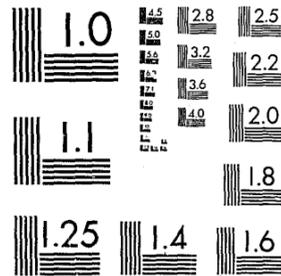


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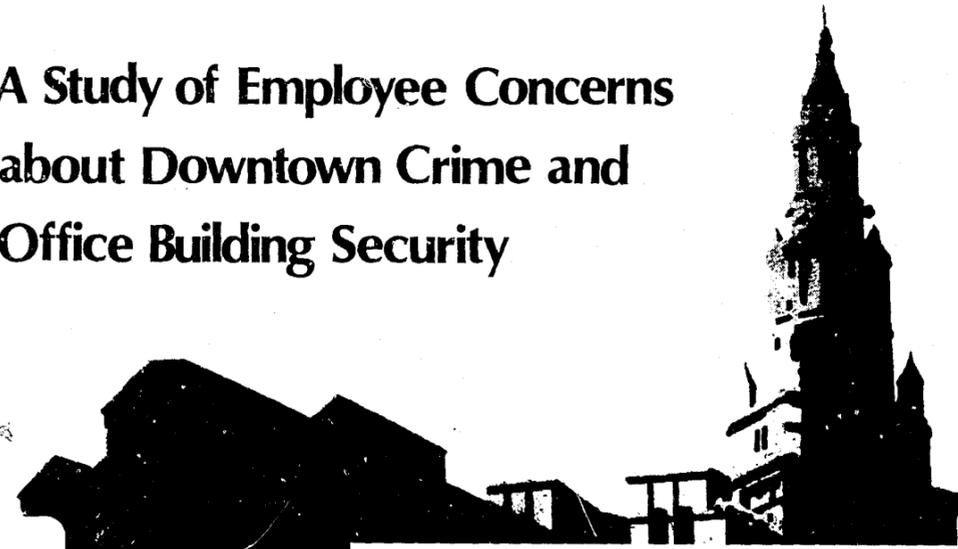
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CLEVELAND WOMEN
WORKING REPORT:

Safety Sense: A Realistic Perspective

A Study of Employee Concerns about Downtown Crime and Office Building Security



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SAFETY SENSE: A REALISTIC PERSPECTIVE

A Study of Employee Concerns
about Downtown Crime and Office
Building Security

June 16, 1980

CLEVELAND WOMEN WORKING is a membership organization for women office workers whose goal is to win rights and respect for women office workers. CWW is an affiliate of WORKING WOMEN, National Association of Office Workers.

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AN ORGANIZATION FOR WOMEN OFFICE WORKERS

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INTRODUCTION

Downtown Crime. How extensive is the problem? What does this mean to the hundreds of thousands of employees who work in downtown Cleveland every day? Do they feel safe on the job ... in their office buildings ... coming to and from work? How can employees, security personnel and building managers work together to upgrade security and reduce opportunities for crime? When "increased citizen involvement" is suggested as a way to address the problems of crime and fear of crime, what does it mean to the members of the downtown community? How can employees become more involved in the solution?

These are a few of the many questions Cleveland Women Working (CWW) has been raising in an attempt to effectively deal with the issue of crime prevention in downtown Cleveland.

Cleveland Women Working is a non-profit membership organization that addresses the problems working women face on the job. Since its inception in late 1975, a major organizational activity has been the elimination of sex and race discrimination in employment. With members in every major company and office building in the downtown area, CWW has been widely recognized for its successful efforts to

gain rights and respect for working women.

In 1977, as a result of the ever-increasing number of safety concerns brought to the organization's attention by downtown office workers, Cleveland Women Working formed a special task force to address the problems of crime and fear of crime in downtown Cleveland. The Safety Task Force carried out a small scale experimental program with two major foci: (1) improving security in downtown office buildings, and (2) educating downtown employees about crime prevention.

The initial efforts of this task force were promising and in October 1978, Cleveland Women Working received a grant from the Law Enforcement Assistance Administration's Office of Community Anti-Crime Programs to expand and solidify the program. The project, called Target: Safety, has received additional funding through April 1981.

Cleveland Women Working's Downtown Community Crime Prevention Project, Target: Safety, is based on the belief that every individual employee is entitled to a safe working environment. Further, CWW believes that employees, building managers, employers, security personnel and public officials have a responsibility both collectively and individually to actively address the problems of crime and fear of crime. By working together, these people can reduce the opportunities for crime to occur.

The mission of the Target: Safety Program is to increase public awareness of the problem; to educate and involve downtown employees in crime prevention efforts; and to foster increased accountability among private sector employers, office building managers and owners and public officials for the safety needs and concerns of downtown employees. It is the aim of the project to positively impact the threat of crime and fear of crime in the downtown Cleveland area.

Over the past year the federal grant has enabled Cleveland Women Working to pursue a more in-depth study of the safety problems faced by downtown employees. This report, Safety Sense: A Realistic Perspective, based on two interrelated studies, provides an insight into the scope of the problem. Part I provides a general overview of downtown employees' personal concerns about crime and fear of crime based on the results of the Downtown Community Crime Prevention Survey. Part II presents an evaluation of security standards in downtown office buildings based on a standardized assessment of 20 representative buildings (20% sample). Part III summarizes the findings of the two studies and presents recommendations (an agenda for action) to address the problems.

Most authorities believe that crime and fear of crime are major problems which have significantly contributed to the decline of many urban downtown communities and Cleveland is no exception. However, we believe that downtown crime

is a manageable problem and that people's fears about it can be alleviated. Certainly this will take the active cooperation of employees, business and the public sector, but it can be done. We hope that the findings and recommendations contained in this report are a step toward a healthier and safer downtown Cleveland.

This report is the result of many people's efforts. A special thanks goes to the CWW Safety Task Force and the Target: Safety Advisory Council for their support, advice and commitment to our program.

I. COMMUNITY SURVEY

A. INTRODUCTION

Downtown workers are genuinely concerned about their personal safety. Their fears, while not always based on actual crime statistics, are real. Many factors influence how safe a person feels in any environment ... just as many factors determine what constitutes a safe workplace.

It is the perspective of the downtown worker that makes this study of safety concerns unique. They have responded to questions about their personal perceptions, real experiences and the problems they encounter. Their views reflect the image they have, not only of their workplace but of the downtown community as a whole.

The fact that downtown workers are affected by problems of crime and fear of crime is not surprising. Over the years, much attention has been given to this provocative subject and studies have confirmed the need for positive action. We are no longer dealing with whether there is a problem, but rather what steps can be taken to solve it.

1. Purpose of the Survey

The Downtown Crime Prevention Survey was designed to obtain a general overview of people's personal concerns about crime and fear of crime, particularly in relation to their work environment. Over 30,000 copies of the survey were distributed to downtown employees. The findings of the study are significant in that they point to some definite trends and patterns that are common to the downtown worker.

2. Description of Survey Respondents

The respondents were comprised of a diverse cross-section of men and women. Of the 2,000 surveys returned, it was not surprising to find that the majority of respondents were women. Women do, in fact, represent more than half of the 300,000 workers in the downtown area, and women admittedly feel more vulnerable to being victimized. One respondent sums up the feelings of a large number of persons surveyed:

"I can honestly say that I am leary of arriving at work early and/or staying late. There are too few people downtown before 7:00 a.m. and after 6 p.m."

However, it is important to note that there were no significant differences between the way males and females responded to the individual questions. In terms of age, 65% of the respondents were between 18 and 35 years of age; but here again, there was no significant difference between respondents in this age group as compared to those over 35

year of age. Nearly 50% of those who responded have been employed in downtown Cleveland for 5 years or more, 38% for 1-5 years and 12% for 1 year or less.

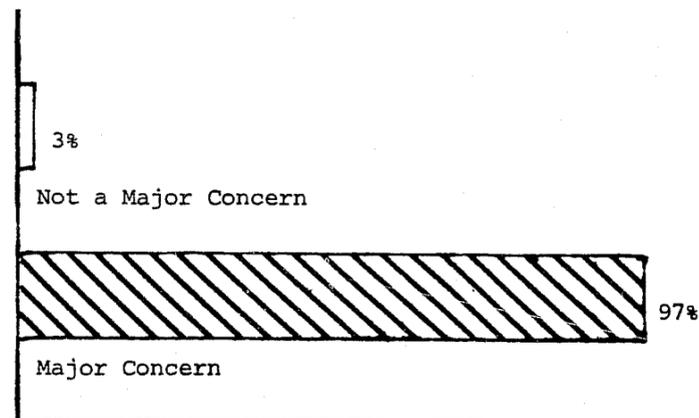
There were returns from employees representing a wide variety of companies and organizations within approximately 80 downtown office buildings. It is significant to note that 99% of the respondents do not reside in the immediate downtown area. This information, while not surprising, serves to reinforce the need for developing a sense of commitment to improve safety conditions on the part of this unique "daytime" community.

B. RESULTS OF SURVEY

The survey developed three major areas of inquiry:

(1) general concerns, (2) building safety, (3) crime prevention. The following summarizes the results by these areas.

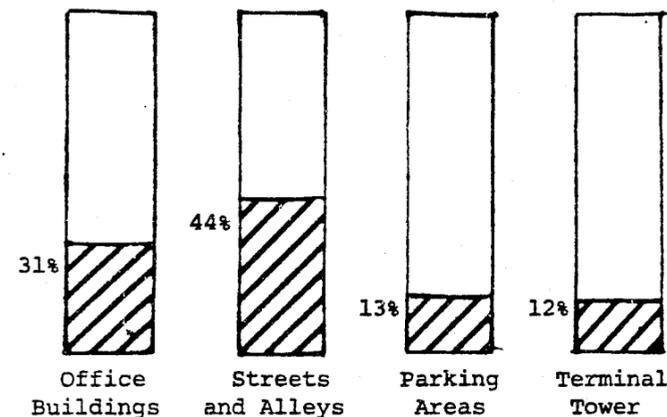
1. General Concerns



According to the survey returns, crime in downtown Cleveland is a major concern of 97% of the respondents. The fear of being victimized appears to be reinforced by the fact that 75% of those who expressed concern have either been a victim themselves or have had personal knowledge of a crime-related incident in the downtown area. It follows then that the personal attitudes of these individuals toward feeling safe in the downtown community had been negatively affected. One employee comments,

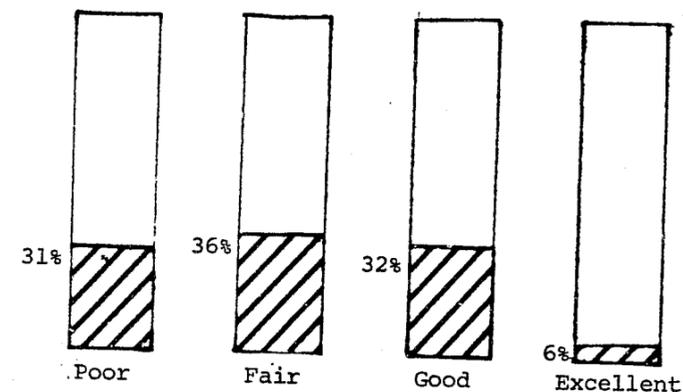
"I had my wallet stolen right out of my office and I know of three other people who have had a similar experience. I wish I had known how to prevent it from happening."

Of those who had been victimized, the two most frequently cited experiences involved crimes against property, such as purse snatchings and auto thefts. Out of six categories (robbery, rape, abduction, murder, assault, harassment), theft was cited by an overwhelming majority as the crime most likely to occur. Following this, respondents indicated that rape and assault were the crimes most commonly feared. Particularly, in the 50+ age range, the fear of being assaulted was an emphatic concern. Nearly 50% of this age group have been victims of some type of crime and this has understandably substantially increased their fears.



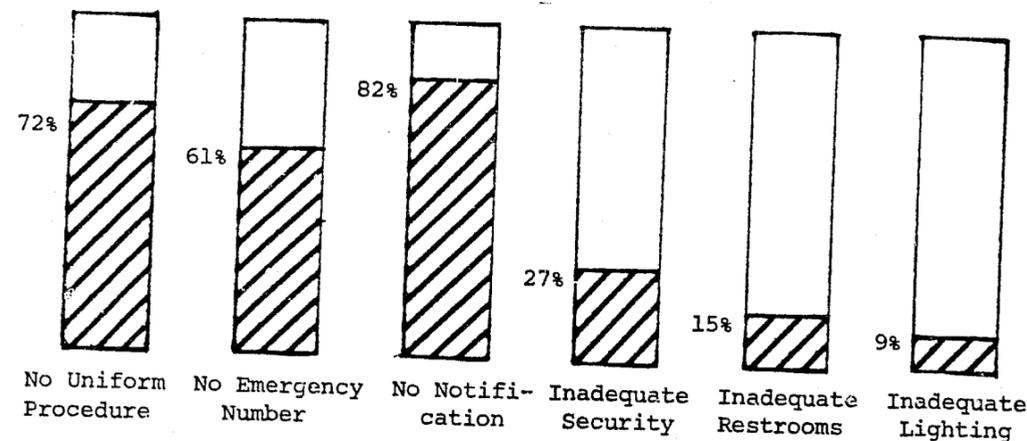
With regard to where in downtown Cleveland people believed crime is most likely to occur, there were four primary areas mentioned with no significant difference among age groups. 31% of the respondents mentioned office buildings, 44% mentioned streets and alleys, 13% mentioned parking areas and 12% mentioned the Terminal Tower area. It is again important to note that this question provides a valuable insight into the areas where people feel particularly unsafe. The relatively high percentage of those who indicated that office buildings were a particular area of concern reinforces our efforts to upgrade building security and educate employees as to what they can do to reduce opportunities for crime. The following information provides more data to substantiate this problem.

2. Building Safety



In rating their office building security, only 6% of the respondents viewed their security conditions as excellent, 32% responded good, 36% responded fair and 31% responded poor. The latter is obviously based on a subjective appraisal; however, the impact of 67% of the ratings being fair to poor cannot be minimized or overlooked. According to this worker,

"I feel very threatened being in my office building after five. Although we're supposed to have a sign in/sign out procedure at this time, it is hardly ever enforced. Who is supposed to be responsible for security?"



Particular inadequacies in building communications were

identified. 72% of the respondents were unaware of a specific procedure to follow in the event of a crime occurring in the building. And likewise, 61% of the respondents had no knowledge of a special security number to call in case of emergency. One employee suggests,

"There should be literature and posters in all buildings downtown to let citizens know what to do in case of an emergency."

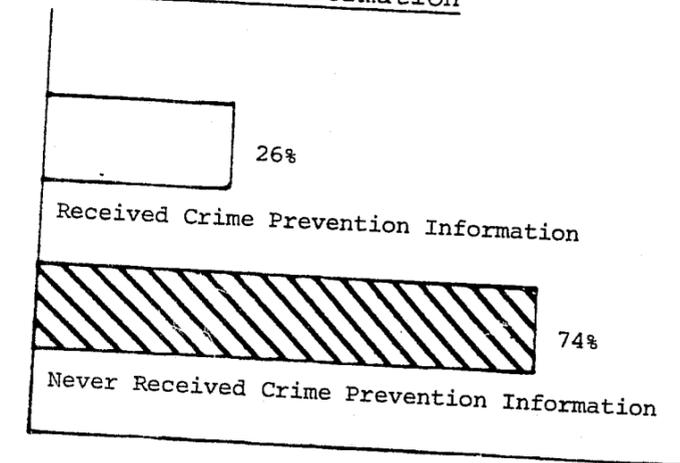
Often individual companies have a policy whereby employees are instructed to notify a particular company official in an emergency and, if that person is not available, they do not know whom to call for help.

A major problem within office buildings appears to be a lack of communication, not only within companies themselves, but among different tenants in a building. 82% of the respondents indicated they were not notified in writing if a crime-related incident does occur. The negative effects of this lack of communication are far-reaching when rumor and exaggeration are given free rein and people's fears begin to escalate. While written notification of a criminal incident is a controversial recommendation, we believe that all tenants have the right to know what is going on in their building. This worker gives an example:

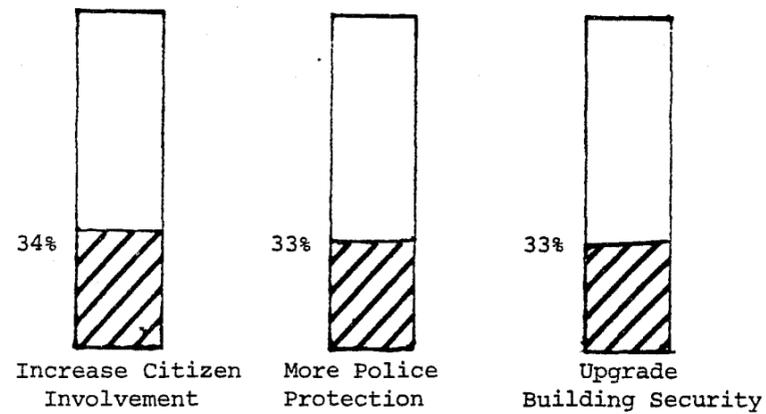
"There were rumors of thefts occurring in our office building. No one was quite sure what all was stolen or how it happened, but everyone was fearful. Finally the truth came out that there was one purse stolen and the thief was caught. If only we had known this in the beginning, a lot of unnecessary fear could have been eliminated."

Beyond the lack of communication, the other problem areas that were cited by respondents were: Inadequate security 27%; restrooms/locks 15%; lighting 9%. Based on a spirit of cooperation and the understanding that building security is everyone's concern and responsibility, these problems can readily be evaluated and remedied with minimal cost in relation to the benefits that would be forthcoming; most importantly, alleviating fear.

3. Crime Prevention Information



Survey results indicated a definite need for education in the area of crime prevention. It was found that 74% of the respondents had received no information pertaining to crime prevention from their employers or office building managers. Of those that did, the majority received written literature, usually through their own companies and often times considered inadequate.



When responding to the question pertaining to solution(s) to reducing crime in downtown Cleveland, more police protection, upgrading building security and increasing citizen involvement were each cited as the top priorities. This respondent comments,

"A joint effort among city police, private security and citizens needs to be implemented ... a safer downtown would help to renovate this city."

It is both significant and encouraging to note that respondents viewed their own involvement in the solution of the problem as essential. However, a way is needed for these people to become involved. Clearly, 88% indicated a willingness to participate in educational crime prevention seminars if they were made available through their workplace. These seminars can and will provide a forum through which concerned citizens may have a voice in bettering their present work environment. This indication of interest is also pointed out in contrast to the above-mentioned general lack of

communication and information on the subject through company or building channels. One woman underscored the need for more involvement in the security process,

"The floor on which I work is 98% female. Whenever concerns about security are raised with the administration, they are scoffed at and staff is regarded as hysterical females. It is most unfortunate that something very drastic will have to occur before action is taken."

C. CONCLUSION

This study substantiates a need for a sensible and realistic approach to the problems of downtown crime. It also poses a challenge to all of the members of the downtown community ... we can continue being "concerned," we can pretend there is no problem, or we can commit ourselves to a community action agenda to reduce crime.

II. ASSESSMENT OF OFFICE BUILDING SECURITY

A. INTRODUCTION

One of the factors that surely influences how safe a person feels in the workplace is the presence of visible security measures. The place where most downtown workers spend the major part of their day is their office building. Over the past few years, there has been an alarming increase in the number of criminal incidents occurring in office buildings in metropolitan areas throughout the country. We have found that there are a large number of "unreported" incidents that occur in office buildings as well, such as petty thefts and verbal harassment or intimidation. This increase has not only escalated people's fears but downtown workers have also begun to verbalize their concern about the inadequacies of office building security. They are recognizing the value of working together for more stringent and effective safety standards. And finally, they are learning what practical steps can be taken to upgrade office building security and to reduce the likelihood of crime. In the following pages we describe specific problem areas and substantiate the need for more active citizen involvement in crime prevention initiatives.

1. Purpose:

The general purpose of this effort was to determine what are the most common weaknesses in office building security and to recommend practical ways to strengthen the standards and reduce opportunities for crime. We believe that people who care about the crime problem and are willing to do something about it will eventually influence the ability of downtown Cleveland to re-emerge as a safe and attractive urban center.

2. General Description:

As part of an on-going study, security conditions in 20 downtown office buildings were evaluated. This represents approximately 20% of the major office buildings in the area. These buildings varied in size (from 4 to 40 floors), population (from 100 to 5,000 employees), location (all within the immediate downtown area), and age (from 9 to 50 plus years). They represent a real cross section of downtown buildings. A survey based on five major areas of concern was designed (see Appendix) in order to effectively assess security conditions. The specific problem areas are (1) security systems (guards), (2) security information systems, (3) stairwells and building layout, (4) restrooms and (5) elevators. The surveys were completed by trained staff with the assistance of tenants (employees) who had a working knowledge of the building and had access to all floors. The buildings

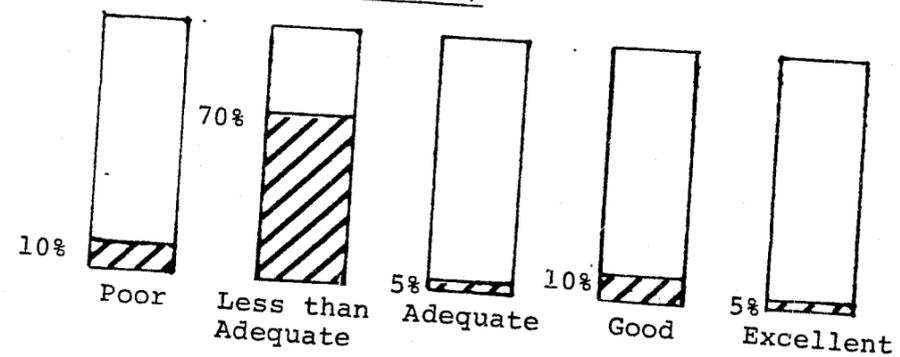
were reviewed on more than one occasion by different personnel who then collectively rated each one according to the following system.

Each area of concern was rated on a scale of 1 to 5. The rating scale is as follows: 1-poor, 2-less than adequate; 3-adequate; 4-good; 5-excellent. A total score was then given to each building, with 25 being the highest possible score.

B. RESULTS

It was found that the criteria regarding age, location, population and size did not make an appreciable difference in the evaluation of security systems. That is, generalizations could not be made on the basis of newer versus older buildings, larger versus smaller buildings, or where buildings were located. In effect, the buildings had to be approached on an individual basis. We found, in general, that building security was less than adequate and certain areas required more attention than others. The following is a summary of the results of the assessment.

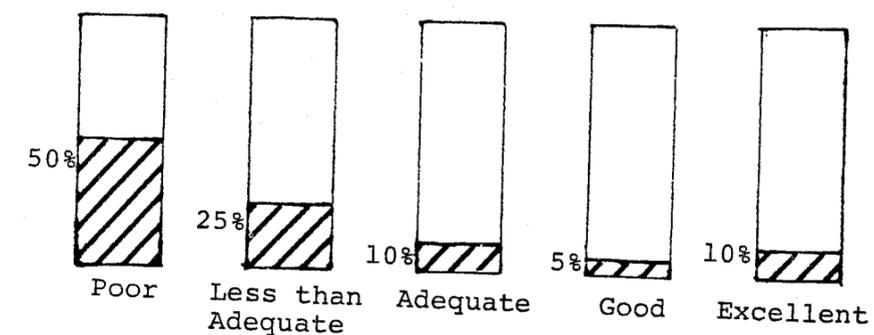
1. Security Systems (Guards)



With 80% of the buildings receiving "less than adequate" or "poor" ratings for security systems, it should be explained that consideration was given to the following factors: How many guards, if any, were available in relation to the size of the buildings; the guards' qualifications; the guards' accessibility in case of emergency; and evidence of an effective monitoring system both during and/or before and after working hours. The ratings, therefore, were based on a combination of factors, each of which are essential components to an effective system.

More specific findings included: 6 of the 20 buildings had no security guard whatsoever. Of the 14 that did, 5 had no security guards at night, on weekends or early mornings, 6 had security guards who were not commissioned and 6 had no effective monitoring system.

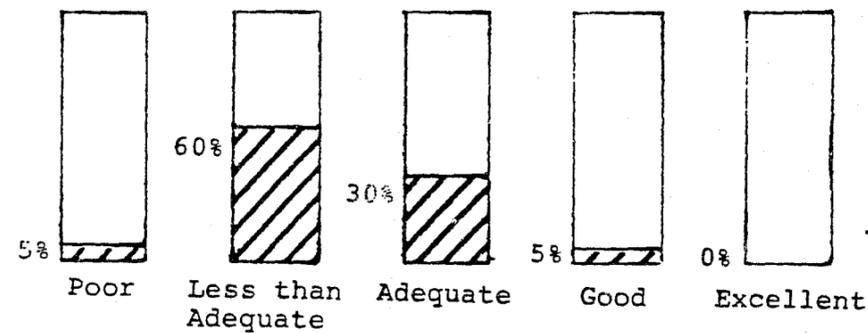
2. Security Information System



It is the responsibility of the building owners and managers to supervise the security policies and procedures within a given building. They in turn must communicate pertinent safety information to the tenants. And finally, employers have an obligation to their employees to keep them well-informed. In the majority of buildings, this network of communication was found to be either non-existent or less than adequate.

Specifically, our study found that 14 of the 20 buildings did not have a well-publicized security number to call in case of emergency, 17 of the 20 buildings did not have a standard procedure to follow in an emergency, and 17 of the 20 buildings did not have a recognized policy whereby all employees are notified in writing if an incident does occur.

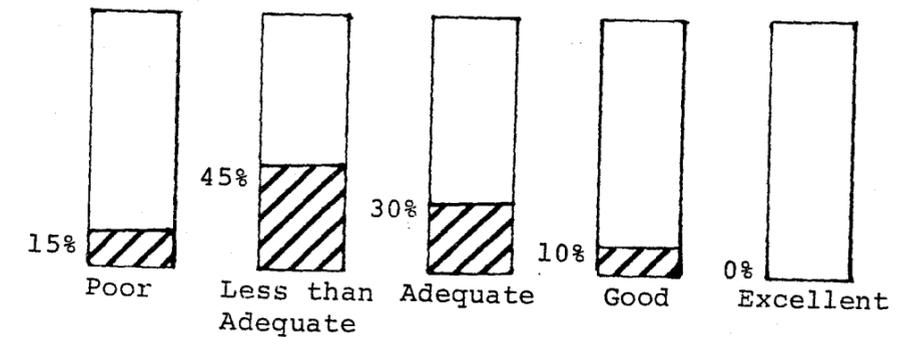
3. Stairwells



Stairwells are frequently overlooked as potentially dangerous areas within office buildings. Policies regarding their regular use by employees should be clearly stated. Emergency procedures, particularly in buildings where there are two and three inner stairwells should also be made known to all tenants.

10 out of 20 buildings do not have proper procedures regarding stairwells for fire or other emergencies. Six out of 20 buildings were found to have poorly lit stairwells. In most buildings, stairwells are located in isolated areas; therefore, adequate and bright lighting is essential for safety purposes.

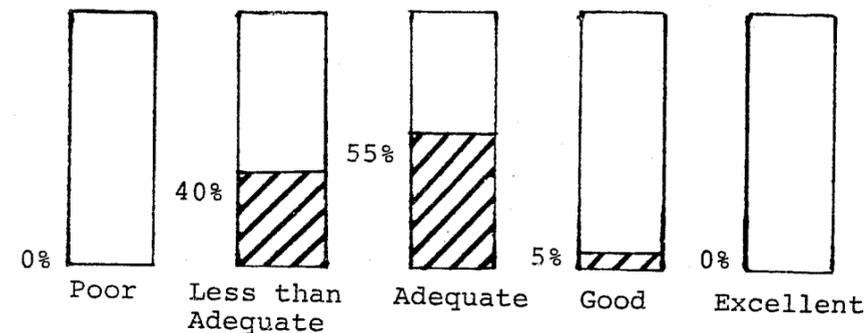
4. Restrooms



60% of the buildings studied were rated less than adequate or poor in this category. Adequate lighting, proper locks, cleanliness and location are all important

factors that were considered. Thefts, assaults and harassment have often occurred in restrooms and it is essential that every effort be made to make them safe. Only 5 out of the 20 buildings had no locks on their restroom doors. However, of those that did, it was not uncommon to find that the locks could be opened by random keys, desk keys and/or the same key could be used for both the men's and women's restrooms. As a general rule, we found that men's rooms were left unlocked (18 out of 20). In 19 of 20 buildings, restrooms were located in hallways and in some cases they were located within company quarters as well. When restrooms are in an out of the way place or on every other floor, it is a good policy for workers to let someone know of their destination and when they are expected to return.

5. Elevators



In the majority of the buildings studies, elevators were found to be in adequate working condition. However, people are more fearful in elevators than any other area. Employees need to be encouraged to be cautious upon entering an elevator. If they are the least bit suspicious of the person(s) with whom they are riding, they should get off immediately and/or wait for the next elevator until they feel more comfortable. Nineteen out of 20 buildings had adequate emergency alarms, but only 14 of 20 had a designated person to respond. Eleven of the 20 buildings had elevators that are not regularly and carefully monitored. This means that anyone could gain access to other floors in the building. Six of 20 buildings had freight elevators that are left unlocked during the day. While they are often overlooked in security checks, freight elevators are usually located in isolated parts of a building and frequently accessible to intruders.

C. CONCLUSION

To briefly summarize, there is a need for employers, building managers, security personnel and employees to come together and share their concerns in order to responsibly address the problem of inadequate security in office buildings. Unfortunately, perhaps one of the most discouraging and common weaknesses we found in our study is the lack of an effective communication system among these people,

specifically with regard to safety concerns. Therefore, these issues are not only not talked about, but it is often unclear what changes need to be made and who is ultimately responsible for workers' safety. A sense of isolation prevails and people naturally feel more vulnerable.

We are suggesting that everyone must share in the responsibility for upgrading building security ... it needs to be approached just like any other community problem. With little additional cost or effort, building managers can take the initiative by conscientiously reviewing their building's security and subsequently making the kinds of improvements which will provide a sense of security for the tenants. When cost is a prohibiting factor, as perhaps might be the case in hiring a guard, the tenants should be informed. Employers may demonstrate their interest by keeping their employees well informed about safety precautions and what incidents may have occurred, by pressuring building management to maintain effective security standards, and by making safety in the workplace a company priority. Security personnel should meet the necessary standards and should get to know the tenants in their building. And finally, employees can do their part by taking common-sense safety precautions, by insisting on their right to work in a safe environment, and by helping to initiate a communication system that would reduce the kind of isolation that currently exists.

III. FINDINGS AND RECOMMENDATIONS

A. FINDINGS (PART I)

The following findings are based on 2,000 returned responses to the Downtown Crime Prevention Survey.

1. Crime is a major concern of downtown workers.

Three out of four survey respondents have either been victims of a crime or have personal knowledge of a crime that has occurred downtown. Downtown workers appear to have a realistic perspective about what crime most likely could happen to them (theft) and what crime they most fear (rape/assault).

2. Fear of crime affects the attitudes of employees toward working downtown.

While not always based on actual crime statistics, people's fears are real. Offenses such as verbal harassment and intimidation add to these fears and make people feel more vulnerable.

3. Downtown crime and fear of crime are both problems that need to be realistically addressed.

There is a common tendency to rely on police officers and security personnel to solve all crime-related problems. A far more realistic approach would include the active participation of the business sector (employers), public officials, residents and employees in crime prevention efforts.

4. Downtown employees view office buildings as potentially unsafe.

Office buildings and streets were most frequently cited as the places downtown where crime is most likely to occur. While parking areas and the Terminal Tower complex were also mentioned, it is significant that people specifically point to office buildings as potentially unsafe.

5. Downtown employees have specific concerns about office building security.

As tenants of their building, employees will generally give an accurate appraisal of the strengths and weaknesses in building security. Their specific concerns have to do with security guards, safety information, restrooms, stairwells and elevators.

6. Employees' perception of their office building (workplace) will influence their perception of downtown.

There is a correlation between how safe persons feel

in their office building and how fearful they might generally be downtown.

7. Downtown employees appear willing to participate in crime prevention efforts.

Downtown workers acknowledge they could learn more about crime prevention and could personally do more to reduce the opportunity for crime. They recognize the value of participating in educational seminars and sharing mutual concerns about safety.

B. FINDINGS (PART II)

The following findings are based on a survey of security conditions in 20 downtown office buildings.

1. Downtown office buildings need more effective security standards.

Inadequacies in security were found in each of the 20 office buildings surveyed. Ratings were based on the strengths and weaknesses of the following factors: Security guards or alternative security measures, communication within the buildings, restrooms, stairwells and elevators.

2. Security guards may be an effective deterrent to crimes in office buildings.

The decision whether or not to hire a security guard is frequently based on cost. The selection of a qualified security guard is also frequently based on cost. While the cost factor is realistic, other considerations are far more important.

3. Security provisions for employees who work before or after regular working hours are generally lax or nonexistent.

Many employees work irregular hours. In each office building, a system needs to be arranged so they have adequate protection.

4. The lack of a viable communication system in office buildings is a common weakness.

In order for security policies and procedures to be effective, all tenants must know about them. Tenants also have the right to know of a criminal incident occurring in their building.

5. Stairwells, restrooms and elevators are potential problem areas in office buildings.

Too often building managers and tenants are not aware of the importance of effective security measures in these areas. Well lighted stairwells, locked restrooms and elevators equipped with emergency alarms are practical and inexpensive ways to reduce the opportunity for crime.

C. RECOMMENDATIONS

1. To Office Building Managers

- (A) Security guards or alternative security measures should be authorized in every downtown office building. Building managers should carefully assess both the characteristics of an office building (such as size, location and number of entrances) and the needs of the tenants and then decide to hire guards or develop other forms of security.
- (B) Building managers should conscientiously evaluate the qualifications of security guards by paying special attention to:
 - (1) Training
 - (2) Ability to handle emergency situations
 - (3) Prior experience
 - (4) Rapport with tenants
- (C) Building managers should be aware that most maintenance personnel have not received adequate training for security work. Therefore, the practice of hiring one person for both responsibilities should be avoided.
- (D) Building managers should establish an effective communication system whereby:

- (1) All tenants are encouraged to report any personal experience of being victimized in the building and to discuss any concerns about building security.
 - (2) All tenants are periodically reminded of emergency policies and procedures.
 - (3) All tenants receive written notice if a criminal incident occurs in the building.
- (E) Building managers should make sure all restrooms are kept locked (preferably deadbolt locks), are well lighted and are properly maintained.
- (F) Building managers should carefully consider the following (often overlooked) points with regard to building layout:
- (1) Stairwells:
 - (a) Should be well lit and properly maintained.
 - (b) Should not be accessible to persons entering the building on the first floor.
 - (c) When possible should be locked in accordance with fire regulations.
 - (2) Floor plans/hallways/entranceways
 - (a) Storage areas and unoccupied offices should be kept locked.
 - (b) Corridors should be well lit and properly maintained.

- (c) Access to unoccupied floors should be prohibited.
 - (d) Isolated entranceways should be monitored and/or kept locked.
- (3) Freight elevators
- (a) Should be kept locked when not in use.
 - (b) Should be monitored to avoid use by unauthorized personnel.
- (G) Building managers should make sure that all elevators:
- (1) Are well lit and in proper, safe working order.
 - (2) Are monitored whenever possible.
 - (3) Are equipped with an emergency alarm.
- (H) Building managers should report all criminal incidents occurring in their building to the Police Department.

2. To Employers

- (A) Employers should begin to assume a more active and visible role in crime prevention efforts, both in the workplace and in the downtown community.
- (B) Employers should institute standard security procedures within their company in order to adequately ensure the safety of all employees.
- (C) Employers should demonstrate their concern for

employee safety by providing adequate security measures for any employee working alone before or after regular working hours.

- (D) Employers should periodically remind employees of common-sense safety precautions ... through meetings, memos or in-house newsletters.
- (E) Employers should encourage employees' participation in educational safety seminars and discussions of safety issues.
- (F) Employers should notify all employees if a crime-related incident occurs in the office or elsewhere in the building.
- (G) Employers should provide adequate space where employees may keep valuables such as purses or personal belongings for safekeeping.
- (H) Employers should urge employees to notify co-workers when they are leaving the office and time of expected return.
- (I) Employers should support building managers' efforts to maintain effective security measures and if necessary pressure for necessary improvements.

3. To Employees

- (A) Employees should individually and collectively work

to upgrade security standards in their workplace and in the downtown community.

- (B) Employees should attend educational safety seminars whenever possible in order to stay attuned to common-sense safety precautions.
- (C) Employees should always report safety concerns to building and/or company management. Employees should always report criminal incidents to the Police Department.
- (D) Employees should assume more responsibility for their personal safety and the safety of others. In their workplace they can do this by:
 - (1) Keeping valuables and personal possessions in a safe place.
 - (2) Using good judgement when approached by strangers; i.e., request identification, avoid extended contact, seek help.
 - (3) Avoiding isolated stairwells, office spaces, alleyways, elevators.
 - (4) Becoming familiar with building and/or company security policies and procedures.
 - (5) Giving notice when leaving the office and time of expected return.
 - (6) Discussing safety concerns among co-workers and discouraging negative rumors.
 - (7) Avoiding working alone whenever possible.

4. Recommendations to the media

The media should reassess the power they have to influence people's perception of crime in downtown Cleveland. They should seriously commit themselves to utilize that power in a constructive fashion. This can be accomplished by:

- (A) Realistic and responsible reporting of criminal incidents in downtown Cleveland. Sensationalized accounts of incidents that occur serves to increase people's fears and perpetuate a negative image.
- (B) Accentuating the positive aspects of the downtown area, focusing on cultural events, sports activities, community projects and other happenings which would encourage downtown workers to become more involved in their community.
- (C) Publicizing safety tips in order to increase people's level of confidence and awareness.
- (D) Educating the general public about on-going crime prevention efforts and how they can become actively involved.

D. CONCLUSION

These recommendations constitute an agenda for action. They represent some sensible and concrete steps that employers, building managers, employees and the media can take to begin rebuilding a sense of community downtown. The task at hand is not insurmountable. It requires a concerted effort on the part of all segments of the downtown population.

Only when we, as a downtown community, stop minimizing the problem of crime can we begin to develop a positive program to address the solution. Through education, increased awareness and the active participation of public officials, the threat of crime downtown can be reduced and people's fears can be alleviated.

APPENDICES

Downtown Crime Prevention Survey

Cleveland Women Working, an organization for working women, has received federal funding from the Law Enforcement Assistance Administration, United States Department of Justice, for a Downtown Community Crime Prevention Program. The ultimate goal of the project is to make downtown Cleveland a safer place to work and live through community involvement. We would appreciate your help in filling out and returning this survey (return postage is guaranteed). The information that you provide will enable us to develop an effective program, thereby meeting your needs as members of the downtown community.

GENERAL INFORMATION

Sex: Male _____ Female _____ Age: 18-35 _____ 35-50 _____ 50-Over _____
Name of company you work for: _____
Job Title: _____
Name of building company located in: _____
Type of Company: Insurance _____ Finance _____ Retail _____ Advertising/Media _____ Legal _____
Manufacturing _____ Education _____ Government _____ Other _____
How long have you been with the company? _____
How long have you been employed in downtown Cleveland? _____
How do you travel to and from work? Public transportation _____ Auto _____ Other _____
Where do you live? Downtown Cleveland _____ City of Cleveland (not downtown) _____
Other _____

YOUR CONCERNS

How would you register your concern about crime in downtown Cleveland?
very concerned _____ concerned _____ not a concern _____
Have you ever been a victim of crime in downtown Cleveland? Yes _____ No _____
If yes, what was the crime? _____
Have you ever witnessed or had personal knowledge of crime in downtown Cleveland? (beyond media reports)
Yes _____ No _____
Does fear of crime affect your attitude toward working in downtown Cleveland? Yes _____ No _____
What type of crime do you believe could *more likely happen to you* in downtown Cleveland? _____

What type of crime are you *most afraid of happening to you* in downtown Cleveland? _____

Where in downtown Cleveland do you believe crime is most likely to occur? (example: specific public places, office buildings, etc.) _____

BUILDING SAFETY

How would you rate your office building security? excellent _____ good _____ fair _____ poor _____
Is there a uniform procedure for you to follow if crime occurs in your office building? Yes _____ No _____
Is there a special number for you to call in case of emergency? Yes _____ No _____
If a crime-related incident does occur in your office building, are employees/tenants notified in writing?
Yes _____ No _____
Please check if any of the following are problems in your office building:
improper lighting _____ inadequate security _____ restroom location/locks _____
isolated stairwells _____ inadequate communication within the building _____
other _____

CRIME PREVENTION

Have you received any crime prevention information as an employee in your office building? Yes _____ No _____
If yes, was it adequate? _____
If yes, how was it provided? written material _____ lecture/discussion _____ film _____
If yes, by whom was it provided? _____
In your opinion, what would be the most effective solution/s to reducing crime in downtown Cleveland?
• upgrade building security _____ increase citizen involvement _____ more police protection _____
safety education seminars in office buildings _____ other _____
If available through your company, would you be interested in learning more about crime prevention through educational seminars? Yes _____ No _____

Comments:

FOLD HERE

FIRST CLASS
Permit No.
393
Cleveland, Ohio

BUSINESS REPLY MAIL No postage necessary if mailed in the United States

Postage will be paid by:

Cleveland Women Working

1258 Euclid Avenue
Cleveland, Ohio 44115

FOLD HERE

FOLD HERE

If you would like to know more about the Downtown Community Crime Prevention Project or the results of this survey, please fill out this coupon.

_____ I would like to know the results of this survey.

_____ I would like to know more about the Downtown Community Crime Prevention Project.

NAME _____
ADDRESS _____
PHONE/home _____ office _____

This survey was designed by CLEVELAND WOMEN WORKING in conjunction with the GREATER CLEVELAND RAPE CRISIS CENTER.

Cleveland Women Working

1224 Huron Road, Cleveland, Ohio 44115 (216) 566-8511

BUILDING SURVEY

GENERAL INFORMATION

Name of building _____
Address _____
How many floors in building? _____
How many offices in building? _____
How many people work there? _____
(approximately)

SECURITY SYSTEM

- Does your building have a security guard(s)? Yes _____ No _____
- If yes, night _____ Day _____ Weekend _____?
- If no, what alternative security measures are there? _____
- Are the security guards commissioned? Yes _____ No _____
(120 hours of law enforcement training)
- How do the security guards communicate with each other? (walkie-talkie, etc.)? _____
- What company furnishes your building's security guard? _____
- In case of emergency, can you easily contact your building's guard? _____
- Does your building have a sign-in/sign-out procedure? Yes _____ No _____
- Does your building have T.V. monitors? Yes _____ No _____
- Does your building have a badge system or any kind of requirement to show identification when entering? Is it enforced? Yes _____ No _____
- Does anyone in your building keep track of who is in your building before or after regular working hours or on week-ends? Yes _____ No _____
- Does your building security "guard" also have maintenance responsibilities? _____

SECURITY INFORMATION

- Is there a standard publicized procedure for tenants to follow in an emergency? Yes _____ No _____ Explain _____
- Is there one special security number to call in an emergency? Yes _____ No _____ Explain _____
- If a criminal incident does occur, are building tenants notified in writing? Yes _____ No _____ Explain _____

AN ORGANIZATION FOR WOMEN OFFICE WORKERS

BUILDING LAYOUT

1. Stairwells

- a) How many stairwells are in your building? _____
- b) Are they used by tenants in the building? _____
- c) Are the stairwells patrolled by security personnel? _____
- d) Are the stairwells properly lighted and maintained? _____
- e) Are the stairwells locked in accord with fire regulations? (on every floor?) Explain: _____
- f) Is the entrance to the stairwell(s) on the first floor of the building kept locked? _____

2. Restrooms

- a) Where are the restrooms located? Hallways Stairwells Offices
- b) Are the restrooms convenient to your office? _____
- c) Are both men's restrooms and women's restrooms kept locked? Explain: _____
- d) What type of lock is on the restroom doors? _____
- e) Is it possible to gain entrance to restrooms through other means? (such as windows or fire escapes) Explain: _____
- f) How many restrooms are there on each floor? _____
- g) Are the restrooms properly maintained? _____
- h) Are there separate public restrooms? _____
- i) Additional comments: _____

3. Elevators

- a) Are the elevators monitored by the security guard(s)? Yes No
- b) If no, what security measures are taken to prevent intruders from taking the elevator to any floor in the building? _____
- c) Are the elevators properly maintained at all times? Yes No
- d) Do the elevators have emergency alarms? Yes No
- e) Who is responsible to respond to the elevator emergency alarm? Explain: _____
- e) Where is the freight elevator located? _____
- f) Is the freight elevator kept locked when not in use? Yes No

4. Other General Concerns

Have any crime related incidents occurred in your building? Explain: _____

How would you rate your building security? Excellent Good Fair Poor

Comments: _____

RATING SYSTEM

	Security System	Security Information	Stairwells	Restrooms	Elevators	Total
Bldg. 1	2	3	3	3	2	13
Bldg. 2	1	2	2	2	3	10
Bldg. 3	2	3	3	4	3	15
Bldg. 4	5	5	4	4	4	22
Bldg. 5	2	1	3	2	2	10
Bldg. 6	3	1	1	2	3	10
Bldg. 7	2	2	2	2	2	10
Bldg. 8	2	2	2	1	3	10
Bldg. 9	2	2	3	2	2	11
Bldg. 10	4	4	3	3	3	17
Bldg. 11	4	5	2	1	2	14
Bldg. 12	2	1	3	3	3	12
Bldg. 13	2	1	2	2	3	10
Bldg. 14	2	1	2	3	3	11
Bldg. 15	2	1	2	3	3	11
Bldg. 16	1	1	2	2	2	8
Bldg. 17	2	1	2	2	2	9
Bldg. 18	2	2	2	2	3	11
Bldg. 19	2	1	2	3	2	10
Bldg. 20	2	1	2	1	3	9

CODE: Each area was rated on a scale of 1 to 5. The rating scale is as follows: 1-poor, 2-less than adequate, 3-adequate (marginally acceptable), 4-good, and 5-excellent. A collective rating was then given to each building based on the total score:

Excellent:..... 21-25
 Good:..... 16-20
 Adequate: (marginally acceptable)..... 11-15
 Less than adequate: (unacceptable)..... 6-10
 Poor:..... 1-5

SECURITY CONDITIONS IN THE FOLLOWING BUILDINGS WERE
ASSESSED: (they are listed alphabetically and do
not correspond to ratings)

Capitol National Bank Building
Chester-12th Building
Citizens Building
Diamond Shamrock Building
Euclid-Ninth Tower
Federal Building
Hanna Building
Legal Aid Building
Lincoln Building
Ohio Savings (Investment) Plaza
One Erieview Plaza
One Hundred Erieview Tower
Rockwell Building (601)
Rose Building
RTA Building
Standard Building
Sunamerica Building
Superior Building
Union Commerce Building
Williamson Building

 U. S. DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION		CATEGORICAL GRANT PROGRESS REPORT	
GRANTEE Cleveland Women Working	LEAA GRANT NO. 78-CA-AX-0075	DATE OF REPORT 9/4/81	REPORT NO. 12
IMPLEMENTING SUBGRANTEE	TYPE OF REPORT <input type="checkbox"/> REGULAR <input type="checkbox"/> SPECIAL REQUEST <input checked="" type="checkbox"/> FINAL REPORT		
SHORT TITLE OF PROJECT Downtown Community Crime Preven.	GRANT AMOUNT Proj. \$198,636,000		
REPORT IS SUBMITTED FOR THE PERIOD 10/1/78	THROUGH 6/30/81		
SIGNATURE OF PROJECT DIRECTOR <i>Kathleen FitzSimons</i>	TYPED NAME & TITLE OF PROJECT DIRECTOR Kathleen FitzSimons		
COMMENCE REPORT HERE (Add continuation pages as required.) The following report provides a summary of major program activities and accomplishments for the entire grant period, beginning in October, 1978 and extending through June, 1981. The description of the project includes: Problems Addressed, Goals and Measurable Objectives, Major Activities, Demonstration of Accomplishments, Problems Encountered and Principle Findings and Results. Also included is a listing of all documents and resources that were produced during the life of the project.			
A) <u>Problems Addressed:</u> 1. Lack of accountability and lack of coordinated effort among public and private interests to address problems of crime and fear of crime in downtown Cleveland. 2. Inadequate security standards in majority of downtown office buildings. 3. Lack of public awareness of need for involvement in crime prevention initiatives. Lack of effective communications with regard to crime related ns among downtown employers, employees, building managers and officials. Increasing isolation of downtown community members resulting ear of criminal violence.			
<small>Further monies or other benefits may be paid out under this program unless this report is completed and filed, as required by existing regulations (FMC 74-7; Omnibus Crime Control Act of 1976).</small>			
GRANTEE STATE PLANNING AGENCY (Official)		DATE	

80895212

B) Goals

1. To reduce crime and fear of victimization among members of the downtown community.
2. To foster increased accountability among private sector employers, building owners and managers and public officials for the safety needs of downtown employees.
3. To help employees develop a collective sense of community through crime prevention initiatives.
4. To establish a model program for crime prevention involving the downtown grassroots community.

C) Measurable Objectives

1. By June 30, 1981 security conditions in 80 downtown office buildings will be assessed. In all cases where survey indicates a need to strengthen security, written and/or personal contact will be made with building managers and/or company officials to review recommendations for security improvements.
Goals furthered by Objective # 1: 1, 2
2. By June 30, 1981 an educational outreach campaign will be designed and implemented whereby:
 - a) Educational safety resource materials will be produced and distributed to 100,000 downtown employees.
 - b) 10,000 downtown employees will have participated in educational safety seminars to receive instruction in ways to reduce opportunity crimes and how to organize to improve safety conditions within offices and office buildings.
 - c) Two large outreach events were held to increase visibility of TARGET: SAFETY program goals and objectives. Events geared to reach 75,000 people.
 - d) Ongoing media attention through public service announcements.
 Goals furthered by Objective # 2: 1,2,3.
3. By June 30, 1981 the foundation for an ongoing Downtown Safety Council representing all facets of downtown community to be established. Council to act as a coordinating and planning body for continuing crime prevention efforts.
Goals furthered by Objective # 3: 1,2,4.

D) Summary of Major Activities/Accomplishments

1. Objective # 1
 - a) Security conditions in 80 downtown office buildings were assessed by staff and approximately 100 volunteers. Surveys documenting findings on file.

- b) Written and/or personal contact was made with building owners or managers representing all 80 buildings. Recommendations for upgrading security were submitted for their review. Additional contacts were made at a later date to review whether changes had been implemented. In most cases, building personnel were responsive to suggestions and willing to make changes. Letters and notes on meetings on file.
- c) As a result of an initial presentation to the Board of Directors and several subsequent meetings with the Executive Director, a positive working relationship was established with the Cleveland Building Owners and Managers Association. This, in turn, resulted in their making building security/safety an organizational priority. They joined with us in an effort to establish a community approach to crime prevention. Approximately 99% of our contacts with building managers were members of the Association. BOMA is currently working to establish a communications network among downtown buildings to share information with regard to criminal incidents occurring in the buildings. They have also included safety information about our program in their newsletter.
- d) As a result of our efforts to upgrade office building security, contacts were made with approximately 300 different tenants (employees). These were volunteers who directly assisted in assessing security and/or individuals who initiated contact with our program personnel to discuss problems relating to security. Their interest and involvement furthered our efforts to expand communications and to pressure for recommended improvements. In many cases, committees were formed by these volunteers to address their specific concerns about safety.
- e) In June, 1980 a major report which summarized our findings in 20 representative office buildings was made public. This report received widespread media attention and increased public awareness of the kinds of security the need to be addressed. More than 200 copies of the full report were distributed and several thousand copies of the Findings and Recommendations were mailed upon request.

2. Objective # 2

- a) Educational resource and publicity materials were developed including: Building Survey, Downtown Community Crime Prevention Questionnaire, Logo/Brochure, Telephone Stickers, Slide/Tape Presentation, Safety Tip Sheets, Safety Test, Communications Pamphlet, Leaflets (many different formats), Safety Tip Poster Display, Safety Day Promotional materials, Major Report entitled: "Safety Sense: a Realistic Perspective.
- b) Educational Safety seminars were conducted for approximately 10,000 employees in downtown office buildings. Focus of format was to increase awareness of ways to avoid opportunity crimes both from a personal perspective and with regard to office building security. Emphasis on need to look out for one another.

- c) Major outreach events included:

Safety Day in Downtown Cleveland, September 28, 1979. There were three major activities for the day. In the morning before work, we had tables staffed by volunteers on one-fourth of the downtown office building lobbies. Safety literature was distributed to incoming employees and approximately twenty-five thousand people were reached. Over the noon hour, the staff and volunteers were on the streets distributing balloons, Safety Day badges and more literature. In the evening after work, we sponsored a party where approximately 1000 employees came to view crime prevention displays and to meet members of the Cleveland Police Department. We had extensive media coverage from all three TV stations, the major daily newspaper and the radio stations.

For months preceding the event meetings were held with city officials and persons from all segments from the downtown community who helped us prepare for the day. Prior to the event, letters seeking endorsements were sent to major corporation, organizations and retail stores. Letters were also sent to 100 building managers, soliciting their cooperation and involvement. We received 50 endorsements and several letters of congratulations. We also received a proclamation (personally presented) from the Mayor and a Resolution from Cleveland City Council.

Press Conference, June 16, 1980. A press conference including all the major media (newspapers, radio and Television) was held in our office to release our report, Safety Sense: a Realistic Perspective. This report details the kinds of problems that need to be addressed in office buildings and the kinds of safety concerns that downtown workers have. It is impossible to estimate the number of people we reached through this press conference; however, it drew a great deal of respect for our program as evidenced by the number of calls and letters we received.

Safety Day at the Terminal Tower, November, 1980. After a number of weekly planning meetings, we joined the Terminal Tower management in sponsoring an educational forum for tenants and commuters who use the building every day. Our Task Force members leafleted 20,000 flyers prior to the event. We also distributed their security literature and our own safety tips and brochures.

Stop Rape Day, March, 1980. We participated in this event sponsored by the Cleveland Rape Crisis Center to publicize the need for increased public awareness and sensitivity to the problem of rape and the plight of rape victims. There was extensive media coverage and an opportunity to distribute our literature to thousands of downtown employees.

Public Forum on Victims and Witnesses of Crime, April 25, 1980. We co-sponsored this event to bring attention to the need for Victim Witness programs. Held in the Justice Center, the forum was a successful effort to make the public more aware of the criminal justice system and its inherent problems.

- d) Outreach Mailing: Prompted by a series of criminal attacks on downtown office workers in the early part of 1981, we issued a mailing to more than 600 employers in the downtown area calling attention to the need for increased involvement in crime prevention initiatives. Also included was a return addressed postcard by which people could indicate their interest in TARGET: SAFETY program activities. We received a 12% return in addition to approximately 25-30 calls.
- f) Throughout the grant period, Cleveland area radio stations ran different "public service announcements" pertaining to our program goals and objectives, including practical safety tips.
- g) Communications Pamphlet: A small pamphlet was designed to reinforce the need for improved communications among downtown building personnel, (including tenants, building managers and owners, employers, employees and public officials). The plan called for distribution to the Advisory Council and through them to the greater downtown community.

3. Objective # 3

- a) The TARGET: SAFETY Advisory Council was established in the beginning of the program and continued in effect through the entire grant period. One major purpose of the Council was to provide a foundation for an on-going representative liaison between downtown community interests and local government. Regular contact was maintained with members either through bi-monthly meetings, individual meetings and/or written correspondence with regard to program activities. They served in an advisory capacity to review all program resources, activities and events. Representation included members from: Cleveland Police Department, BOMA, Regional Transit Authority, Downtown Organization of Residents, Cleveland State University, East Ohio Gas Co., Rape Crisis Center, WomenSpace, Dyke College, a large Savings and Loan Association, Criminal Justice Public Information Center, Society For Safety Engineers.

D) Problems Encountered

1. We encountered some reluctance on the part of the Business Sector to formally endorse our efforts and to work with us in addressing the problems of downtown crime. Numerous attempts were made to solicit the cooperation of the Greater Cleveland Growth Association (Chamber of Commerce) and they, in effect, refused to recognize the need for a coordinated approach. Without their support and endorsement, the task of initiating contacts for seminars was more time-consuming and difficult. This was never really resolved through the life of the project.
2. We had miscalculated the amount of time that is necessary to establish a viable program having positive results to demonstrate its value and importance to the community. Eventually we were able to overcome this problem through effective programming.

3. Arranging meetings with building managers and follow-up calls and visits were a good deal more time consuming than we had anticipated. Once we had the opportunity to meet with them, our recommendations were well received. Our endorsement and association with BOMA helped us in dealing with this problem.
4. Our interest in establishing an on-going Downtown Safety Council was simply not shared to the necessary extent by members of our Advisory Council. While these representatives certainly recognized the need for a liaison between the community and local government; as individuals they were over-extended with their own commitments and no one was willing or able to assume responsibility for maintaining the Council itself. We believe that BOMA may possibly assume a leadership role in this regard, since their association already has a vested interest in downtown safety. They have initiated several attempts to organize community leaders around the issue.

E) Principle Findings and Results

Our project was unquestionably a successful grassroots effort to address the very real problems of crime and fear of crime in the downtown area. Our success in achieving our goals may be viewed in terms of the number of people reached through educational safety seminars, the cooperation and positive response of private sector employers, building owners and managers and public officials, the changes in office building security plans, the number of people who volunteered their time and skills to work for a safer community, extensive media coverage and the high level of respect that our program achieved as a result of intensive outreach and community contacts. (A primary example of the latter was an opportunity to serve on the Mayor's committee to select the new Chief of Police).

Our project was unique in that the population and area with which we were dealing was that of a "daytime community." The majority of people who work downtown every day do not live there; in fact, Cleveland's downtown has a relatively small resident population. Our initial task was to work on developing a sense of community responsibility and this we accomplished by concentrating on office buildings and the employees therein. Our approach was realistic: crime is a problem but it is one that we can do something about if we work together. We encouraged people to view their office buildings as they would their "block" in the neighborhood. This grassroots approach can be implemented in any large metropolitan area. Our accomplishments would have been greatly enhanced had we the full cooperation and support of the Business Sector throughout the life of the program. It is most unfortunate that the funding for continuation of such a worthwhile endeavor is no longer available.



BUILDING SECURITY
771-3355
EMERGENCY AMBULANCE

621-1234
CLEVELAND POLICE
621-1212
CLEVELAND FIRE

DOWNTOWN COMMUNITY CRIME PREVENTION PROJECT CLEVELAND WOMEN WORKING : 566-8511

Count Me In



Downtown Community Crime Prevention Project
Cleveland Women Working

Cleveland Women Working
1258 Euclid Avenue
Cleveland, Ohio 44115

**Join Us
September 28th!**

CAN WE
COUNT ON YOU?

DOWNTOWN SAFETY DAY

Friday, September 28

As part of the day's activities, you are
cordially invited to attend our special
after work event:

SAFETY & ALL THAT JAZZ

TERMINAL TOWER CONCOURSE 5:30 p.m. - 7:30 p.m.

Meet new people while you enjoy the sounds of live jazz
music and take in displays on crime prevention and
personal safety. You can count on a good time and a
good feeling about downtown Cleveland. There will
be refreshments and a short program.

CASH BAR

BRING A FRIEND

OTHER SAFETY DAY ACTIVITIES

MORNING:

Take a "Safety Break" before work. Why
not come down to your building's lobby
where you and your co-workers can get
acquainted with security personnel while
you share ideas about downtown safety.

NOONTIME:

The downtown streets will be filled with
"Safety Deputies"—and you can be one of
them. Keep that badge, for you may have
the winning badge number. Come to the
Terminal Concourse after work and see!

DOWNTOWN COMMUNITY CRIME PREVENTION PROJECT
CLEVELAND WOMEN WORKING



1					
			1		
	1				
			4	1	6
			2	9	5
			3	8	7
			8	7	6
			1	2	8
			4	2	8
			7	3	9
			3	9	7
					6

there's safety in numbers...

1							
			1				
		1		7	4 1		
				1	9 2 9 1		
					3 9 4 7	3 2 3 4	
					1 4 7 2 5	8 5 5 7	
					3	4 6 7	

there's safety in numbers...

CAN WE COUNT ON YOU?

DOWNTOWN SAFETY DAY

Friday, September 28 All day

AS PART OF THE DAY'S ACTIVITIES, YOU ARE CORDIALLY INVITED TO ATTEND OUR SPECIAL AFTER WORK EVENT:

SAFETY & ALL THAT JAZZ

Terminal Tower Concourse 5:30p.m.-7:30p.m.

Meet new people while you enjoy the sounds of live jazz music and take in displays on crime prevention and personal safety. You can count on a good time and a good feeling about downtown Cleveland. There will be refreshments and a short program.

BRING A FRIEND

CASH BAR

OTHER SAFETY DAY ACTIVITIES

MORNING:

Take a "Safety Break" before work. Why not come down to your building's lobby where you and your co-workers can get acquainted with security personnel while you share ideas about downtown safety.

NOONTIME:

The downtown streets will be filled with "Safety Deputies" — and you can be one of them. Keep that badge, for you may have the winning badge number. Come to the Terminal Concourse after work and see!

Downtown Safety Day has been endorsed by (partial listing): Apcoa, Inc., Center for Human Services, Central National Bank, Citizens League, Cleveland Building Owners and Managers Association, Cleveland Newspaper Publishers Association, Cleveland State University, Cleveland Safety Department — Cleveland Police Department, Commission on Catholic Community Action, Criminal Justice Coordinating Council, Criminal Justice Public Information Center, Cuyahoga County Bar Association, Cuyahoga Savings Association, Downtown Cleveland Corporation, Dyke College, East Ohio Gas Company, Eaton Corporation, Federal Bureau of Investigation, Federation for Community Planning, First Bank National Association, First Federal Savings and Loan Association, Greater Cleveland Crime Prevention Committee, Greater Cleveland Interchurch Council, Northern Ohio Business Journal, SCM Corporation, Security Federal Savings and Loan Corporation, Sherwin-Williams Company, Union Commerce Bank, U.S. Navy Finance Center, U.S. Postal Service, WomenSpace, WABQ, WERE/WGCL, WKSX, WKYC, WMMS.

SPONSORED BY: DOWNTOWN COMMUNITY CRIME PREVENTION PROJECT—CLEVELAND WOMEN WORKING

For more information call: 566-8511



TAKE A BREAK... FOR SAFETY SAKE

TUESDAY, NOV. 18, 1980

TERMINAL TOWER LOBBY

11:00AM - 2:00PM

WE ALL SHARE A COMMON CONCERN ABOUT SAFETY. IT HELPS TO KNOW WHAT RESOURCES ARE AVAILABLE FOR OUR PROTECTION AND WHAT WE CAN DO TO PROTECT OURSELVES. IN AN EFFORT TO INFORM THE TENANTS AND THE PUBLIC ABOUT SECURITY PROVISIONS IN THE TERMINAL TOWER, THE BUILDING MANAGEMENT AND CLEVELAND WOMEN WORKING INVITE YOU TO COME TO THE TERMINAL TOWER LOBBY TO MEET WITH BUILDING AND SECURITY PERSONNEL AND REPRESENTATIVES OF CWV'S SAFETY PROGRAM. WE WILL RESPOND TO YOUR QUESTIONS, COMMENTS AND SUGGESTIONS CONCERNING BUILDING SECURITY AND ALSO OFFER YOU PERSONAL SAFETY TIPS. PRINTED MATERIALS, TELEPHONE SAFETY STICKERS AND VISUAL RESOURCES WILL BE AVAILABLE.

TAKE A BREAK...AND TAKE ADVANTAGE OF THIS OPPORTUNITY TO BECOME BETTER INFORMED...FOR SAFETY SAKE.

INFORMATION YOU SHOULD HAVE ABOUT TERMINAL TOWER SECURITY:

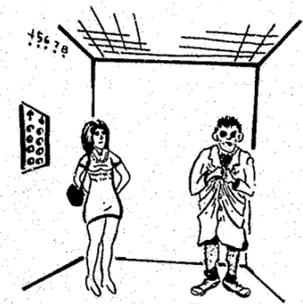
- * There is a security desk located on the main floor in the west elevator lobby. A security officer is available here 24 hours a day.
- * In addition to the security desk officer, there are at least four security officers patrolling the lobby and concourse 24 hours a day.
- * Direct communication is maintained among Terminal Tower security personnel, RTA security and the Cleveland Police Department.
- * There are audio and visual surveillance devices which are monitored 24 hours a day.
- * There are mobile patrols and high intensity lighting in both parking areas.
- * There is a new security check system now in effect before and after regular working hours for Terminal Tower tenants. Employee identification cards will be required of those using the elevators.
- * The Terminal Tower security telephone number for 24 hour service is:
771-7428

INFORMATION YOU SHOULD HAVE ABOUT CLEVELAND WOMEN WORKING'S DOWNTOWN SAFETY PROGRAM:

TARGET: SAFETY is Cleveland Women Working's federally funded crime prevention program aimed at reducing crime and fear of crime in downtown Cleveland. TARGET: SAFETY offers you the opportunity to learn about personal safety, to help improve security in downtown office buildings and, most importantly, to get involved in a community effort. Trained staff are available to conduct educational safety seminars for downtown employees. Through a lecture/discussion format, the need for increased awareness and responsibility is stressed. People working together is one of the best defenses against crime. For further information, please call 566-8511.

JOIN US IN THE TERMINAL TOWER LOBBY ON
TUESDAY, NOV. 18, 11:00AM - 2:00PM

SAFETY TEST



1. It's 11 o'clock. Do you know where your purse is?
 - A. With the kids - wherever they are.
 - B. In a locked drawer in my desk.
2. Do you take a shortcut through dark alleys getting to and from work?
 - A. Only when I am late.
 - B. No, I take main streets with proper lighting.
3. Do you know who works in the offices next to yours?
 - A. No, I don't bother them, and they don't bother me.
 - B. I am acquainted with most of the people on my floor.
4. Do you know your building security number?
 - A. Do I have a building security number?
 - B. Yes, it is posted on my phone.
5. As you are walking down the street, someone is bothering you from a car. What do you do?
 - A. Stop and ask what they want.
 - B. Run or walk quickly in the opposite direction.
6. Do you know the security guard in your office building and does he/she know you?
 - A. I don't know them but they should (automatically) know me - that's their job.
 - B. Yes, I've made a point of telling him/her who I am and for what company I work.
7. Do you always request identification from repairpersons who come to the office?
 - A. Only when they are not friendly.
 - B. Yes, and if I am still in doubt, I call their company for verification.
8. When you leave the office for lunch, or to run an errand, do you let people know where you are going?
 - A. No, I sneak out and sneak back in.
 - B. Yes, and I also give them an expected time of return.
9. Do you know at least three people who work on the other floors in your building?
 - A. No, I never talk to strangers!
 - B. Yes, and I have familiarized myself with many other faces.
10. You are on the elevator with a suspicious acting person. What do you do?
 - A. Stare at the ceiling and hope the person disappears.
 - B. Exit at the next floor and immediately call building security.

Scoring: Give yourself one point for every "B" answer you chose, with a perfect score being ten.
 8 - 10 Congratulations, Deputy!
 5 - 7 Better luck next time
 4 - 6 Define room for improvement
 3 - 0 Go directly to Building Security for help -- Do not pass go -- do not collect \$200.

Cleveland Women Working

1224 Huron Road, Cleveland, Ohio 44115 (216) 566-8511

BUILDING SURVEY

GENERAL INFORMATION

Name of building _____
Address _____
How many floors in building? _____
How many offices in building? _____
How many people work there?
(approximately) _____

SECURITY SYSTEM

1. Does your building have a security guard(s)? Yes ___ No ___
2. If yes, night ___ Day ___ Weekend ___?
3. If no, what alternative security measures are there? _____
4. Are the security guards commissioned? Yes ___ No ___
(120 hours of law enforcement training)
5. How do the security guards communicate with each other? (walkie-talkie, etc.)? _____
6. What company furnishes your building's security guard? _____
7. In case of emergency, can you easily contact your building's guard? _____
8. Does your building have a sign-in/sign-out procedure? Yes ___ No ___
9. Does your building have T.V. monitors? Yes ___ No ___
10. Does your building have a badge system or any kind of requirement to show identification when entering? Is it enforced? Yes ___ No ___
11. Does anyone in your building keep track of who is in your building before or after regular working hours or on week-ends? Yes ___ No ___
12. Does your building security "guard" also have maintenance responsibilities? _____

SECURITY INFORMATION

1. Is there a standard publicized procedure for tenants to follow in an emergency?
Yes ___ No ___ Explain _____
2. Is there one special security number to call in an emergency?
Yes ___ No ___ Explain _____
3. If a criminal incident does occur, are building tenants notified in writing?
Yes ___ No ___ Explain _____

AN ORGANIZATION FOR WOMEN OFFICE WORKERS

Page 2
Building Survey con't:

BUILDING LAYOUT

1. Stairwells

- a) How many stairwells are in your building? _____
- b) Are they used by tenants in the building? _____
- c) Are the stairwells patrolled by security personnel? _____
- d) Are the stairwells properly lighted and maintained? _____
- e) Are the stairwells locked in accord with fire regulations? (on every floor?) Explain: _____
- f) Is the entrance to the stairwell(s) on the first floor of the building kept locked? _____

2. Restrooms

- a) Where are the restrooms located? Hallways ___ Stairwells ___ Offices ___
- b) Are the restrooms convenient to your office? _____
- c) Are both men's restrooms and women's restrooms kept locked? Explain: _____
- d) What type of lock is on the restroom doors? _____
- e) Is it possible to gain entrance to restrooms through other means? (such as windows or fire escapes) Explain: _____
- f) How many restrooms are there on each floor? _____
- g) Are the restrooms properly maintained? _____
- h) Are there separate public restrooms? _____
- i) Additional comments: _____

3. Elevators

- a) Are the elevators monitored by the security guard(s)? Yes ___ No ___
- b) If no, what security measures are taken to prevent intruders from taking the elevator to any floor in the building? _____
- c) Are the elevators properly maintained at all times? Yes ___ No ___
- d) Do the elevators have emergency alarms? Yes ___ No ___
- e) Who is responsible to respond to the elevator emergency alarm? Explain: _____
- e) Where is the freight elevator located? _____
- f) Is the freight elevator kept locked when not in use? Yes ___ No ___

4. Other General Concerns

Have any crime related incidents occurred in your building? Explain: _____

How would you rate your building security? Excellent ___ Good ___ Fair ___ Poor ___

Comments: _____

AN ORGANIZATION FOR WOMEN OFFICE WORKERS

Downtown Crime Prevention Survey

Cleveland Women Working, an organization for working women, has received federal funding from the Law Enforcement Assistance Administration, United States Department of Justice, for a Downtown Community Crime Prevention Program. The ultimate goal of the project is to make downtown Cleveland a safer place to work and live through community involvement. We would appreciate your help in filling out and returning this survey (return postage is guaranteed). The information that you provide will enable us to develop an effective program, thereby meeting your needs as members of the downtown community.

GENERAL INFORMATION

Sex: Male _____ Female _____ Age: 18-35 _____ 35-50 _____ 50-Over _____
 Name of company you work for: _____
 Job Title: _____
 Name of building company located in: _____
 Type of Company: Insurance _____ Finance _____ Retail _____ Advertising/Media _____ Legal _____
 Manufacturing _____ Education _____ Government _____ Other _____
 How long have you been with the company? _____
 How long have you been employed in downtown Cleveland? _____
 How do you travel to and from work? Public transportation _____ Auto _____ Other _____
 Where do you live? Downtown Cleveland _____ City of Cleveland (not downtown) _____
 Other _____

YOUR CONCERNS

How would you register your concern about crime in downtown Cleveland?
 very concerned _____ concerned _____ not a concern _____
 Have you ever been a victim of crime in downtown Cleveland? Yes _____ No _____
 If yes, what was the crime? _____
 Have you ever witnessed or had personal knowledge of crime in downtown Cleveland? (beyond media reports)
 Yes _____ No _____
 Does fear of crime affect your attitude toward working in downtown Cleveland? Yes _____ No _____
 What type of crime do you believe could *more likely happen to you* in downtown Cleveland? _____

 What type of crime are you *most afraid of happening to you* in downtown Cleveland? _____

 Where in downtown Cleveland do you believe crime is most likely to occur? (example: specific public places, office buildings, etc.) _____

BUILDING SAFETY

How would you rate your office building security? excellent _____ good _____ fair _____ poor _____
 Is there a uniform procedure for you to follow if crime occurs in your office building? Yes _____ No _____
 Is there a special number for you to call in case of emergency? Yes _____ No _____
 If a crime-related incident does occur in your office building, are employees/tenants notified in writing?
 Yes _____ No _____
 Please check if any of the following are problems in your office building:
 improper lighting _____ inadequate security _____ restroom location/locks _____
 isolated stairwells _____ inadequate communication within the building _____
 other _____

CRIME PREVENTION

Have you received any crime prevention information as an employee in your office building? Yes _____ No _____
 If yes, was it adequate? _____
 If yes, how was it provided? written material _____ lecture/discussion _____ film _____
 If yes, by whom was it provided? _____
 In your opinion, what would be the most effective solution/s to reducing crime in downtown Cleveland?
 upgrade building security _____ increase citizen involvement _____ more police protection _____
 safety education seminars in office buildings _____ other _____
 If available through your company, would you be interested in learning more about crime prevention through educational seminars? Yes _____ No _____

EVALUATION SHEET

- How would you evaluate the Safety Seminar?
 Very Helpful _____ Helpful _____ Not very helpful _____
- What did you like best about the Safety Seminar?
- What did you like least about the Safety Seminar?
- What ideas/suggestions did you find most helpful?
- What additional ideas and/or points would you like to have addressed?

Please hand this in at the end of the seminar. If you would like more information about Cleveland Women Working and/or the Safety Project, fill in the coupon below.

NAME _____ PHONE/HOME _____
 ADDRESS _____ WORK _____
 CITY _____ ZIP _____

THANK YOU!

Cleveland Women Working

1224 Huron Road, Cleveland, Ohio 44115 (216) 566-8511

SAFETY TIPS

People are concerned about personal safety - sometimes confused and often afraid. TARGET: SAFETY, a federally funded crime prevention program of Cleveland Women Working, is aimed at reducing crime and fear of crime in Cleveland's downtown area. TARGET: SAFETY offers you the opportunity to learn about crime prevention, to help improve security in downtown office buildings, and most importantly, to get involved in a community effort. People working together is one of the best defenses against crime. TARGET: SAFETY welcomes volunteers to distribute information, serve on committees, and participate in solving building security problems.

While there are no guarantees against crime, we all could be more aware of ways to reduce our vulnerability. The following list of suggestions are useful tips for decreasing opportunities for crime.

ON THE JOB

1. Elevators are commonly feared as potential places of attack. Stand by the control panel so you can sound the emergency alarm if necessary. If a suspicious acting person follows you on the elevator; step off and wait for the next car.
2. Become aware of the security phone number and emergency procedures to follow in your office building.
3. Help institute a security information system in your building so that all tenants are notified in writing if an incident does occur. Do not rely on rumors.
4. Restrooms should have secure locks. Upon entering, be alert and never leave your belongings in an outer room.
5. Avoid using stairwells that are isolated, kept unlocked, or have poor lighting.
6. Working alone before or after regular working hours is an unfavorable, yet common practice for some workers. Make sure that access to your office or building is locked or guarded at these times.
7. Always keep valuables in a locked drawer or cabinet.
8. If someone comes to the office claiming to be a repairperson, be sure to ask for identification. If in doubt, call the place they are representing for verification.
9. Establish a buddy system at work. Always let people in the office know where you are going and when you are expected to return.
10. Attend educational safety seminars to learn more about crime prevention and ways that people can work together for safety.

AN ORGANIZATION FOR WOMEN OFFICE WORKERS

PERSONAL SECURITY

1. Carry your purse or important belongings correctly, held firmly against your body.
2. Always lock your car. Have your keys ready and check for intruders before entering.
3. Be alert. Walk at a steady pace and look confident. An attacker always expects a passive victim. Know where you are going. Don't look lost.
4. Be aware of your wallet, especially in crowded places...an accidental bump could be an intentional pickpocket.
5. Park in a well-lighted area as close to work as possible. Always be alert to your surroundings.
6. Be wary of loiterers when you walk. If you feel the slightest hesitation about a person or group ahead of you, change direction, go back the way you came and seek help.
7. Protect your purse or wallet but don't fight to save them. The risk of personal injury isn't worth the money you wish to save.
8. Avoid dark or isolated places whenever you can. Arrange to walk to and from work with a friend or co-worker.
9. When waiting for a bus, have your money ready and stand away from the curb.
10. If someone is bothering you from a car, run or walk quickly in the opposite direction. The driver will have to turn around to continue to follow you.

There is no way to predict the reactions of an attacker. Fighting, unless you are expertly trained, should be a last resort. Use your judgment wisely - your life is too important to risk. If you must fight an attacker, the following tips may prove helpful. But remember, your best defense is to eliminate the opportunities for crime.

DEFENSE TECHNIQUES

1. Never engage in physical combat unless it is absolutely necessary. If you must fight an attack, it is generally more effective to rely on your own body weapons, rather than relying on sprays or other commercial protective devices.
2. Using your own body weapons, be aware that the most vulnerable parts of the body are the eyes, throat and groin.
3. Never fight back if the attacker has a dangerous weapon.
4. Try communicating with your attacker. Those who commit violent crimes do not look at their victims as people. Talking can help calm the person committing the crime and to humanize you in his/her eyes.
5. If you are grabbed from behind, jerk your head backwards hard.
6. Using the heel of your shoe, stamp hard on the instep of the attacker.
7. Don't throw your hands out to fight an attacker; they can be grabbed. If the attacker is close to you, use your elbows to strike the neck or stomach, to take him/her by surprise. A loud scream in the attacker's ear can stun him/her.
8. If the pace of a person following you quickens or slows with yours, break into a run yelling "FIRE". People will more readily react to a scream of FIRE than a cry for help.

WORKING TOGETHER for DOWNTOWN SAFETY



**WORKING
TOGETHER
for
DOWNTOWN
SAFETY**

**DOWNTOWN COMMUNITY CRIME PREVENTION PROJECT
CLEVELAND WOMEN WORKING**



WORKING
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DOWNTOWN
SAFETY

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Project Director: Kathleen FitzSimons

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Cleveland Women Working is a membership organization that addresses the problems that women office workers face on the job. Our organization became involved in crime prevention efforts as a result of the ever-increasing number of safety concerns brought to our attention by downtown office workers.

In October 1978, CWW received a federal grant from the Law Enforcement Assistance Administration to implement Target: Safety, a community anti-crime program for the downtown area.



GENERAL INTRODUCTION

Downtown Cleveland is a special kind of community. For those of us who work here every day, there is a unique sense of pride in maintaining our city as a safe and attractive urban center. Like any community, we have our problems ... and crime is one of them.

How extensive is the problem of crime? What effect does it have on the way we perceive downtown? How can we develop a community approach toward addressing the issue of crime? What does "increased citizen involvement" mean to us?

Working Together for Downtown Safety provides the answers to these questions and more. Yes, there are some concrete steps we can take to reduce crime. Working together is the first step.

In order for us to participate in crime prevention, we need to know:

- What I can do (as an individual).
- What I can do (as a member of the downtown workforce).
- What I can do (as a member of the downtown community).

Crime won't disappear by ignoring it. We need to become more aware of the part each of us should play. Crime is generally a subject that we would prefer not to talk about. We often view it as "someone else's" responsibility; namely, police officers and security personnel. However, they cannot solve the problem without our help.

We must begin by acknowledging the reality of the situation ... crime unfairly



affects all of our lives. We need to work together for the safety of all.

There are no guarantees against crime. It is a fact, however, that an extremely high percentage of criminal incidents are "opportunity crimes" -- crimes that could have been avoided. The victim actually provides the opportunity for an offender to commit the crime. Part of the solution then becomes a matter of education ... teaching people how to become more aware, how to reduce the chances of being victimized and how to look out for the safety of one another. Making this information available to people is a beginning. Beyond this, policies that establish safety as a priority must be instituted -- and this requires strengthened communications among all sectors of the downtown community.

PERSONAL SAFETY

One of the two major factors that contributes to a feeling of helplessness is lack of control. For example, the way we approach a problem -- confidently or with trepidation -- will determine whether we are in charge. Likewise, in a potentially dangerous situation the outcome may be directly affected by our sense of who is in control. Thus, our personal attitudes about our own strengths are very important.

The other major factor is isolation. Feeling totally alone is a very frightening experience. We must learn how to take care of ourselves and at the same time be willing to look out for one another.

Confidence and Awareness

One often hears that confidence is a key factor in determining how safe we feel. What does this mean? How can we attain it? It simply means that when we are more knowledgeable or aware, we are in a better position to make decisions without fear.

Some helpful suggestions:

1. Become familiar with the places where you could go for help on your way to and from work (hospitals, police stations, gas stations, stores and other landmarks). Be alert.
2. Get to know the merchants along the way when walking to and from your means of transportation. Be friendly.

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3. Take notice of other people around you. Be observant.
4. Choose to walk or station yourself where there are other people and avoid isolated areas. Be cautious.

Remember ... trust your instincts. Many times a victim is tested to see how vulnerable he or she might be.

Protecting Valuables

A wallet stolen from a desk drawer is the most typical example of an opportunity crime. Being conscious of our belongings is the only way to prevent this type of crime from happening.

Some helpful suggestions:

1. Carry your purse close to your body. Carry as little cash or as few credit cards as is necessary. Keep your wallet in a front pocket or a buttoned hip pocket. Be conscientious.



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2. Always lock your car. Be forewarned.
3. Carry smaller packages in one large bag and never set them down unattended. Be prudent.
4. Find a secure place where you can keep valuables at home or at work. Be inventive.
5. Have your money ready when waiting for public transportation. Be prepared.

Remember ... protect your valuables but don't fight to save them. The risk of personal injury isn't worth the money you wish to save.

Rape/Assault

According to authorities, rape is an act of violence not sex. It is a vicious kind of assault committed against innocent victims. Personal assault is probably the most feared type of crime...the ultimate fear is murder. We would all like to believe that it can't happen to us, but it is this very attitude that precludes our being informed...and places us in a vulnerable and weak position.



Some helpful suggestions:

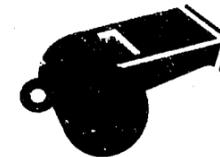
1. Take advantage of opportunities to learn about rape and the myths surrounding it. Be informed.
2. Know your own "space" and who you might choose to allow into that space. Be selective.
3. Learn about non-threatening tactics to use with an offender in confrontive situations. Be creative.
4. Plan your activities to include other people whenever possible. Be responsible.

Remember ... being alert can help you stay in control of a threatening situation.

Reactions to Crime: Victim or Witness

There is no way to predict the reactions of a criminal offender. And likewise, there is no single "right" response to a criminal offense. However, there are appropriate non-threatening tactics to use that are effective when your life or property is in jeopardy. Fighting back, unless you are expertly trained, should always be a last resort. Use good judgement ... your life is too important to risk.

Some helpful suggestions:



1. Carry a whistle or other noisemaker to attract attention if you're in trouble. If accosted, yell "fire." Be loud.

2. Communicate with the attacker. Talking can help calm the person committing the crime and humanize you in his or her eyes. Be sensitive.
3. Rely on your own body strength if you must to get away from an attacker. Weapons, commercial sprays and other protective devices can give a false sense of security and be used against you. Be quick.
4. Use the element of surprise to disgust, shock or "turn off" an attacker. (For example, feign getting sick, act strangely, sing a song, etc.) Be devious.



5. Make a note of specific descriptive details if you are a victim or a witness to a crime and always notify authorities. Be involved.

Remember ... an attacker expects a passive, submissive victim. By turning embarrassment and fear into anger, you will be showing strength.

SAFETY AT WORK

There is a strong correlation between how safe we feel at work and how safe we feel in general. One of the factors that surely influences our sense of well-being in office buildings is the presence of visible security measures. Also, people who work in the building need to come together and share their concerns in order to effectively address the issue of crime.

Within Offices

Safety is generally not a top priority on a list of company concerns. As a rule, it is taken for granted and not perceived as a "cost effective" topic for discussion. But as individuals we all share the same fears about crime. It makes good sense then, to reassess our priorities ... and to reevaluate our company practices.

Some helpful suggestions for employers:

1. Institute special safety procedures for people who work before or after regular working hours.
2. Evaluate the layout of the office giving special attention to reception areas and entranceways.
3. Provide a safe place for people to keep purses or other valuables.
4. Make certain that everyone is informed about what to do and/or whom to call in an emergency.

5. Establish a safety committee to review company policies and procedures with regard to security.

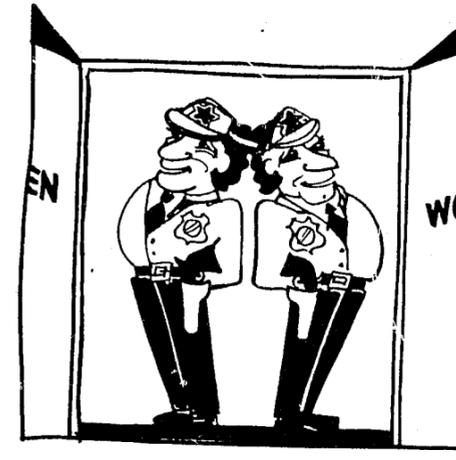
Within Buildings

The place where downtown workers spend most of their day is their office building. Hundreds of people come here every day and yet, very few of us know one another. A feeling of isolation precludes our incentive to reach out; this leaves each of us more susceptible to crime.

Some helpful suggestions for building managers:

1. Bring together tenant representatives and security personnel to assess security and discuss concerns.
2. Establish an effective communication system:
 - A. Inform people if a crime occurs in order to dispell rumors and to make people more aware.
 - B. Report all criminal incidents to the proper authorities.
 - C. Provide a security phone number for all building tenants.
3. Review security provisions throughout the building including:
 - A. Guards (training and ability to handle emergency situations).

- B. Physical layout (restrooms, elevators and stairwells).



4. Establish a viable communication network among buildings for the sole purpose of sharing information about crime prevention.

Transportation

Travelling to and from our downtown workplace is a common concern for everyone. The choices we make to save time and money can directly influence how safe we are or consider ourselves to be.

Some helpful suggestions:

1. Park in an attended lot as close to work as possible.
2. Designate specific areas within parking lots for use by those people who come to work early or leave after regular hours.

3. Think about where you might seek help beforehand, in case you should find yourself in a threatening situation.
4. Always have your keys ready as you approach your car. Also, it is important to check inside and under your car before entering.
5. Notify the proper authorities (bus driver/transit security/police) if you are victimized or witness a crime on public transportation.
6. Always be aware of your belongings while riding on public transportation. Keep them in your lap or under your arm.

Remember ... a person is less likely to be victimized if he or she is travelling with another person.

COMMUNITY INVOLVEMENT

Perhaps the most important factor in preventing crime is citizen participation. And citizens' concern should be reflected in government action. Public support of programs and agencies that deal with crime prevention is essential. We all share an investment in the well-being of our downtown community ... and we all must share the responsibility for the safety of our citizens.

Police Responsibility

It is often thought that the major work of the police officers is preventing crime. However, they cannot possibly do the job alone. Police officers depend on the support and involvement of citizens who care.

Some helpful suggestions:

1. Always report all criminal incidents immediately, whether you are a victim or a witness to a crime. Police officers rely on us to provide them with specific descriptive details in order to successfully apprehend criminal offenders.
2. Become familiar with what services the police department provides; i.e., speakers bureau, beat patrol, building checks, etc.
3. Respect the difficulty of police work and participate on citizen committees to strengthen their status and effectiveness in the community.
4. Follow through with the prosecution of criminals. It is a fact that a high percentage of those who commit crimes are on the streets because no one was willing to prosecute.

Remember ... the problems with the criminal justice system cannot be solved by the police alone. We are also responsible.

Agencies and Programs

Many of us are unaware of the resources that are available for witnesses and victims 13

of crime. These programs and agencies have been established in recognition of the tremendous physical and psychological trauma that people experience as a result of their involvement with crime. There are a number of community resources that provide counseling, information, shelter and legal assistance for people seeking help. The following is a list of some local agencies that offer direct services to victims and/or witnesses to crime:

1. Victim-Witness Service Center of Cuyahoga County
1215 West 3rd Street
Cleveland, Ohio 44113 (Tel: 623-7345)
2. Rape Crisis Center (for victims of rape)
3201 Euclid Avenue
Cleveland, Ohio 44115 (Tel: 391-3912)
3. Women Together (for battered women)
3201 Euclid Avenue
Cleveland, Ohio 44115 (Tel: 431-6267)
4. Free Clinic Legal Clinic
12201 Euclid Avenue
Cleveland, Ohio 44106 (Tel: 721-4010)
5. Crisis Intervention Team
10900 Carnegie Avenue
Cleveland, Ohio 44106 (Tel: 368-1500)
6. Family Violence Program of Cuyahoga County
1300 Ontario Street
Cleveland, Ohio 44113 (Tel: 623-7399)

Media

The media should accurately communicate the realities of crime to the public. Sensationalized accounts of criminal incidents
14 serve to increase people's fears and perpe-

trate a negative image of our community. With the ability to reach virtually all segments of the population, the media can educate and encourage participation in a community effort to reduce crime.

Some helpful suggestions to the media:

1. Present realistic and responsible reports of crimes while minimizing the sensational data.
2. Accentuate the positive aspects of the downtown community.
3. Publicize safety tips and pertinent information in order to increase the public's awareness and confidence.
4. Educate the general public about on-going crime prevention efforts, safety awareness programs and victim/witness programs and how they can be actively involved.

LOCAL GOVERNMENT/BUSINESS

Our local government and the powerful business sector have a responsibility to acknowledge that crime and fear of crime is a major problem. Without the support and interest of both the public and private sectors, there is little hope for reversing the trend toward rising crime.

Some helpful suggestions to local government and business:

1. Support more stringent safety standards within downtown office buildings and retail establishments.

2. Encourage the establishment of a communications network among employees, retailers, building managers and the police department in order to more effectively prevent crime.
3. Work for more visible security personnel on the streets and on public transportation.
4. Sponsor educational safety forums for the public.
5. Commit substantial creative resources to constructive programs that address the causes of crime such as unemployment and a deteriorated school system.

CONCLUSION

The message is clear. There is a critical need to pool our community resources and to get involved in solving the problem of crime. No one individual or segment of the population can handle the problem alone. We must begin by talking to one another, by sharing ideas and concerns. Just as a criminal looks for a passive victim, crime continues to escalate in a passive community. We cannot afford to resign ourselves to living in fear. Nor can we assume that the police are solely responsible for our safety. It is time for a new approach ... a united effort ... a personal commitment.

END