover:

- (1) _____ Single-family
- (2) _____ Multi-family (four units or more)
- (3) _____ All residential
- (4) _____ Commercial/manufacturing
- (5) _____ All commercial and residential
- (6) _____ Other; specify: _____

11. If yes, does it deal with only new construction, or must existing structures also be brought up to standard?

- (1) _____ Deals with new construction only
- (2) _____ Retroactive
- (3) _____ Other; specify: _____
- (4) _____ Don't know

12. If yes, is one of the functions of the survey program to identify local security code violations?

- (1) _____ Yes
- (2) _____ No

13. Is the survey program (or administering agency) legally empowered to enforce compliance of code deficiencies?

- (1) _____ Yes
- (2) _____ No

14. What effect does the code enforcement activity have on overall compliance of other security survey recommendations?

- (1) _____ Great
- (2) _____ Some
- (3) _____ None

15. Who does administer the security code violations?

- (1) _____ Police department
- (2) _____ Public works/building departments
- (3) _____ Fire department/fire inspector
- (4) _____ Environmental protection agency
- (5) _____ Other; specify: _____

16. Where does the survey program unit fit into your agency's organizational structure?

- (1) _____ Responsible directly to chief/administrator's office
- (2) _____ Responsible to director of the services function (i. e. personnel and training, planning and research, communications, etc.)
- (3) _____ Responsible to director of an operations function (i. e. uniform patrol, investigation tactical units, etc.)
- (4) _____ Other; specify: _____

17. Several contributing factors are often at play when a specific crime prevention/security survey program is established. Can you indicate which of the following factors were important in your agency's decision to initiate the security survey program?

- (1) _____ None
- (2) _____ Chief/administrator suggested program
- (3) _____ High rate of burglary
- (4) _____ High rate of larceny or lesser crimes
- (5) _____ Availability of funds (state or federal)
- (6) _____ Because formal crime prevention training included a specific security survey component
- (7) _____ Knowledge of survey program success elsewhere
- (8) _____ Police-community relations initiative
- (9) _____ Community pressure
- (10) _____ Other; specify: _____

18. What did you expect to accomplish in addition to reducing criminal opportunity when you initiated the security survey program? (Note: Read choices to interviewee. After the interviewee has responded, turn to page 35, question 115 and check for your original answers.)

- (1) _____ Nothing in particular
- (2) _____ A reduction in the incidence of burglary in residential areas
- (3) _____ A reduction in the incidence of burglary in commercial areas
- (4) _____ A reduction in larceny and lesser property crimes
- (5) _____ A reduction in the fear of crime
- (6) _____ An improvement in police-community relations
- (7) _____ An increase in the agency's knowledge of security weakness in the community
- (8) _____ An increase in the percentage of burglaries detected while in progress
- (9) _____ To advise the public of specific security weaknesses
- (10) _____ To advise the public of specific security improvements.
- (11) _____ That the citizen would take action, by way of compliance, to help protect his own environment
- (12) _____ To achieve a reduction in the number of successful burglaries committed where little or no force to gain entry

19. What else did you expect to achieve as a result of a security survey program? (Note: When question is completed, turn to page 35, question 115 and transcribe responses in appropriate spaces).

(1) _____ Nothing else

(2) _____

(3) _____

(4) _____

20. At the time the security survey program was implemented, were there specific, written program goals/objectives related specifically to security surveys:

(1) _____ Yes (go to Q. 21)

(2) _____ No (go to Q. 23)

(3) _____ Don't know (go to Q. 23)

21. If yes, what were they: (Note: Do not read the list; but rather when a goal is given, fit it into one of the listed goals with the concurrence of the interviewee. Also, after this question has been completed, turn to page 37, question 116, and check those goals which were cited by the interviewee.)

- (1) _____ To reduce general criminal activity
- (2) _____ To reduce the incidence of burglary in residential areas
- (3) _____ To reduce the incidence of burglary in commercial area
- (4) _____ To reduce the incidence of larceny and lesser property crimes
- (5) _____ To reduce the fear of crime
- (6) _____ To improve police-community relations
- (7) _____ To increase the agency's knowledge of security weakness in the community
- (8) _____ To increase the percentage of burglaries detected while in progress
- (9) _____ To advise the public of specific security weaknesses
- (10) _____ To advise the public of specific security improvements
- (11) _____ To cause citizens to take action to help protect their own environments
- (12) _____ To achieve a reduction in the number of burglaries requiring little or no force to gain entry
- (13) _____ Not able to respond at time of interview

22. What other written goals/objectives were there relative to your survey program? (Note: When question is completed, turn to page 38, question 116, and transcribe responses in appropriate space; then go to Q. 26)

- (1) _____ None
- (2) _____
- (3) _____
- (4) _____

23. At the time the security survey program was implemented, were there written goals and objectives for your overall crime prevention program?

- (1) _____ Yes (go to Q. 24)
- (2) _____ No (go to Q. 26)
- (3) _____ Don't know (go to Q. 26)

24. If yes, what were they? (Note: Do not read the list; but rather when a goal is given, fit it into one of the listed goals with the concurrence of the interviewee. Also, after this question has been completed, turn to page 39, question 117 and check those goals which were cited by the interviewee.)

- (1) _____ To reduce general criminal activity
- (2) _____ To reduce the incidence of burglary in residential areas
- (3) _____ To reduce the incidence of burglary in commercial areas
- (4) _____ To reduce larceny and other lesser property crimes
- (5) _____ To reduce the fear of crime
- (6) _____ To improve police-community relations
- (7) _____ To increase the agency's knowledge of security weakness in the community
- (8) _____ To increase the percentage of burglaries detected while in progress
- (9) _____ To advise the public of specific security weaknesses
- (10) _____ To advise the public of specific security improvements
- (11) _____ To cause citizens to take action to help protect their own environments
- (12) _____ To achieve a reduction in the number of successful burglaries committed where little or no force is required to enter premise
- (13) _____ Not able to respond at time of interview

25. What other written goals/objectives are there relative to your overall program? (Note: When question is completed, turn to page 40, question 117, and transcribe responses in appropriate spaces)

- (1) _____ None
- (2) _____
- (3) _____
- (4) _____

26. If yes, why were such goals/objectives developed?

- (1) _____ Grant/funding requirement
- (2) _____ City or agency high level management requirement
- (3) _____ Administrative decision of security survey program director
- (4) _____ Other; specify: _____

27. If yes, how were such goals/objectives to be used?

- (1) _____ to provide program focus
- (2) _____ to provide program staff an understanding of work activities
- (3) _____ to serve as indicator(s) for program evaluation
- (4) _____ Other; specify: _____

28. Who developed the goals/objectives?

- (1) _____ Mayor, manager, county executive, etc.
- (2) _____ Chief, sheriff, executive director
- (3) _____ Command personnel not located directly in security survey/crime prevention unit
- (4) _____ Security survey/crime prevention program staff
- (5) _____ Other; specify: _____

PROGRAM BUDGET

29. Is there a specific budget for your security survey program?

- (1) _____ Yes (go to Q. 30)
- (2) _____ No (go to Q. 31)
- (3) _____ Don't know (go to Q. 31)

30. What is the main source of funding for your security survey program?

- (1) _____ State criminal justice planning agency (from LEAA)
- (2) _____ Direct LEAA special funding
- (3) _____ Other federal agency (Specify _____)
- (4) _____ Other state agency (Specify _____)
- (5) _____ Police agency budget
- (6) _____ Other local government agency budget (Specify _____)
- (7) _____ Civic organization
- (8) _____ Other; specify: _____
- (9) _____ Don't know

31. What is the main source of funding for your overall crime prevention program?

- (1) _____ State criminal justice planning agency (from LEAA)
- (2) _____ Direct LEAA special funding
- (3) _____ Other federal agency (Specify _____)
- (4) _____ Other state agency (Specify _____)
- (5) _____ Police agency budget
- (6) _____ Other local government agency budget
(Specify _____)
- (7) _____ Civic organizations
- (8) _____ Other; specify: _____
- (9) _____ Don't know

32. (Note: If primarily funded with federal monies) In your opinion, will your program continue when outside federal funding ceases?

- (1) _____ Yes (go to Q. 33)
- (2) _____ No (go to Q. 34)
- (3) _____ Don't know (go to Q. 34)
- (4) _____ Not applicable

33. If yes, what is the main reason for the continuation of the program?
(Note: Do not read choices)

- (1) _____ Administrators support the program
- (2) _____ The program has high level of public acceptance
- (3) _____ Elected local government officials support program
- (4) _____ Other; specify: _____

33a. If your program was funded primarily with federal monies, and those monies have ceased, how was the level of your survey program effected?

- (1) _____ Continued at same level
- (2) _____ Program was reduced to the extent that surveys were not publicized, but were provided on a request basis
- (3) _____ Program was discontinued
- (4) _____ Other; specify: _____

34. (Note: If primarily funded with local monies) If your program is funded primarily with local monies, what is the main reason for the continued existance of your program? (Note: Do not read choices)

- (1) _____ Administrators support the program
- (2) _____ The program has high level of public acceptance
- (3) _____ Elected local government officials support program
- (4) _____ Other; specify: _____

35. Besides your own agency, what other agencies contribute program materials to the security survey project?

- (1) _____ None (go to Q. 37)
- (2) _____ LEAA
- (3) _____ Other federal agency
- (4) _____ State C. J. planning agency
- (5) _____ Other state agency
- (6) _____ Police agency
- (7) _____ Other local agency
- (8) _____ Civic organization
- (9) _____ Security hardware distributors
- (10) _____ N. C. P. I.
- (11) _____ National Sheriff's Association
- (12) _____ Other law enforcement agencies
- (13) _____ Other; specify: _____
- (14) _____ Don't know (go to Q. 37)

36. Specify what materials were contributed.

- (1) _____ Hardware displays
- (2) _____ Posters, billboard, etc.
- (3) _____ Survey related literature
- (4) _____ Vans, cars (primarily for use in surveying)
- (5) _____ Hardware equipment for installation at survey site
- (6) _____ Other; specify: _____
- (7) _____ Don't know

PROGRAM PERSONNEL

37. What is the Agency's total authorized manpower strength?
(Note: Includes full-time, sworn, and non-sworn)

- (1) _____ 1-10
- (2) _____ 11-20
- (3) _____ 21-50
- (4) _____ 51-100
- (5) _____ 101-250
- (6) _____ 251-500
- (7) _____ 501-750
- (8) _____ 751-1000
- (9) _____ 1001 and Over
- (10) _____ Don't know

38. What is the Crime Prevention Unit's total authorized strength? (See note above)

- (1) _____ 1-5
- (2) _____ 6-10
- (3) _____ 11-20
- (4) _____ 21-50
- (5) _____ 51 and Over
- (6) _____ Don't know

39. Of those persons assigned to your program, how many actually conduct surveys?

- (1) _____ All
- (2) _____ Some
- (3) _____ None

40. Is the conduct of surveys the only work function performed by these people?

- (1) _____ Yes
- (2) _____ No
- (3) _____ Don't know

41. Of all those people who are engaged in security surveys, what is the average number of hours per day spent on such activities per individual?

- (1) _____ 0-2 hours
- (2) _____ More than 2 but less than 4 hours
- (3) _____ More than 4 but less than 6 hours
- (4) _____ More than 6 but less than 8 hours
- (5) _____ 8 hours
- (6) _____ Don't know

42. Of the agency personnel who conduct surveys, how many are sworn officers?

- (1) _____ All
- (2) _____ Most
- (3) _____ Some
- (4) _____ None

43. Are there persons other than those in your agency that conduct surveys?

- (1) _____ Yes (go to Q. 44)
- (2) _____ No (go to Q. 48)
- (3) _____ Don't know (go to Q. 48)

44. If yes, who do they represent?

- (1) _____ Other agency personnel not specifically assigned to survey unit
- (2) _____ Personnel from other public agencies (go to Q. 45)
- (3) _____ Other people paid by your agency (go to Q. 46)
- (4) _____ Don't know (go to Q. 48)

45. If personnel from other public agencies conduct surveys, what agencies do they represent?

- (1) _____ Fire inspector
- (2) _____ Security code inspector
- (3) _____ Public housing inspector
- (4) _____ Other; specify: _____
- (5) _____ Don't know

46. If other people are paid by your agency to conduct surveys, what types of people are they?

- (1) _____ Students
- (2) _____ Elderly
- (3) _____ Other; specify: _____

47. If volunteers conduct surveys, who do they represent?

- (1) _____ Neighborhood groups
- (2) _____ Civic or business groups
- (3) _____ Elderly groups
- (4) _____ Other; specify: _____

- (5) _____ Don't know

48. Is security survey training required for all personnel who conduct surveys?

- (1) _____ Yes (go to Q. 49)
- (2) _____ No (go to Q. 50)
- (3) _____ Don't know (go to Q. 51)

49. If agency personnel receive formal security survey training, what is the source of this training?

- (1) _____ Outside training institute (NCPI, POST, TCPI, MCCC, etc.)
- (2) _____ A specialized agency training program
- (3) _____ Other; specify: _____

- (4) _____ Don't know

50. If no, why isn't security survey training required?

- (1) _____ Security check list is provided
- (2) _____ Survey recommendations are standardized
- (3) _____ Too costly
- (4) _____ No security expertise on staff
- (5) _____ Other; specify: _____

- (6) _____ Don't know

PROGRAM SERVICE AREA AND CLIENTELE

51. What is the security survey program service area?
- (1) _____ Jurisdiction wide (go to Q. 53)
 - (2) _____ Target service area within jurisdiction
 - (3) _____ Both of the above
52. If a target area smaller than your total jurisdiction is used as a security survey program area, why was this decision made? (Note: Do not read options, but fit interviewee response, with his consent, into one or more of the following.)
- (1) _____ Total jurisdiction too large to cover adequately
 - (2) _____ The use of a target area facilitated program evaluation
 - (3) _____ Target represents high crime area
 - (4) _____ Other; specify: _____
 - (5) _____ Don't know
53. Does your survey program intentionally emphasize one of the following?
- (1) _____ Residences
 - (2) _____ Commercial/manufacturing establishments
 - (3) _____ Public buildings/institutions
 - (4) _____ Other; specify: _____
 - (5) _____ All treated equally (go to Q. 55)
 - (6) _____ Don't know (go to Q. 55)
54. What is the primary reason for this emphasis?
- (1) _____ Criminal incidence is concentrated in this area
 - (2) _____ Public or political pressure
 - (3) _____ It is an area where potential exists to make a visible impact on the crime problem
 - (4) _____ Do not have resources to cover all building types adequately
 - (5) _____ Other; specify: _____
 - (6) _____ Don't know

55. Of the total surveys you conduct, which of the following recipient-types are contacted most frequently?

- (1) _____ Prior victims
- (2) _____ Potential victims
- (3) _____ Don't know (go to Q. 57)

56. Why has this approach been taken? (multiple response possible)

- (1) _____ The agency responds to requests, so emphasis is not conscious
- (2) _____ Group felt more receptive to survey program.
- (3) _____ Group is easy to identify and contact
- (4) _____ Group is more likely to comply with survey recommendations
- (5) _____ Other; specify: _____
- (6) _____ Don't know

PROGRAM OPERATIONS/ACTIVITIES

57. Which of the following means are used most frequently to publicize your security survey program? (Note: May be multiple response)

- (1) _____ Newspaper
- (2) _____ Radio
- (3) _____ Telephone calls to prospective recipients
- (4) _____ Public presentations
- (5) _____ Door-to-door distribution of printed material
- (6) _____ Mass mailing of printed material
- (7) _____ Distribution of printed material in public areas
- (8) _____ Other; specify: _____
- (9) _____ None of the above

58. In carrying out your security survey program, do you offer any of the following incentive packages?

- (1) _____ Insurance rate reduction
- (2) _____ Free or reduced cost security hardware
- (3) _____ Free or reduced cost hardware installation
- (4) _____ Other; specify: _____
- (5) _____ None of the above
- (6) _____ Don't know

59. In terms of emphasis, which approach does your agency use to generate requests for security surveys (Note: Do not read alternatives, but fit interviewee responses, with his consent, into one of the following):

- (1) _____ Broad-based agency-initiated solicitations (i. e. use of mass media, mass mailings, etc.)
- (2) _____ Selected, agency-initiated solicitations (i. e. contact with specific victim types, victims in specific geographic areas, etc.)
- (3) _____ Unsolicited (i. e. low key), citizen-initiated approach
- (4) _____ Other; specify: _____

60. Can you provide the principle reason why this approach is used?

- (1) _____ Need to generate large numbers of requests
- (2) _____ Need to concentrate requests within particular geographic or target areas
- (3) _____ To avoid large volume of requests which agency is not equipped to handle
- (4) _____ Other; specify: _____
- (5) _____ None of the above
- (6) _____ Don't know

61. If the program staff uses a broad-based solicitation approach, how is the approach implemented? (Note: Can be a multiple response)

- (1) _____ Extensive mass media use
- (2) _____ Selected mass media use
- (3) _____ Public presentations
- (4) _____ Saturation letter
- (5) _____ Victim letter contacts
- (6) _____ Saturation telephone contacts
- (7) _____ Victim telephone contacts
- (8) _____ Saturation door-to-door contacts
- (9) _____ Victim door-to-door contacts
- (10) _____ Neighbors of victims door-to-door
- (11) _____ Other; specify: _____
- (12) _____ Don't know

62. If the program staff uses a selected, agency-initiated approach, how is the approach implemented? (Note: May be a multiple response)

- (1) _____ Selected media use
- (2) _____ Public presentations
- (3) _____ Saturation letter or media use
- (4) _____ Victim letter contacts
- (5) _____ Saturation telephone contacts
- (6) _____ Victim telephone contacts
- (7) _____ Saturation door-to-door contacts
- (8) _____ Victim door-to-door contacts
- (9) _____ Neighbors of victims door-to-door
- (10) _____ Other; specify: _____
- (11) _____ Don't know

63. Do you use a checklist when surveying the following types of premises?

- (1) _____ Single family residences
- (2) _____ Apartments and other multi-family units
- (3) _____ Commercial/manufacturing establishments
- (4) _____ Public buildings/institutions
- (5) _____ Other; specify: _____
- (6) _____ No checklist used (go to Q. 66)

64. Do you use the same or different checklists when surveying residential and non-residential (i. e. commercial, manufacturing, public buildings, etc.) premises?

- (1) _____ Same checklist
- (2) _____ Different checklists

65. If one or more checklists are used, how were they developed?

- (1) _____ Utilized a checklist already developed
- (2) _____ Tailored/ revised an already existing checklist
- (3) _____ Created own unique checklist, not based on others
- (4) _____ Other; specify: _____

66. If no, why haven't you chosen to use a checklist?

- (1) _____ Limits flexibility
- (2) _____ Gives the impression of not being professional
- (3) _____ Lack of funds (to print lists)
- (4) _____ Level of detail of survey too minimal to require a checklist
- (5) _____ Survey too detailed to be conducive to a checklist
- (6) _____ Other; specify: _____

67. What other aids are used in the conduct of surveys?
- (1) _____ Written survey instruction manual
 - (2) _____ Descriptive hardware books
 - (3) _____ Hardware, window and door frame displays
 - (4) _____ Pamphlets on home or commercial security problem areas
 - (5) _____ Program participation decals (shield of confidence, plaques)
 - (6) _____ Other; specify: _____
 - (7) _____ None
68. Is the level of detail used in conducting non-residential surveys more intensive than for residential surveys?
- (1) _____ Yes (go to Q. 69)
 - (2) _____ No (go to Q. 70)
 - (3) _____ Don't know (go to Q. 70)
69. Why is there a difference? (Note: Do not read alternatives, but fit interviewee responses, with his consent, into one or more of the following.)
- (1) _____ More points of vulnerability (safes, registers)
 - (2) _____ Potential property loss is greater
 - (3) _____ Potential business time loss is greater
 - (4) _____ Higher potential for implementation of survey recommendations
 - (5) _____ To substantially avoid victimization after a survey, and the corresponding "heat" it would cause.
 - (6) _____ Other; specify: _____
70. What is the average amount of time required to conduct a residential survey?
- (1) _____ Less than 30 minutes
 - (2) _____ 30 minutes to 1 hour
 - (3) _____ More than 1 but less than 2 hours
 - (4) _____ More than 2 hours

71. What is the average amount of time required to conduct a non residential survey (i.e. commercial, manufacturing establishments)?

- (1) _____ Less than 30 minutes
- (2) _____ 30 minutes to 1 hour
- (3) _____ More than 1 but less than 2 hours
- (4) _____ More than 2 hours

72. Which residential survey approach or approaches do you employ?

- (1) _____ Distribution of printed materials describing how a person can survey his own home
- (2) _____ Individual surveys of residences
- (3) _____ Group survey (more than one resident present)
- (4) _____ Don't know

73. If more than one approach is used, which is used most frequently?

- (1) _____ Distribution of printed materials describing how a person can survey his own home
- (2) _____ Individual surveys of residences
- (3) _____ Group survey (more than one resident present)
- (4) _____ Don't know (go to Q. 76)

74. Why is this approach used most frequently? (Note: Do not read, but fit interviewee response, with his consent, into one or more of the following)

- (1) _____ Best use of available manpower
- (2) _____ Individual survey approach more comprehensive
- (3) _____ Achieves broader citizen coverage than individual survey
- (4) _____ Offers an effective, inexpensive option
- (5) _____ Other; specify: _____
- (6) _____ Don't know

75. If you use a group survey approach, how do you record survey counts:
- (1) _____ All families that participated in a group survey
 (2) _____ Only families that received an individual survey
76. How are residential survey recommendations provided to recipients? (Note: Multiple response is possible)
- (1) _____ Verbally on site
 (2) _____ A copy of checklist is provided on site
 (3) _____ Written recommendation is mailed to recipient
 (4) _____ Written recommendation is hand delivered
 (5) _____ Other; specify: _____
 (6) _____ Don't know (go to Q. 79)
77. If written recommendations are prepared as part of a residential survey, why did you select this method?
- (1) _____ More professional
 (2) _____ Has greater impact on compliance
 (3) _____ Results more comprehensive
 (4) _____ Other; specify: _____
 (5) _____ Don't know
 (6) _____ Written response not used (go to Q. 79)
78. If written recommendations are hand delivered as part of residential survey, why was this method selected?
- (1) _____ More professional
 (2) _____ Has greater impact on compliance
 (3) _____ Results more comprehensive
 (4) _____ Provides better security to recipient
 (5) _____ Good public relations
 (6) _____ Other; specify: _____
 (7) _____ Don't know
 (8) _____ Written recommendations not hand delivered

79. How are non-residential survey recommendations provided to recipients? (Note: Multiple response is possible)

- (1) _____ Verbally on site
- (2) _____ A copy of checklist is provided on site
- (3) _____ Written recommendation is mailed to recipient
- (4) _____ Written recommendation is hand delivered
- (5) _____ Other; specify: _____
- (6) _____ Don't know (go to Q. 82)

80. If written recommendations are prepared as part of non-residential surveys, why was this method chosen?

- (1) _____ More professional
- (2) _____ Has greater impact on compliance
- (3) _____ Results more comprehensive
- (4) _____ Other; specify: _____
- (5) _____ Don't know
- (6) _____ Written recommendations not provided (go to Q. 82)

81. If written recommendations are hand delivered, as part of a non-residential survey, why was this method selected?

- (1) _____ More professional
- (2) _____ Has greater impact on compliance
- (3) _____ Results more comprehensive
- (4) _____ Provides better security to recipient
- (5) _____ Good public relations
- (6) _____ Other; specify: _____
- (7) _____ Don't know
- (8) _____ Written recommendations not hand delivered

82. In making recommendations, are any of the following detailed by the inspecting officer? (multiple response possible)

- (1) _____ Alternative types of security hardware generally available in jurisdiction
- (2) _____ Estimated cost of recommended security improvements
- (3) _____ Commercial outlets where recommended items may be purchased
- (4) _____ All of the above
- (5) _____ None of the above
- (6) _____ Don't know

83. In presenting survey recommendations, which of the following approaches is used:

- (1) _____ All recommendations are presented with no reference to priority or immediacy
- (2) _____ All recommendations are presented, but specific priorities are noted
- (3) _____ Only high priority recommendations, or those in need of immediate action are presented
- (4) _____ None of the above
- (5) _____ Don't know

84. Does your program have a follow-up component?

- (1) _____ Yes (go to Q. 85)
- (2) _____ No (go to Q. 89)
- (3) _____ Don't know (go to Q. 89)

85. If yes, why has such a component been employed? (Note: Do not read alternatives unless necessary):

- (1) _____ To verify compliance
- (2) _____ To encourage increased compliance
- (3) _____ To insure recommendations are understood
- (4) _____ Good public relations
- (5) _____ In response to sponsoring agency requirement
- (6) _____ Other; specify: _____
- (7) _____ Don't know

86. If a follow up component is used, are all recipients or only a sample contacted?
- (1) _____ All recipients contacted
 (2) _____ Sample of recipients contacted
 (3) _____ Don't know
87. How is the follow up activity conducted?
- (1) _____ On-site visitations
 (2) _____ Confirming letter/postcard
 (3) _____ Telephone contact
 (4) _____ Other; specify: _____
 (5) _____ Don't know (go to Q. 89)
88. Why was this follow up method selected?
- (1) _____ To better verify compliance
 (2) _____ To stimulate desire to comply
 (3) _____ Because of cost, time and manpower considerations
 (4) _____ Other; specify: _____
 (5) _____ Don't know
89. If agency has no follow up component, why was this decision made?
- (1) _____ Too time consuming
 (2) _____ Manpower limitations
 (3) _____ Known low compliance
 (4) _____ Follow up suggests enforcement (or hassle) to recipient
 (5) _____ Other; specify: _____
 (6) _____ Don't know

90. How do you define survey compliance?

- (1) _____ All recommendations implemented
- (2) _____ Primary or high priority recommendations implemented
- (3) _____ Some recommendations implemented, not necessarily those given high priority
- (4) _____ Other; specify: _____
- (5) _____ Don't know

91. Within the context of your definition, what percentage of the total premises (all types) you have surveyed has complied?

- (1) _____ Less than 10 percent
- (2) _____ 11 to 24 percent
- (3) _____ 25 to 49 percent
- (4) _____ 50 to 74 percent
- (5) _____ More than 75 percent
- (6) _____ Don't know

92. If compliance is not an issue with your program, why not?
(Note: Do not read, but fit response, with interviewee's consent, into one or more of the following).

- (1) _____ Survey itself provides abundance of good public relations
- (2) _____ If surveyed premises are subsequently burglarized, and recommendations were not complied with, investigating officers and detectives are subject to less citizen wrath
- (3) _____ The program is effective in generating broader security consciousness within the community
- (4) _____ Other; specify: _____
- (5) _____ Don't know

93.

How do you know if your program is successful? (Note: Do not read, but fit responses, with interviewee's consent, into one or more of the following)

- (1) _____ Have compliance data
- (2) _____ Citizen comments received by Chief
- (3) _____ Citizen comments received by other agency and program personnel
- (4) _____ Letters from citizens received by agency or program staff
- (5) _____ Media praise (i. e. editorials, features, etc.)
- (6) _____ Other; specify: _____
- (7) _____ Don't know

PROGRAM INFORMATION AND EVALUATION

94. Do you retain a copy of the survey findings and recommendations?

- (1) _____ Yes (go to Q. 95)
(2) _____ No (go to Q. 96)

95. How is this material used?

- (1) _____ For records purposes only
(2) _____ By detectives in investigating victimized premises
(3) _____ By program staff to assess compliance or program effectiveness
(4) _____ By insurance agencies
(5) _____ Other; specify: _____

(6) _____ Don't know

96. If no, why don't you retain this information?

- (1) _____ Inability to secure records
(2) _____ Recipient apprehension about permanent record
(3) _____ No need for survey information
(4) _____ Survey approach does not allow for it (i. e. survey findings and recommendations are presented verbally on site)
(5) _____ Other; specify: _____
(6) _____ Don't know

97. During your current fiscal year, how many surveys do you anticipate conducting in the following types of premises?

- (1) _____ Individual residences
(2) _____ Multi-family units
(3) _____ Commercial/manufacturing establishments
(4) _____ Public buildings/institutions
(5) _____ Total (If not possible to break down)
(6) _____ Don't know

98. During the life of your program to date, how many of the following have been surveyed?

- (1) _____ Individual residences
- (2) _____ Multi-family units
- (3) _____ Commercial/manufacturing establishments
- (4) _____ Public buildings/institutions
- (5) _____ Total (If not possible to break down)
- (6) _____ Don't know

99. When apartments or other multi-family complexes are surveyed; who do you most frequently deal with?

- (1) _____ Apartment management personnel
- (2) _____ Individual tenants
- (3) _____ Don't know

100. How are your counts for multi-family surveys recorded?
(Note: Do not read alternatives, but fit interviewee response, with his consent, into one of the following)

- (1) _____ One recorded survey for each apartment complex contacted
- (2) _____ One recorded survey for each floor plan in complexes surveyed
- (3) _____ One recorded survey for each apartment unit which receives an individual survey
- (4) _____ One recorded survey for each unit in apartment complexes contacted regardless of whether individual survey was conducted
- (5) _____ Other; specify: _____
- (6) _____ Don't know

101. Do you maintain records concerning program participants?

- (1) _____ Yes (go to Q. 102)
- (2) _____ No (go to Q. 108)
- (3) _____ Don't know (go to Q. 108)

102. Which data items are maintained?

- (1) _____ Name of participant
- (2) _____ Participant address
- (3) _____ Type of unit/establishment
- (4) _____ Date survey offered/requested
- (5) _____ Date survey conducted
- (6) _____ Date of follow up
- (7) _____ Participant compliance action
- (8) _____ Prior victimization
- (9) _____ Subsequent victimization
- (10) _____ Other; specify: _____
- (11) _____ Don't know

103. Is this information stored in a computer or in some other machine readable form?

- (1) _____ Yes
- (2) _____ No
- (3) _____ Don't know

104. Do you analyze this data?

- (1) _____ Yes (go to Q. 105)
- (2) _____ No (go to Q. 107)
- (3) _____ Don't know (go to Q. 107)

105. For what purpose is the data analyzed?

- (1) _____ To determine subsequent victimization among program participants
- (2) _____ To assess compliance or compliance rates
- (3) _____ To tabulate survey program activity
- (4) _____ To meet funding agency requirement
- (5) _____ Other; specify: _____
- (6) _____ Don't know

106. Has this data shown your program to be:

- (1) _____ Very successful
- (2) _____ Successful
- (3) _____ Not successful
- (4) _____ Success inconclusive
- (5) _____ Other; specify: _____

107. If no, why don't you analyze the data?

- (1) _____ Do not have sufficient time or manpower
- (2) _____ Special funding not available for this function
- (3) _____ Function not required by funding agency
- (4) _____ Other; specify: _____
- (5) _____ Don't know

108. Do you have access to or employ the services of a data analyst?

- (1) _____ Yes
- (2) _____ No
- (3) _____ Don't know

109. Do you maintain and use victimization data concerning non-participants to help assess your program's performance?

- (1) _____ Yes (go to Q. 110)
- (2) _____ No (go to Q. 113)
- (3) _____ Don't know (go to Q. 113)

110. Does this data relate to:

- (1) _____ Victimization of non-participants in service area
- (2) _____ Victimization of non-participants in adjacent areas
- (3) _____ Victimization in control areas
- (4) _____ Other; specify: _____
- (5) _____ Don't know

111. Do you use the data to help assess the level of your program's success?

- (1) _____ Yes
- (2) _____ No
- (3) _____ Don't know

112. Is the victimization data stored in a computer or other machine in readable form?

- (1) _____ Yes
- (2) _____ No
- (3) _____ Don't know

113. Overall, what factors have contributed most toward your program's success? (Note: Do not read alternatives, but fit interviewee's responses, with his consent, into one or more of the following)

- (1) _____ Availability of outside funding
- (2) _____ Top management support for the program
- (3) _____ Internal (rank and file) support for the program
- (4) _____ Community-wide support for the program
- (5) _____ Availability of trained program manpower
- (6) _____ Media support
- (7) _____ Compliance rates among program participants
- (8) _____ Security provisions in local building codes
- (9) _____ Availability of quality printed materials
- (10) _____ Sound evaluation assistance
- (11) _____ Outside technical assistance
- (12) _____ Other; specify: _____
- (13) _____ Don't know

114. Overall, what factors have served most to limit your program's success? (Note: Do not read alternatives, but fit interviewee's responses, with his consent, into one or more of the following)

- (1) _____ Absence or limitation of program funding
- (2) _____ Limited top management support for the program
- (3) _____ Limited rank and file support for the program
- (4) _____ Limited community-wide support for the program
- (5) _____ Lack of adequately trained program manpower
- (6) _____ Limited media support
- (7) _____ Limited compliance rates among participants
- (8) _____ Limited coverage of program
- (9) _____ Absence of security provisions in local building codes
- (10) _____ Lack of high quality printed materials
- (11) _____ Lack of evaluation capability
- (12) _____ Lack of outside technical assistance
- (13) _____ Other; specify: _____
- (14) _____ Don't know

CONTINUED

3 OF 5

115. In your opinion, of the things you originally expected to accomplish, how successful has the survey program been in achieving the following? (Note: As per instruction on page 5, question 18, refer to your original answers.)

	<u>Very</u>	<u>Some</u>	<u>Not Successful</u>	<u>Don't Know</u>
(1) Nothing in particular				
(2) Reduction of burglary incidences in residential areas	_____	_____	_____	_____
(3) Reduction of burglary incidences in commercial areas	_____	_____	_____	_____
(4) A reduction in larceny and lesser property crimes	_____	_____	_____	_____
(5) Reduction in the fear of crime	_____	_____	_____	_____
(6) Improvement of police-community relations	_____	_____	_____	_____
(7) Increasing agency's knowledge of security weaknesses in the community	_____	_____	_____	_____
(8) Increasing the percentage of burglaries detected while in progress	_____	_____	_____	_____
(9) Increasing public awareness of key security weaknesses	_____	_____	_____	_____
(10) Increasing public awareness of needed security improvements	_____	_____	_____	_____
(11) Causing citizens to take action (i. e. compliance with survey recommendations) to help protect their own environment	_____	_____	_____	_____

(Continued on next page)

	<u>Very</u>	<u>Some</u>	<u>Not Successful</u>	<u>Don't Know</u>
(12) Achievement of reducing the number of successful burglaries committed where little or no force is required to enter premise	_____	_____	_____	_____
(13) _____	_____	_____	_____	_____

(14) _____	_____	_____	_____	_____

(15) _____	_____	_____	_____	_____

116. In your opinion, how successful have you been in achieving your established security survey goals? (Note: As per instruction on page 7, question 21, refer only to those goals which have been checked.)

	<u>Very</u>	<u>Some</u>	<u>Not Successful</u>	<u>Don't Know</u>
(1) To reduce general criminal activity	_____	_____	_____	_____
(2) To reduce the incidence of burglary in residential areas	_____	_____	_____	_____
(3) To reduce the incidence of burglary in commercial areas	_____	_____	_____	_____
(4) To reduce the incidence of larceny and lesser property crimes	_____	_____	_____	_____
(5) To reduce the fear of crime	_____	_____	_____	_____
(6) To improve police-community relations	_____	_____	_____	_____
(7) To increase the agency's knowledge of security weakness in the community	_____	_____	_____	_____
(8) To increase the percentage of burglaries detected while in progress	_____	_____	_____	_____
(9) To advise the public of specific security weaknesses	_____	_____	_____	_____
(10) To advise the public of specific security improvements	_____	_____	_____	_____
(11) To cause citizens to take action to help protect their own environment	_____	_____	_____	_____

(Continued on next page)

	<u>Very</u>	<u>Some</u>	<u>Not Successful</u>	<u>Don't Know</u>
(12) To achieve a reduction in the number of successful burglaries committed where little or no force is required to enter premise	_____	_____	_____	_____
(13) _____ _____ _____ _____	_____	_____	_____	_____
(14) _____ _____ _____ _____	_____	_____	_____	_____
(15) _____ _____ _____ _____	_____	_____	_____	_____

117. In your opinion, how successful have you been in achieving your established overall crime prevention goals? (Note: As per instruction on page 8, question 24, refer only to those goals which have been checked)

	<u>Very</u>	<u>Some</u>	<u>Not Successful</u>	<u>Don't Know</u>
(1) To reduce general criminal activity	_____	_____	_____	_____
(2) To reduce the incidence of burglary in residential areas	_____	_____	_____	_____
(3) To reduce the incidence of burglary in commercial areas	_____	_____	_____	_____
(4) To reduce the incidence of larceny and lesser property crimes	_____	_____	_____	_____
(5) To reduce the fear of crime	_____	_____	_____	_____
(6) To improve police community relations	_____	_____	_____	_____
(7) To increase the agency's knowledge of security weakness in the community	_____	_____	_____	_____
(8) To increase the percentage of burglaries detected while in progress	_____	_____	_____	_____
(9) To advise the public of specific security weaknesses	_____	_____	_____	_____
(10) To advise the public of specific security improvements	_____	_____	_____	_____
(11) To cause citizens to take action to help protect their own environment	_____	_____	_____	_____

	<u>Very</u>	<u>Some</u>	<u>Not Successful</u>	<u>Don't Know</u>
(12) To achieve a reduction in the number of successful burglaries committed where little or no force is required to enter premise	_____	_____	_____	_____
(13) _____ _____ _____ _____	_____	_____	_____	_____
(14) _____ _____ _____ _____	_____	_____	_____	_____
(15) _____ _____ _____ _____	_____	_____	_____	_____

118. Based on this discussion, it is apparent that the security survey is a relatively small activity in terms of your overall crime prevention program.

Because the survey is a small activity, how important is it in terms of the other crime prevention programs?

- (1) _____ Essential part of the program
- (2) _____ Limited value to overall program
- (3) _____ Can be eliminated without hurting program
- (4) _____ No opinion

119. Why is this the case?

- (1) _____ No reason
- (2) _____

- (3) _____

- (4) _____

Appendix D

Final Mail Questionnaire
Package

(Including Cover Letter, Questionnaire
Instructions and Follow-Up Letter.)

Mail Survey Cover Letter

**The International
Training, Research and Evaluation Council**

Two-Ten East Broad Street
Falls Church, Virginia 22046
(703) 536-3040

Dear Crime Prevention Supporter:

As part of a national Department of Justice research effort, the International Training, Research and Evaluation Council is presently assessing one of several key crime prevention tools--the premises or security survey. The purpose of the work is to more clearly define the various approaches used in carrying out surveys and to determine, based on the experience of those in the field, if it has shown to be valuable in the prevention of crime. The results of the project, including specific recommendations, will be distributed broadly by mid-1976.

As one means of obtaining crucial program information, contact is being made with 200 local law enforcement and other agencies believed to be using the security survey tool. By way of the enclosed questionnaire, we hope to gather pertinent information concerning such topics as program goals and objectives, staff complements, area and clientele served, and implementation techniques. Although the questionnaire may appear somewhat bulky, it uses a fill-in-the-blank format which can be completed quickly. (Pre-testing has shown that less than 30 minutes is required.)

As I am sure you will note, we are not requesting that you or your agency be identified on the questionnaire. Further, the documents that will result from our work will make no reference to particular agencies or individuals, but instead will offer composite information on survey program approaches and techniques.

We recognize the burden this request places on what is certainly an already busy staff. Because of the importance of crime prevention, and especially the security survey in aiding law enforcement agencies and the community alike, however, we sincerely hope that you will have the time to assist in this project by returning the completed questionnaire within seven (7) days.

If you are not presently involved in your agency's crime prevention/ security survey efforts, we would be grateful if this material could be forwarded to a person currently assigned to that function.

Thank you for your help in this matter.

Sincerely,

Charles M. Girard
Project Director

Mail Survey
Questionnaire Instructions

A Questionnaire

To Assess the Security Survey Process
As An Ingredient In Community Crime Prevention

A Research Project Sponsored By The
National Institute of Law Enforcement and Criminal Justice
Law Enforcement Assistance Administration
U. S. Department of Justice

Being Conducted By The
International Training, Research and Evaluation Council
Two-Ten East Broad Street
Falls Church, Virginia 22046

(703) 533-3040

INSTRUCTIONS

The following questionnaire is designed to obtain specific information concerning your agency's security survey program. Before you proceed further, it is important that the following be understood.

1. The questionnaire is not designed to evaluate your program, but rather to contribute to a more complete body of knowledge on the security survey process.
2. The documents that will result from this project will make no specific reference to your agency or your agency's survey activities. Instead, the information will be used in developing a composite of survey program approaches and techniques.
3. If you have any questions regarding the instrument, please feel free to contact us.

As you will note, the questionnaire uses a fill-in-the-blank format. Pre-testing of the instrument showed that it could be completed in less than 30 minutes if the following steps were taken.

1. Have a copy of your current grant application (if program is federally funded) or budget narrative on hand, since you may need it for reference purposes.
2. Disregard questions that are not pertinent to your program. (That is, pay careful attention to the "go to" instructions following various answers. They are designed to direct you past inapplicable questions.)
3. If a question is confusing or if you cannot honestly arrive at a reasonable answer, do not hesitate to check the "don't know" box provided.
4. In many instances, you may find that more than one response to a particular question is appropriate. In such cases, simply check all those responses that accurately reflect your program activities.

Please return the completed questionnaire in the enclosed self-addressed, stamped envelope within seven (7) days.

Thank you for your help.

Mail Survey Follow-up
Letter

December 15, 1975

Dear Crime Prevention Supporter:

We recently forwarded a questionnaire concerning the security or premises survey technique to your agency. The purpose of that questionnaire is to build a cumulative body of information identifying the various security survey program components and implementation approaches currently being utilized by Crime Prevention units across the country.

In that we did not request agencies completing these questionnaires to provide their names, there is no way of our knowing who has or has not responded to our original mailing. Thus, the following letter is being sent for two purposes. First, for those of you who have completed and returned the questionnaire, we wish to express our appreciation. Second, if you have not as yet completed the form, we urge you to do so--without your assistance we will be unable to develop a complete understanding as to the value of the security survey as a crime prevention tool.

If your agency did not receive the original questionnaire, please call us collect at the following number. (703) 536-3040 or 536-3041.

Thank you for your help.

Sincerely,

Charles M. Girard
Project Director

Appendix E

Final Site Survey
Package

(Including Instructions, Process
Flow Matrix and Supplemental
Questions)

Site Visit Instructions

Questions to be Raised During
Site Visitations

regarding the

NEP Phase One Evaluation
of the
Security Survey Technique
as a
Crime Prevention Tool

The International Training, Research and Evaluation Council
Two-Ten East Broad Street
Falls Church, Virginia 22046

PART ONE

Interventions and Process Plan

The purpose of this part of the survey will be to articulate and chart the flow of interventions that comprise security survey activities in the agencies to be visited. The gathering of complete information in this part of the site visit will be essential in allowing us to define the basic frameworks of the security survey technique and the flow diagrams.

As a means of insuring that this information is gathered, the following steps should be followed carefully.

Step 1: Identify all possible process flow alternatives that may exist within a subject agency by asking if:

- it has an adopted security code
- it has an active incentive program
- it uses a group survey approach

For example, an agency may not have an adopted code; may have an active incentive program; and may not use group surveys. The process flow matrix for that agency would be checked as shown in the illustration on the following page. Thus, eight possible process flow variations may exist in the example cited.

Step 2: Beginning with "Individual Recipients," 1/ interventions should be identified for each process flow variation checked. Next, intervention should be identified for each process flow variation checked under "Recipients Other Than Individuals". 2/

1/ Individual recipients include individuals, separate families, or individual retailers, merchants, manufacturers, institutions, etc.

2/ Recipients other than individuals is defined as managers of apartment complexes, management of chains of retail outlets (i. e. 7-11 stores, McDonald's, etc.), superintendents of school systems, housing authority directors, superintendents of municipal buildings, etc.

PROCESS FLOW MATRIX

<p><u>No Adopted Security Code</u></p>	<p><u>With Adopted Security Code Structures Covered</u></p>	<p><u>With Active Incentive Program Qualified Structures</u></p>
<p>Before Code</p>	<p>After Code</p>	<p>Before Program</p>
<p>Not Covered</p>	<p>No Active Incentive Program</p>	<p>After Program</p>

Security Code

X

X

X

Group Survey

Individual Recipient

X

X

X

Group Survey

Recipients Other Than Individuals

Step 3: Under each process flow variation, all actual interventions should be identified. For purposes of this survey, an intervention is defined as a "contact" with a survey recipient (note: the contact may be with an "individual recipient" or a "recipient other than an individual"). Interventions should begin with the first contact made with a recipient and conclude with the last contact made.

Step 4: For each intervention, it is necessary to determine, specifically, what the contact is and how and by whom the contact is made.

What the Contact Is. A list of possible contacts for an agency without an adopted security code (i. e. column 1 under individual recipients on matrix) may include:

- 1) Establishing a date and time for survey to be conducted;
- 2) Conducting the survey;
- 3) Presenting survey recommendations;
- 4) Following-up to determine and/or assist in compliance;
- 5) Establishing date and time for re-survey (in case of victimization);
- 6) Conducting re-survey; and,
- 7) Second follow-up.

Variations may, of course, exist. For example, recommendations may be offered at the time the survey is conducted, which might preclude #3; an agency may not have a follow-up component, which would preclude #4; and, subsequent victimizations may not have occurred, which would preclude #5-7.

How the Contact was Made. With regard to this point let us look at #1: Establishing a date and time for a survey to be conducted. It will be necessary to know, for example, how this comes about. Does a citizen contact the CPU; does the CPU contact the citizen; does a patrol officer or detective inform the CPU regarding a specific security weakness; etc. Another example may be in #4: Follow-up. How is follow-up generally accomplished; i. e. random telephone contact; personal visit; follow-up letter; etc.

Who Makes the Contact. Taking #2: Conducting the survey, as an illustration, determine for example who conducts the surveys; i. e. sworn crime prevention officer, patrol officer, non-sworn law enforcement agency employees, volunteers, etc.

Step 5: Once the interventions (i. e. what, how and by whom) are completed under one process flow variation, proceed to the next until all are completed. Go through the same series of questions, filling in appropriate details and noting "same as _____", to save time.

It is possible that the information sought in this part of the site visit may already have been gathered in the telephone or mail questionnaire, or may again be requested in the supplemental questionnaire. Pay this no heed at this juncture. It is too important that we have the information sought in this part of the visit for us to chance that it exists elsewhere. If we duplicate we duplicate.

On the next page is a blank Process Flow Matrix. Use it in completing Step One, above, for the subject agency. Use a separate note pad to detail the remaining information requested regarding the interventions.

Site Visit Process Flow
Matrix

PROCESS FLOW MATRIX

<u>No Adopted Security Code</u>	<u>With Adopted Security Code</u>			<u>With Active Incentive Program</u>			
	<u>Structures Covered</u>	<u>Structures Not Covered</u>		<u>Qualified Structures</u>	<u>Structures Not Qualified</u>		
		<u>Before Code</u>	<u>After Code</u>		<u>Before Program</u>	<u>After Program</u>	<u>Group Survey</u>
				<u>No Active Incentive Program</u>			

Individual Recipient

Recipients Other Than Individuals

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Remember: relative to each intervention ask:

- WHAT the contact is
- HOW the contact was made (including steps leading to contact, if appropriate)
- BY WHOM the contact was made

Site Survey Supplemental
Questions

PART TWO

General Impacts of the Security Survey Program

1. Are there private security companies or "consultants" in your community that conduct surveys "for a fee"?

Yes
 No
 Don't Know

2. If yes, has the survey-for-a-fee approach increased, decreased or remained about the same since the initiation of your program?

Increased
 Decreased
 Remained about the same
 Don't Know

3. What effect do you think your program has had on this situation? Explain, including documentation if available.

4. If a security code or ordinance has been adopted in your community, what effect has it had on the role of the private security industry? Explain.

5. What effect do you think the survey program has had on the following:

<u>Positive Effect</u>	<u>No Effect</u>	<u>Effect Unknown</u>	
_____	_____	_____	neighbors of those surveyed
_____	_____	_____	taking security measures
_____	_____	_____	security hardware retailers
_____	_____	_____	stocking "improved" hardware
_____	_____	_____	purchase of "improved hardware
_____	_____	_____	in increasing volumes
_____	_____	_____	other (specify)

6. Elaborate and document wherever possible on the foregoing opinions.

7. (Ask only if agency has adopted security code)
Has the existence of a security code resulted in improved rates of compliance among units surveyed.

Yes
 No
 Don't Know

8. Why do you think this has occurred?

9. Has the number of reported illegal entries aborted as a result of "improved" security hardware or systems increased, decreased or remained about the same since the initiation of your program?

Increased
 Decreased
 Remained about the same
 Don't Know

10. If rate increased, do you think there is a correlation with your survey program? Explain (obtain documentation where possible)

11. Aside from the efforts of your unit, have you noticed increased advertizing of security hardware in your community?

Yes
 No

12. Can this be attributed to your program? How?

13. What potential indicators of your program's success can you identify?

14. Which do you actually use? How?

15. Are there indicators you use to assess your unit's efficiency or activity in the conduct of surveys? (i. e. number of surveys conducted by unit, surveys per officer, time to conduct surveys, "cost" per survey, etc.). List those used and request opinion on their value.

PART THREE

Supplemental Questionnaire

4. a. How do you integrate your security survey program with other crime prevention activities?

(1) Neighborhood Group Programs

(2) Rape Prevention Programs

(3) Armed Robbery Prevention Programs

(4) Other (specify)

6. a. If an evaluation of agency's program has been completed, request copy (especially of security survey aspects).

5. a. What led you to use the security survey technique?
(Elaborate)

9. a. If jurisdiction has adopted security code, request copy. If security provisions are part of a broad building code, request copy of only security provisions (if code exists, go to Q. 9. e., p. 3).

9. b. If no code exists, have efforts to develop one been initiated since the start of your survey program?

Yes
 No
 Don't Know

9. c. If yes, what have been the results of such efforts?

9. d. If no, why have no efforts been initiated?

(If no code exists, go now to Q. 17. a., p. 7)

9. e. Did the existence of your survey program influence the decision to promote the adoption of a code?

Yes
 No
 Don't Know

9. f. If yes, explain.

9. g. If a security code was adopted after survey program was initiated, has such a code had an effect on the nature of the survey program (i. e. in terms of what is surveyed; has program become compliance or enforcement oriented; etc.)?

Yes
 No
 Don't Know

9. h. If yes, elaborate.

9. i. If no, why hasn't it had an effect?

9. j. If code affects new construction only, is the survey approach used for existing structures (i. e. those not covered by the code) and for new structures (i. e. those covered by the code) different (i. e. does the agency use different techniques, do interventions vary, etc.)?

Yes
 No
 Don't Know

9. k. If yes, elaborate.

9.1. What effect has the code had on increased requests for surveys and/or the installation of improved security hardware in structures that do not come under the jurisdiction of the code?

15. a. If code is enforced by an agency other than the police/sheriff, how does the CPU/security survey office relate to or coordinate its efforts with it?

17. a. What factor contributed most to the establishment of the security survey program (one response only)?

- Chief/administrator suggested program
- High rate of burglary
- High rate of larceny or lesser crimes
- Availability of funds (state or federal)
- Because formal crime prevention training included a specific security survey component
- Knowledge of survey program success elsewhere
- Police-community relations initiative
- Community pressure
- Other; specify: _____

18. a. What did you most realistically expect to accomplish through the initiation of a survey program (one response only)?

- Nothing in particular
- A reduction in the incidence of burglary in residential areas
- A reduction in the incidence of burglary in commercial areas
- A reduction in larceny and lesser property crimes
- A reduction in the fear of crime
- An improvement in police-community relations
- An increase in the agency's knowledge of security weakness in the community
- An increase in the percentage of burglaries detected while in progress
- To advise the public of specific security weaknesses
- To advise the public of specific security improvements
- That the citizen would take action, by way of compliance to help protect his own environment
- To achieve a reduction in the number of successful burglaries committed where little or no force to gain entry

18. b. What made you believe that this could be accomplished?

18. c. Does your security survey program stress personal safety (i. e. rape, assault prevention) in addition to property loss reduction?

_____ Yes
_____ No
_____ Don't Know

18. d. Is one stressed more than the other in presentations?

_____ Yes
_____ No
_____ Don't Know

18. e. If yes, which is given greatest emphasis? Why?

20. a. Request copy of written program goals for security survey program (i. e. from grant application, program narrative, etc.).

20. b. If there are no written goals, why weren't they developed?

20. c. If program goals exist, are they realistic?

20. d. If they exist, are they of any real value in program planning or management?

_____ Yes
_____ No

20. e. Please explain.

27. a. What do you consider as the most important reason for the development of goals and objectives relative to a survey program? Explain.

28. a. Which of the following was primarily responsible for developing your goals and objectives? (one response only)

- Mayor, manager, county executive, etc.
 - Chief, sheriff, executive director
 - Command personnel not located directly in security survey/crime prevention unit
 - Security survey/crime prevention program staff
 - Other; specify: _____
-

29. a. What is the current annual budget for your crime prevention unit?

\$ _____

29. b. Of your total crime prevention budget, approximately what percent is expended on security survey related activities (i. e. manpower, printed material, hardware displays, local travel, etc.)?

_____ %

29. c. What is the average annual gross salary of personnel in your unit that actually conduct surveys? (Exclusive of various fringe benefits)

\$ _____

31. a. Has your overall unit budget increased, decreased, or stayed about the same since its establishment?

_____ Increased
_____ Decreased
_____ Remained relatively constant

31. b. Has your overall resource commitment to the security survey aspect of your program increased, decreased, or stayed about the same since its origination?

_____ Increased
_____ Decreased
_____ Remained relatively constant

32. a. Many state criminal justice planning agencies provide financial support to local agencies at a decreasing level (i. e. 100% during first year; 75% during second year, etc.), until the total burden of a crime prevention/security survey program must be borne locally. Has this occurred in your agency?

_____ Yes
_____ No
_____ Don't Know

32. b. Many agencies were at one time provided outside financial assistance (i. e. state SPA through LEAA) to help support the development of crime prevention/security survey program, but now no longer receive such assistance. Is this true with your agency?

_____ Yes
_____ No
_____ Don't Know

32. c. If "yes" has been checked for either Q. 32. a. or Q. 32. b. has your department picked up the slack dollar-for-dollar or at an increasing level, or has the scope of your program been reduced?

- Agency contributed dollar for dollar
- Agency provided funding over and above that previously received from outside source
- Scope of program has been reduced

32. d. Explain why this occurred.

33. a. If or when outside funding ceases, what will be the single most important reason for the continuation of your program (check one response only)?

- Administrators support the program
- The program has high level of public acceptance
- Elected local government officials support program
- Other; specify: _____

34. a. If program is locally funded, what is the single most important reason for its continued existence (one response only)?

- _____ Administrators support the program
 - _____ The program has high level of public acceptance
 - _____ Elected local government officials support program
 - _____ Other; specify: _____
-

34. b. If program is locally funded, what factors or arguments do you use to persuade your "sponsor" (i. e. city council, county commissioners, etc.) to continue or expand your program?

34. c. How do you document or support these "arguments"? Explain.

38. a. Approximately what percentage of your unit's total manpower resources are expended on security survey-related activities?

_____ Percent
_____ Don't Know

38. b. Has this percentage fluctuated since the initiation of your program?

_____ Yes
_____ No
_____ Don't Know
_____ Not applicable

38. c. If percentage has or has not fluctuated, explain.

39. a. Of those persons permanently assigned to your unit how many actually conduct surveys?

_____ Actual number
_____ Don't Know

40. a. Why are only some personnel assigned to conduct surveys?
Explain.

40. b. Do you consider it desirable to have personnel assigned full-time to the promotion/conduct of surveys?

- Yes
- No
- Don't Know

40. c. Elaborate on your response.

41. c. Why isn't there more time devoted to the conduct of surveys?

42. a. Do sworn personnel who conduct surveys work in uniform or plain clothes?

- Uniform
 - Plainclothes
 - Other; specify: _____
-

42. b. Why was this choice made?

43. a. Is there a reason why sworn personnel other than those in your unit do not conduct surveys? Explain.

43. b. If sworn personnel other than those in your unit now conduct surveys but have not always done so, when and why did they begin to conduct?

44. a. If non-CPU personnel from your agency conduct surveys, from which units do they come?

Uniformed division/patrol
 Detectives/investigation
 Other; specify: _____

44. b. If non-CPU personnel from your agency conduct surveys, in what "capacity" do they perform surveys?

As part of general preventive patrol
 During initial crime scene investigations
 During follow-up investigations
 Other; specify: _____

44. c. These questions relate to the methods and techniques used in surveys conducted by sworn personnel not assigned to the crime prevention unit.

- (1) How are recipients identified (i. e. those that report a crime, etc.)?
- (2) How is recipient contacted, or how is survey arranged (i. e. at crime scene, etc.)?
- (3) How are recommendations summarized and presented to recipient?
- (4) How is CPU notified that a survey has been completed?
- (5) Do such surveys include a follow up component and, if so, who conducts it?
- (6) How is the effectiveness of such surveys assessed?

45. a. How do CPU survey personnel coordinate their efforts with surveyors from other public agencies or volunteer groups who do not work directly with the unit?

47. a. If volunteers are not used to conduct surveys, why has this resource not been tapped?

47. b. How do surveys conducted by CPU personnel compare with those conducted by persons outside the unit (i. e. other police personnel, public agency employees, volunteers, etc.) in terms of:

(1) Volume of surveys?

(2) Level of detail/comprehensiveness?

(3) Compliance rates?

(4) Other aspects (i. e. subsequent victimization, the types of recommendations made, etc.)?

47. c. Is the police department the best place from which to administer a survey program, as compared, for example, with a fire department, building inspectors office, non-profit volunteer agency, etc. ? Explain.

48. a. Do you consider some formal survey training essential?

 Yes
 No

48. b. Explain your response.

48. c. What do you consider the minimum number of hours necessary regarding security survey training?

 Hours
 No opinion

48. d. When did you begin providing in-service training relative to surveys?

- At outset of program
- After program had been operational for some time
- Don't know

48. e. If training was not provided from the start, what was the reason for the time lag?

48. f. Is survey training provided just once, or is a refresher or updated course provided periodically?

- Provided once only
- Refresher or updated course provided periodically

48. g. Is survey training offered as part of recruit training?

- Yes
- No
- Don't Know

48. h. Does the quality of surveys vary with the nature and length of survey training (i. e. Institute-type versus local academy versus in-service versus special)?

Yes
 No
 Don't Know

48. i. Explain your response.

49. a. What is the principal source of survey training received by agency personnel? (one response only)

Outside training institute (NCPI, POST, TCPI, MCCC, etc.)
 A specialized agency training program
 Other; specify: _____
 Don't Know

51. a. Has the geographic area (i. e. jurisdiction, target, beat, etc.) that receives the preponderance of surveys changed during the life of your program? Why?

Yes
 No
 Don't Know

51. b. Explain your response.

51. c. If target areas are used, what is their general composition in terms of:

(1) Ethnic composition?

(2) Income range?

51. d. As it has worked out, has your program concentrated in major high crime pockets, or have surveys been dispersed throughout the community?

_____ High crime pockets
_____ Geographically dispersed
_____ Other; specify: _____

51. e. Is there any reason for this pattern? Explain.

51. f. Has the program had a noticeable effect on the areas served?
Explain.

52. a. What was the principal reason behind your decision to use a target area smaller than your total jurisdiction (one response only)?

- Total jurisdiction too large to cover adequately
- The use of a target area facilitated program evaluation
- Target represents high crime area
- Other; specify: _____

53. a. Which one of the following is currently served most extensively by your program (i. e. is recipient of most surveys, receives majority of staff time, etc.)?

- Individual residences
- Apartments, multi-family residences
- Commercial/manufacturing establishments
- Public buildings/institutions
- Other; specify: _____

53. b. Why has your program taken this emphasis?

53. c. As your program developed, did its emphasis shift from one of these groups to another?

- Yes
- No
- Don't Know

53. d. If yes, describe the shift and why is occurred.

57. a. What is the most and least effective means of publicizing the security survey program (one response only)?

<u>Most</u>	<u>Least</u>	
_____	_____	Newspaper
_____	_____	Radio
_____	_____	Telephone calls to prospective recipients
_____	_____	Public presentations
_____	_____	Door-to-door distribution of printed material
_____	_____	Mass mailing of printed material
_____	_____	Distribution of printed material in public areas
_____	_____	Other; specify: _____

57. b. How do you know these are the most and least effective means?

57. c. Do you advertise your security survey program separately, or as part of your overall crime prevention services?

_____	Separately
_____	Part of overall program

57. d. Why is this approach used?

57. e. Is there a relationship between program funding and expenditures on program promotion/advertising, i. e. if funding is reduced will promotion/advertising budgets be cut before manpower budgets?

Yes
 No
 Don't Know

57. f. Please explain your response.

58. a. If incentives are not presently used, were they ever considered or tried?

Yes
 No
 Don't Know

58. b. If yes, why were incentives not used, or discontinued?

58. c. If incentive programs are presently employed, what real effect have they had on levels of program participation (i. e. requests for surveys; compliance; victimization among program participants; agency support for program; etc.)?

58. d. What specific incentive programs do you think work best? Why?

59. a. Which of the following general program approaches is used most widely by your agency? (one response only)

- Broad-based agency-initiated solicitations (i. e. use of mass media, mass mailings, etc.)
- Selected, agency-initiated solicitations (i. e. contact with specific victim types, victims in specific geographic areas, etc.)
- Unsolicited (i. e. low key), citizen-initiated approach
- Other; specify: _____

59. b. What is the primary reason why this approach is now used? (one response only)

- Need to generate large numbers of requests
- Need to concentrate requests within particular geographic or target areas
- To avoid large volume of requests which agency is not equipped to handle
- Other; specify: _____
- None of the above
- Don't Know

59. c. If a broad-based solicitation approach is used, what is the primary means used in its implementation? (one response only)

- _____ Extensive mass media use
- _____ Selected mass media use
- _____ Public presentations
- _____ Saturation letter
- _____ Victim letter contacts
- _____ Saturation telephone contacts
- _____ Victim telephone contacts
- _____ Saturation door-to-door contacts
- _____ Victim door-to-door contacts
- _____ Neighbors of victims door-to-door
- _____ Other; specify: _____
- _____ Don't Know

59. d. Why is this used as your primary means?

59. e. If a selected, agency-initiated approach is used, what is the primary means used in its implementation? (one response only)

- _____ Selected media use
- _____ Public presentations
- _____ Saturation letter or media use
- _____ Victim letter contacts
- _____ Saturation telephone contacts
- _____ Victim telephone contacts
- _____ Saturation door-to-door contacts
- _____ Victim door-to-door contacts
- _____ Neighbors of victims door-to-door
- _____ Other; specify: _____
- _____ Don't Know

59. f. Why is this used as your primary means?

59. g. Has your primary approach changed since the initiation of your program?

- Yes
- No
- Don't Know

59. h. If your general approach has changed, please summarize the change(s) and describe why the change(s) occurred.

59. i. Of the following alternative ways of generating surveys, which one have you employed most widely? (one response only)

- Review crime reports and contact victims
- Response to citizen requests
- Responding to reports made by other officers
(i. e. reports of specific crime risks in a premise, etc.)
- Other; specify: _____

59. j. Why is this approach now used?

59. k. If your approach has changed over time, please explain the change and why it occurred.

63. a. Request copy of checklist(s) used by agency.

64. a. Why do you use different checklists?

64. b. If you did not always use different checklists, when did you start to use them and why?

76. a. What is the single most important means used to provide residential survey recommendations to recipients? (one response only)

- Verbally on site
- A copy of checklist is provided on site
- Written recommendation is mailed to recipient
- Written recommendation is hand delivered
- Other; specify: _____
- , Don't Know

76. b. Why is this approach the most important?

79. a. What is the single most important means used to provide non-residential survey recommendations to recipient? (one response only)

- Verbally on site
- A copy of checklist is provided on site
- Written recommendation is mailed to recipient
- Written recommendation is hand delivered
- Other; specify: _____
- Don't Know

79. b. Why is this approach the most important?

84. a. Do you perceive "follow up" as a necessary component in a security survey program?

- Yes
- No
- Don't Know

85. a. If your agency uses a follow up, what is the primary reason?
(one response only)

- To verify compliance
- To encourage increased compliance
- To insure recommendations are understood
- Good public relations
- In response to sponsoring agency requirement
- Other; specify: _____
- _____
- Don't Know

85. b. If follow up is used, do you retain data on the results or findings of such contacts?

_____ Yes
_____ No
_____ Don't Know

85. c. If yes, what type of data is retained?

85. d. If data is retained, is it used to assess program effectiveness?

_____ Yes
_____ No
_____ Don't Know

85. e. If yes, explain how.

85. f. If no, why not?

87. a. What is the primary method you use in conducting survey follow ups? (one response only)

- On-site visitations
- Confirming letter/postcard
- Telephone contact
- Other; specify: _____
- Don't Know

88. a. What is the single most important reason for the selection of this approach? (one response only)

- To better verify compliance
- To stimulate desire to comply
- Because of cost, time and manpower considerations
- Other; specify: _____
- Don't Know

89. a. If you had a follow-up component, how would you design it? (i. e. method, data that would be collected, etc.)

89. b. How would you see the results of such a follow-up component being used?

89. c. Would you be able to employ such a follow-up effort without specialized training?

- Yes
- No
- Don't Know

89. d. Explain.

90. a. How do you define survey compliance?

91. a. On what basis or from what source have you drawn your estimate of survey compliance rates? Explain.

92. What is the primary reason why compliance is not an important aspect of your program? (one response only)

- Survey itself provides abundance of good public relations
- If surveyed premises are subsequently burglarized, and recommendations were not complied with, investigating officers and detectives are subject to less citizen wrath
- The program is effective in generating broader security consciousness within the community
- Other; specify: _____
- Don't Know

93. a. How do you know your program has been successful?
(Note primary indicator used by respondent)

93. b. Can this assessment be documented?

Yes
 No

98. a. Has the number of surveys conducted each quarter or year increased, decreased, or stayed about the same since the initiation of your program?

Increased
 Decreased
 Remained about the same

98. b. Is there a reason for this? Explain.

101. a. Why do you maintain data concerning program participants?
(If agency maintains data on program participants)

102. a. Of the survey data you maintain, what is the most important?
Why?

102. b. If you do not now but someday decide to maintain data, what type
of data would be of value to you?

102. c. Would you be able to perform such data related activities without specialized training?

Yes
 No
 Don't Know

102. d. Explain.

104. a. If you do not "analyze" participant data, do you use it in any way? Explain.

108. a. If you had access to or employed the services of a data analyst, how could he be used relative to a security survey program?

109. a. If you do not maintain data concerning non-participant victimization, why have you made this decision?

109. b. Do you think the review of non-participant victimization data would be useful? Explain.

111. a. If you use data to assess the level of your program's success, exactly how is this done?

113.a. What single factor has contributed most toward your program's success? (one response only)

- Availability of outside funding
 - Top management support for the program
 - Internal (rank and file) support for the program
 - Community-wide support for the program
 - Availability of trained program manpower
 - Media support
 - Compliance rates among program participants
 - Security provisions in local building codes
 - Availability of quality printed materials
 - Sound evaluation assistance
 - Outside technical assistance
 - Other; specify: _____
-
- Don't Know

114.a. What single factor has served most to limit your program's success? (one response only)

- Absence or limitation of program funding
 - Limited top management support for the program
 - Limited rank and file support for the program
 - Limited community-wide support for the program
 - Lack of adequately trained program manpower
 - Limited media support
 - Limited compliance rates among participants
 - Limited coverage of program
 - Absence of security provisions in local building codes
 - Lack of high quality printed materials
 - Lack of evaluation capability
 - Lack of outside technical assistance
 - Other; specify: _____
-
- Don't Know

115. a. What was/is the single most important accomplishment of your security survey program?

115. b. What was the single most significant disappointment or failure of your program?

116. a. What was the most significant factor that limited the achievement of your survey program goals? Explain.

117. a. What was the most significant factor that limited the achievement of your overall crime prevention goals? Explain.

118. a. What is the real value of a security survey program?

118. b. If surveys are part of a broader crime prevention program, would the program be significantly affected if the survey component was discontinued?

Yes
 No
 Don't Know

118. c. Explain.

118.d. How do you think the survey program could be improved or strengthened?

Appendix F

Electronic Data Processing
Record Layout Forms

Phase I Evaluation:
Crime Prevention/Security Survey

Record Layout
Card No. 1

COL	DESCRIPTION	COL	DESCRIPTION	COL	DESCRIPTION
1		41	Question 16	81	
2		42		82	
3	Interview Number	43		83	
4		44	Question 17	84	
5		45		85	
6	Card Number 01	46		86	
7		47		87	
8	State Code	48		88	
9		49		89	
10	Region Code	50		90	
11		51	Question 18	91	
12	Population Size	52		92	
13	Police Dept. Type	53		93	
14		54		94	
15	SMSA Code	55		95	
16		56	Question 19	96	
17		57	Question 20	97	
18	Reserved	58		98	
19		59		99	
20	Question 1	60		100	
21	Question 2	61	Question 21	101	
22	Question 3	62		102	
23		63		103	
24	Question 4	64		104	
25		65		105	
26		66	Question 22	106	
27		67	Question 23	107	
28	Question 5	68		108	
29		69		109	
30	Question 6	70		110	
31	Question 7	71		111	
32	Question 9	72		112	
33		73		113	
34	Question 10	74		114	
35	Question 11	75		115	
36	Question 12	76		116	
37	Question 13	77		117	
38	Question 14	78		118	
39		79		119	
40	Question 15	80		120	

Phase I Evaluation:
Crime Prevention/Security Survey

Record Layout
Card No. 2

COL.	DESCRIPTION	COL.	DESCRIPTION	COL.	DESCRIPTION
1		41	Question 35 (c)	81	
2		42		82	
3	Interview Number	43		83	
4		44	Question 36	84	
5		45		85	
6	Card Number 02	46	Question 37	86	
7		47	Question 38	87	
8		48	Question 39	88	
9	Question 24	49	Question 40	89	
10		50	Question 41	90	
11		51	Question 42	91	
12		52	Question 43	92	
13		53	Question 44	93	
14		54	Question 45	94	
15	Question 25	55	Question 46	95	
16		56		96	
17	Question 26	57	Question 47	97	
18		58	Question 48	98	
19		59	Question 49	99	
20	Question 27	60		100	
21		61	Question 50	101	
22	Question 28	62		102	
23	Question 29	63	Question 51	103	
24		64		104	
25	Question 30	65	Question 52	105	
26		66		106	
27		67		107	
28	Question 31	68	Question 53	108	
29		69		109	
30	Question 32	70	Question 54	110	
31		71	Question 55	111	
32	Question 33	72		112	
33		73		113	
34	Question 33A	74		114	
35		75		115	
36	Question 34	76		116	
37		77		117	
38	Question 35	78		118	
39		79		119	
40		80		120	

Phase I Evaluation:
Crime Prevention/Security Survey

Record Layout
Card No. 3

COL	DESCRIPTION	COL	DESCRIPTION	COL	DESCRIPTION
1		41		81	
2		42	Question 67	82	
3	Interview Number	43		83	
4		44		84	
5		45	Question 68	85	
6	Card Number 03	46		86	
7		47		87	
8		48	Question 69	88	
9	Question 56	49		89	
10		50	Question 70	90	
11		51	Question 71	91	
12		52		92	
13		53	Question 72	93	
14	Question 57	54	Question 73	94	
15		55		95	
16		56	Question 74	96	
17		57		97	
18	Question 58	58	Question 75	98	
19		59		99	
20	Question 59	60	Question 76	100	
21		61		101	
22	Question 60	62	Question 77	102	
23		63		103	
24		64	Question 78	104	
25	Question 61	65		105	
26		66		106	
27		67	Question 79	107	
28		68		108	
29		69	Question 80	109	
30	Question 62	70		110	
31		71		111	
32		72	Question 81	112	
33		73		113	
34		74		114	
35	Question 63	75		115	
36	Question 64	76		116	
37	Question 65	77		117	
38		78		118	
39	Question 66	79		119	
40		80		120	

Phase I Evaluation:
Crime Prevention/Security Survey

Record Layout
Card No. 4

COL	DESCRIPTION	COL	DESCRIPTION	COL	DESCRIPTION
1		41		81	
2		42	Question 97 (1) Cont.	82	
3	Interview Number	43		83	
4		44		84	
5		45		85	
6	Card Number 04	46	Question 97 (2)	86	
7		47		87	
8	Question 82	48		88	
9		49		89	
10	Question 83	50		90	
11	Question 84	51		91	
12		52	Question 97 (3)	92	
13	Question 85	53		93	
14		54		94	
15		55		95	
16	Question 86	56	Question 97 (4)	96	
17		57		97	
18	Question 87	58		98	
19		59		99	
20	Question 88	60		100	
21		61		101	
22	Question 89	62	Question 97 (5)	102	
23		63		103	
24		64		104	
25	Question 90	65		105	
26	Question 91	66		106	
27		67		107	
28	Question 92	68		108	
29		69		109	
30	Question 93	70		110	
31		71		111	
32		72		112	
33	Question 94	73		113	
34		74		114	
35	Question 95	75		115	
36		76		116	
37		77		117	
38	Question 96	78		118	
39		79		119	
40	Question 97 (1)	80		120	

Phase I Evaluation:
Crime Prevention/Security Survey

Record Layout
Card No. 5

COL	DESCRIPTION	COL	DESCRIPTION	COL	DESCRIPTION
1	Interview Number	41	Question 102 Cont.	81	
2		42		82	
3		43		83	
4		44		84	
5	Card Number 05	45	Question 103	85	
6		46	Question 104	86	
7	Question 98 (1)	47	Question 105	87	
8		48		88	
9		49	Question 106	89	
10		50		90	
11		51	Question 107	91	
12	Question 98 (2)	52	Question 108	92	
13		53	Question 109	93	
14		54		94	
15		55	Question 110	95	
16		56	Question 111	96	
17		57	Question 112	97	
18	Question 98 (3)	58	Question 113	98	
19		59		99	
20		60		100	
21		61		101	
22	Question 98 (4)	62		102	
23		63		103	
24		64		104	
25		65		105	
26		66		106	
27		Question 98 (5)		67	
28	68		108		
29	69		109		
30	70		110		
31	71		111		
32	72		112		
33	Question 99	73		113	
34	Question 100	74		114	
35	Question 101	75		115	
36	Question 102	76		116	
37		77		117	
38		78		118	
39		79		119	
40		80		120	

Phase I Evaluation:
Crime Prevention/Security Survey

Record Layout
Card No. 6

COL	DESCRIPTION	COL	DESCRIPTION	COL	DESCRIPTION
1		41	12 Question 116	81	
2	Interview Number	42	Question 117 SW	82	
3		43	1	Question 117	83
4		44	2		84
5		45	3		85
6	Card Number 06	46	4		86
7		47	5		87
8	Question 114	48	6		88
9		49	7		89
10		50	8		90
11		51	9		91
12		52	10		92
13		53	11		93
14		54	12		94
15			55	Question 118	95
16	Question 115 SW	56		96	
17	1	Question 115	57	97	
18	2		58	98	
19	3		59	99	
20	4		60	100	
21	5		61	101	
22	6		62	102	
23	7		63	103	
24	8		64	104	
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Appendix G

A List of Crime Prevention
Publications

Appendix G

A List of Crime Prevention Publications
Prepared By Principals of the
Training, Research and Education Council (TREC)

1. An Evaluation of the National Crime Prevention Institute's Initial Training Program, a report prepared for LEAA/NCPI, February, 1972.
2. An Evaluation of the National Crime Prevention Institute's Second Training Program, a report prepared for LEAA/NCPI, April, 1972.
3. An Analysis of the National Crime Prevention Institute's Impact at the Local Level, a report prepared for LEAA/NCPI, January, 1973.
4. A Survey of Evaluation Methodology for Use By Local Crime Prevention Officers, a report prepared for NCPI, January, 1973.
5. The National Crime Prevention Institute In the University Environment, a report prepared for LEAA/NCPI, February, 1973.
6. An Evaluation of the National Crime Prevention Institute's Training Program Number V and Number VI, a report prepared for LEAA/NCPI, July, 1973.
7. A Recommended Five-Year Plan for the National Crime Prevention Effort, a report prepared for LEAA/NCPI, June, 1974.

8. An Introduction to the Principles and Practices of Crime Prevention: Student Manual, a manual supporting an 80-hour curriculum prepared for the Southwest Texas State University, San Marcos, Texas, June, 1974.
9. An Introduction to the Principles and Practices of Crime Prevention: Instructor's Manual, a manual supporting an 80-hour curriculum prepared for the Southwest Texas State University, San Marcos, Texas, June, 1974.
10. Crime Prevention Instructor's Examination Manual, a manual containing a series of discussion questions on crime prevention, a progress and final examination keyed to the student manual referenced above including instructions for their utilization, prepared for the Southwest Texas State University, San Marcos, Texas, June, 1974.
11. An Evaluation Model for the Texas Crime Prevention Institute, a model prepared for the Southwest Texas State University, San Marcos, Texas, June, 1974.
12. A Short Course In Crime Prevention: Student Manual, a student manual supporting a five-hour, in-service curriculum being prepared for the Commission on Law Enforcement Officers Standards and Education, State of Texas, in process.
13. A Short Course in Crime Prevention: Instructor's Manual, an instructor's manual supporting a five-hour, in-service curriculum prepared for the Commission on Law Enforcement Officer Standards and Education, State of Texas, November, 1974.
14. An Index to Educational Aids In Crime Prevention for Use In Elementary Schools, an inventory and description of materials for use in teaching young children about crime prevention, prepared for the Region IX Education Services Center, Wichita Falls, Texas, July, 1974.

15. A Brief Discussion of the History and Principles of Crime Prevention, a paper on crime prevention for use in briefing elementary teachers about crime prevention, prepared for the Region IX Education Services Center, Wichita Falls, Texas, August, 1974.
16. An Inventory of Crime Prevention Concepts for Use In Elementary Schools, a delineation and explanation of crime prevention concepts for use in an elementary curriculum prepared for the Region IX Education Services Center, Wichita Falls, Texas, August, 1974.
17. Model Security Provisions for Texas Local Governments: An Explanatory Handbook and Recommended Ordinance, prepared for the Texas Municipal League, October, 1974.
18. Model Alarm Ordinance for Texas Local Governments: A Discussion and Recommended Ordinance, prepared for the Texas Municipal League, October, 1974.
19. An Evaluation of the Crime Prevention Programs In Garland and Mesquite, Texas, a report being prepared for the Cities of Garland and Mesquite and the Texas Criminal Justice Council, in process.
20. An Evaluation of the Panhandle and East Texas Regional Crime Prevention Programs, a report being prepared for the respective regional planning agencies and the Texas Criminal Justice Council, in process.
21. An Evaluation of the Governor's Six-City Crime Prevention Program, an assessment of the first-year efforts of the crime prevention programs in Abilene, Amarillo, Beaumont, Corpus Christi, Odessa and Waco, Texas.

22. Administrative Considerations In Crime Prevention Program Planning: Student Manual, a manual supporting an accredited 40-hour curriculum prepared for the Southwest Texas State University, San Marcos, Texas.
23. Administration Considerations In Crime Prevention Program Planning: Instructor's Manual, a manual supporting an accredited 40-hour curriculum prepared for the Southwest Texas State University, San Marcos, Texas.
24. Recommended Crime Prevention Program Activities, a report detailing the substance and administrative requirements of crime prevention programs for seven local jurisdictions in the Houston, Texas Metropolitan Area prepared for the Houston-Galveston Area Council.
25. Crime Prevention Curriculum for In-Service Training, a manual supporting a two day (14 hour) curriculum prepared for the Cook County Sheriff's Police, Maywood, Illinois.
26. Crime Prevention Curriculum for Recruit Training, a manual supporting a one day (7 hour) curriculum prepared for the Cook County Sheriff's Police, Maywood, Illinois.
27. Teacher's Guide: Introduction to Crime Prevention, a manual prepared for use in secondary schools prepared for Motorola Teleprograms, Inc.
28. Salesmanship: A Critical Element In Crime Prevention, a paper prepared for use in the California Crime Prevention Program.
29. Evaluation: Friend or Foe? , a paper prepared for use in the California Crime Prevention Program.
30. The Future of Crime Prevention, a paper prepared for use in the California Crime Prevention Program.

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