

# BURNS SECURITY INSTITUTE



## National Survey on Shopping Center Security



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NCJRS

MAY 26 1978

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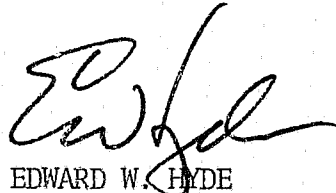
MAY 1978

No segment of the business community is more susceptible to or provides more opportunities for thievery, fraud and other crimes than retail stores, where estimated losses this year are expected to exceed \$8 billion.

Because of upsurging crime and violence, adequate safeguards have become a matter of growing concern of shopping center management.

Burns Security Institute, a crime research unit devoted to studies in the private, commercial and institutional areas, conducted a nationwide survey to determine the extent of mall protection problems and their possible solution.

The Institute is most grateful for the cooperation of the 263 shopping center officials who participated. The resulting report puts a timely focus on existing security conditions and what can be done to improve them.



EDWARD W. HYDE  
Chairman



## OVERVIEW

Mushrooming offenses against persons and property are impelling shopping centers to seek better answers to their day-to-day security problems. This quest for protection improvement is reflected in the response by 263 centers to a 74-point questionnaire seeking information on physical security matters.

Responding centers range in size from under 100,000 to 1,000,000 square feet and occupy a total of more than 103,869,000 square feet. Some 12,760 retailers, including 735 department stores, are tenants.

Crime deterrents are widely applied. All but a relatively few centers employ guards either full or part time and most have electronic anti-intrusion and fire alarm systems.

Two hundred thirty eight respondents cite 13 dominant security problem areas. Somewhat fewer, 209, believe they have solutions, more than half of which revolve around upgrading security personnel.

Statistical sections of this report are arranged by shopping center size, enabling comparison of individual mall safeguards with the profiles for others of approximately the same square footage.

Per centage figures for statistical sections reflect only actual responses. Unanswered questions, or segments of questions that are unanswered, are not weighted.

SECURITY  
SUPERVISION

Although all but a few malls employ uniformed guards or off duty police, the survey indicates a big gap in responsible supervision. Three of ten malls have full time security directors; two of ten operations managers devoting more than half time to overseeing protection. The rest must rely in good measure on the judgment and efficiency of security personnel, and their ability to react to changing situations on their own.

Of 88 full time security directors, 74 are employed by centers 300,000 square feet and larger.

GUARD FORCES

More than half the reporting centers employ in-house guards; nearly four of ten use contract security services, and three of ten hire off duty police. Some eight of ten have both full and part time guards.

In-house guards dominate at complexes 300,000 square feet and larger while contract guards are in majority at smaller centers. About half the guards are armed.

All centers employ male guards; one of three females, as well.

More than eight of ten centers prefer conventional uniforms for their crime deterrent value while the others garb security personnel in soft-look blazers.

Eight of ten have foot patrols, seven of ten motorized patrols. There are somewhat more night patrols than day ones.

ELECTRONIC  
SAFEGUARDS

Regardless of size, most centers include electronic protection as an integral part of operations. Eight of ten have anti-intrusion and fire alarm proprietary systems -- those monitored on mall premises. About four of ten have backup monitoring at central station alarm facilities; three of ten at fire stations, and two of ten at police stations. In addition, seven of ten centers connect tenant stores to their alarm systems.

Seventy seven centers 400,000 square feet and larger augment their alarm systems with two way radios or public address systems, or both. Only four smaller malls have these electronic aids.

CONTINGENCY  
PLANS

One hundred thirty seven centers, or six of ten, have contingency plans -- written programs that define courses of action in responding to emergencies, accidents and crimes. However, 90



of the 137 programs, or eight of ten, are for larger malls -- those in excess of 400,000 square feet, where professionals often are in charge of security.

BACKGROUND  
CHECKS

The nature of the work entrusted to security guards makes mandatory thorough checking of their employment histories and reliability. Somewhat more than half the reporting centers, roughly equivalent to the per centage of those having in-house guards, follow this practice. Such background investigation is not required of off duty police or contract guard services, which screen their own employees.

MALL CRIMES

More than half the reporting centers indicate they maintain strict records of all mall crimes. Yet, in contrast, many do not disclose requested full year crime statistics in various categories, presumably because they regard this information as highly confidential.

\* In connection with the relatively small statistical samplings, the following crime incidence figures are considered inconclusive:

<u>12-MONTHS RECORDED MALL CRIMES</u>		
<u>No. Centers</u>	<u>Categories</u>	<u>Total Crimes</u>
56	Shoplifting	2,851
73	Parking Lot Thefts	1,983
33	Unspecified	805
38	Customer Robberies	175
30	Sex Offenses	148
32	Assaults	109
23	Store Holdups	51

RELATIONS  
WITH POLICE

Maintaining rapport with police, who respond to actual arrest situations and provide motorized parking lot patrols for most centers, evidently gets high priority. Seven of ten malls rate this rapport as excellent. All but a few of the others see it as good.

CRIME PREVENTION  
ACTIVITIES

Some four of ten malls take active roles in tenant crime prevention education; two of ten in providing special investigation services.

SECURITY  
IMPROVEMENT

Seven of ten disseminate information to retailers inside and outside malls on known shoplifters, bad check passers and other swindlers.

Shopping centers are involved in a see-saw contest against mall crimes, but there are more winners than losers, the survey shows. About half the cooperating malls report their security problems are about the same as they were five years ago. Of the remainder, three of ten see these problems as decreased and two of ten as increased.

Larger malls, the 400,000 square feet-plus ones which have most of the well-administered protection programs, show significant advances. Thirty one have decreased problems compared to ten with increased problems.

Smaller size malls reverse the trend with 28 having increased problems as opposed to only 14 with abated problems.

Despite overall improvement, six of ten larger malls are not content with their security and believe it can be further improved. On the other hand, only four of ten smaller centers with spottier records, are convinced their security can be improved.

SECURITY  
PROBLEMS

Shopping centers, responsible for safeguarding common areas, list Shoplifting, over which they have little direct control, as their Number One security problem. This is possibly because of detention and arrest complexities and pressures from tenant retailers who suffer the losses.

Others in descending order of double-digit mentions include Loitering/Drinking, Vandalism, Parking Lot Thefts, Too Few Parking Spaces and Unqualified Guards.

SUGGESTED  
SOLUTIONS

By a wide margin, mall management ranks Better Guards -- better trained, better paid and more of them -- as the prime answer to protection weaknesses. Next ranking solutions include Better Tenant Cooperation, Better Police Cooperation, More/Better Lighting and More Walkie-Talkies.

CONCLUSIONS

At nearly seven of ten shopping centers, security gets part-time attention from executives who have other primary duties. Many officials lack the expertise, as well as the time, to give security the direction it demands.

Public safety and tenant protection require that steps be taken to formalize security as a professional function. Without proper guidance, even the best-trained guard forces are apt to fall short on performance.

If at all possible, the security responsibility should be placed in the hands of an experienced full-time security director. Efficient operations bring economies and declining protection problems that could well save more than the cost of directors' salaries.

Centers that cannot budget for security directors should attempt to enlist the aid of local, county or state police in training their in-house guards on crowd control and foot and vehicle patrol procedures and should utilize the local Red Cross on first aid instruction.

Junior colleges and others give evening courses for security guards covering these and other matters, such as basic instruction on laws of arrest, search and seizure and evidence, essential tutoring for security personnel. Underwriting of instruction costs is well worth while since it results in up-graded guard forces.

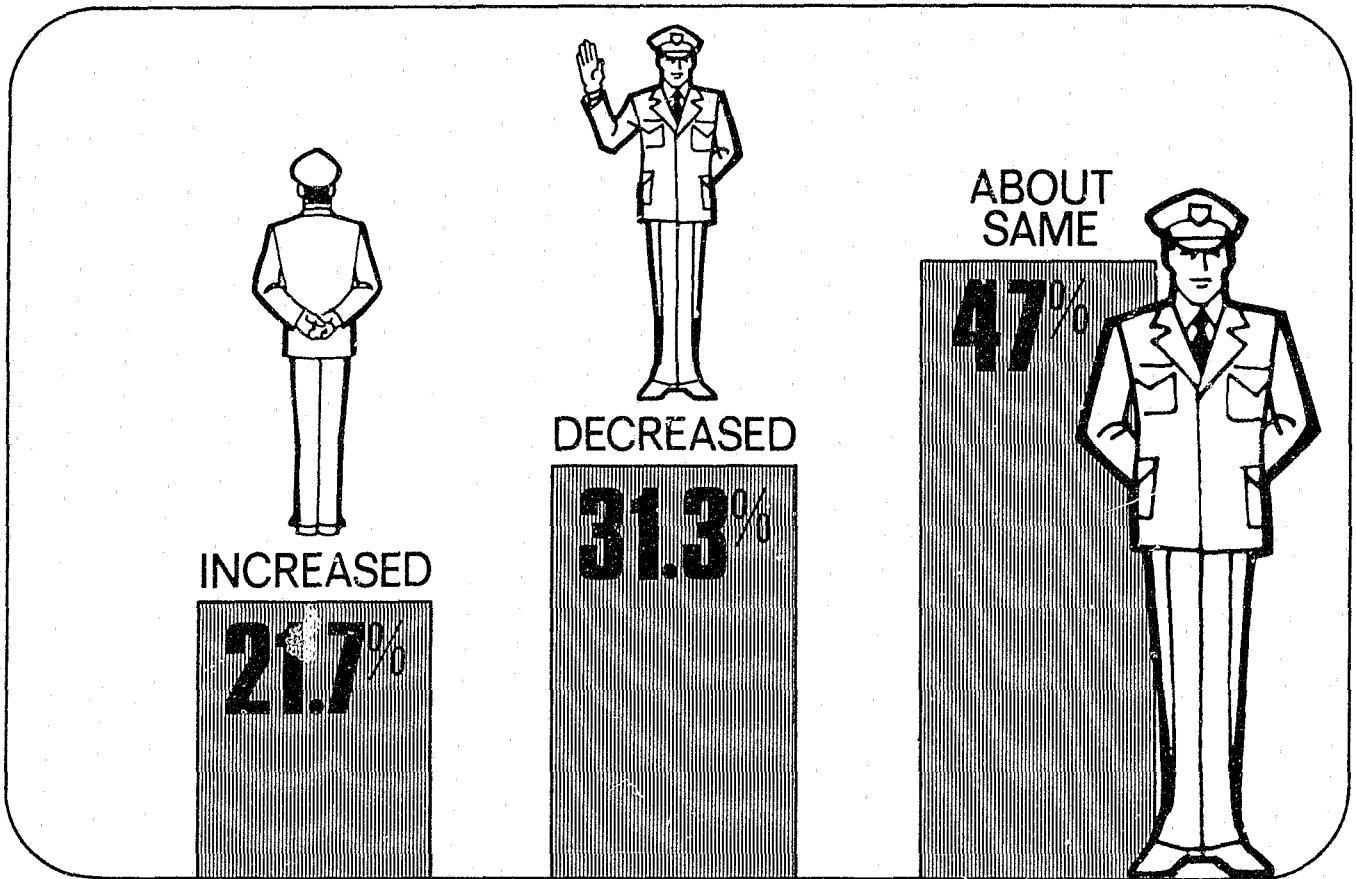
When outside security services are retained, mall management should make certain that contractors understand the problems peculiar to shopping center operations and that they properly train, screen and supervise guards assigned.

In connection with guard assignments, malls should ask police or qualified security specialists to survey and custom-tailor programs blueprinting proper levels of security and designating specific guard posts.

Benefits of a well-administered security program, politely but firmly enforced by responsible guard personnel, are quite evident. Orderly malls enjoy a growing reputation with families who shop in confidence there and tenant stores that enjoy increased traffic.

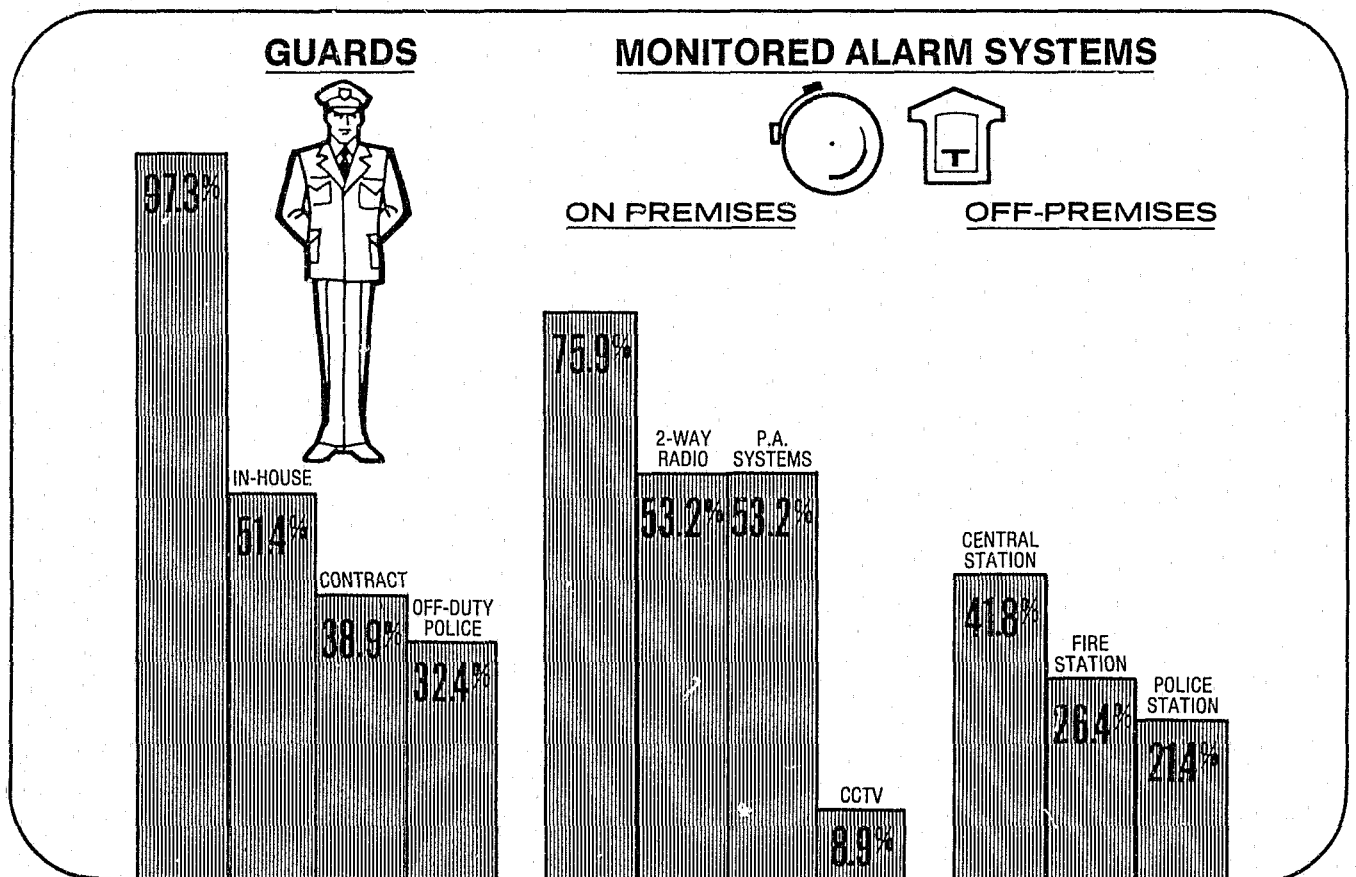
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# 5 YEAR SECURITY PROBLEMS



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# SECURITY CONTROLS



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# TOP 3 SECURITY PROBLEMS

## SHOPLIFTING



## LOITERING



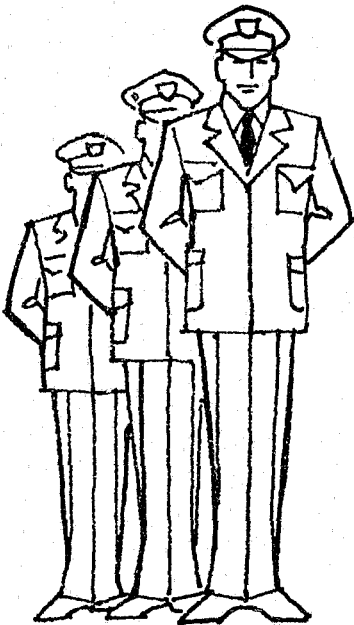
## VANDALISM



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# TOP 3 SOLUTIONS

## BETTER GUARDS



## BETTER TENANT COOPERATION



## BETTER POLICE COOPERATION



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SHOPPING CENTER SECURITY SURVEY

NATIONAL RESPONSE

HIGHLIGHTS

TOTAL SHOPPING CENTERS REPORTING				263
OPEN MALLS	93	ENCLOSED MALLS	134	227 *
TOTAL NUMBER RETAILERS				12,760 ***
DEPT. STORES	735	OTHER RETAILERS	12,025	
URBAN	87	SUBURBAN	132	219 ****
TOTAL SQUARE FEET				103,869,000 *****
* 36 UNREPORTED    *** 34 UNREPORTED    **** 44 UNREPORTED    ***** 32 UNREPORTED				

		<u>YES</u>	<u>%*</u>
DO YOU HAVE A FULL-TIME SECURITY DIRECTOR?		88	34.0
	NO ANSWER	4	
DO YOU HAVE AN OPERATIONS MANAGER DEVOTING AT LEAST HALF TIME TO SECURITY?		55	21.6
	NO ANSWER	8	
DO YOU EMPLOY GUARDS?		256	97.3
IF YES, ARE THEY	IN-HOUSE	95	51.4
	CONTRACT	72	38.9
	OFF DUTY POLICE	60	32.4
	NO ANSWER	71	
	FULL TIME	130	76.0
	PART TIME	140	81.9
	SEASONAL	54	31.6
	ARMED	90	52.6
	UNARMED	89	52.1
	MALE	166	97.1
	FEMALE	50	29.2
	NO ANSWER	85	
IF YES, DO SECURITY PERSONNEL WEAR	CONVENTIONAL UNIFORMS	154	86.5
	SOFT-LOOK BLAZERS	26	14.6
	NO ANSWER	78	

\*\*CALCULATED ON RESPONSE ONLY

		<u>YES</u>	<u>%*</u>
DO YOU HAVE SECURITY PATROLS	FOOT	160	79.6
	MOTORIZED	136	67.7
	DAY	150	74.6
	NIGHT	175	87.1
	INSIDE	146	72.6
	OUTSIDE	171	85.1
	NONE	12	6.0
	NO ANSWER	55	
DO YOU HAVE A BURGLARY-FIRE ALARM SYSTEM MONITORED?	ON PREMISES	167	75.9
	AT CENTRAL STATION	92	41.8
	AT POLICE STATION	47	21.4
	AT FIRE STATION	58	26.4
	NONE	8	3.6
	NO ANSWER	43	
IF ALARM SYSTEM MONITORED ON PREMISES, ARE TENANTS CONNECTED TO CONSOLE?		103	73.6
	NO ANSWER	27	
IF YES, IS YOUR ALARM SYSTEM AUGMENTED WITH	CLOSED CIRCUIT TV	7	8.9
	2-WAY RADIO	42	53.2
	PUBLIC ADDRESS SYSTEM	42	53.2
	NO ANSWER	24	
DO YOU HAVE A WRITTEN PROGRAM DEFINING COURSES OF ACTION DURING EMERGENCIES, ACCIDENTS AND COMMITMENT OF CRIMES?		137	59.1
	NO ANSWER	31	
DO YOU CONDUCT IN-DEPTH BACKGROUND CHECKS ON EMPLOYEES?		134	53.0
	NO ANSWER	10	
DO YOU KEEP A STRICT RECORD OF MALL CRIMES BY NUMBER AND NATURE?		135	53.4
	NO ANSWER	10	
* IF YES, LIST TOTAL NUMBER OF INCIDENTS OVER THE MOST RECENT 12 MONTHS FOR	PARKING LOT THEFTS	1,983	
	STORE HOLDUPS	51	
	SHOPLIFTING	2,851	
	CUSTOMER ROBBERIES	175	
	ASSAULTS	109	
	SEX OFFENSES	148	
	OTHER	805	
DO YOU HAVE	SEPARATE PARKING STRUCTURE	27	10.8
	OPEN PARKING FACILITIES	241	96.8
	NO ANSWER	14	
ARE EITHER OR BOTH PARKING FACILITIES PROTECTED BY	UNIFORMED GUARD PATROLS	111	47.2
	PLAINCLOTHES GUARD PATROLS	24	10.2
	LOCAL POLICE PATROLS	131	55.7
	PART-TIME ATTENDANTS	14	6.0
	UNATTENDED	71	30.2
	NO ANSWER	28	

		<u>YES</u>	<u>%*</u>
DO YOU CONSIDER CENTER RAPPOR WITH LOCAL POLICE	EXCELLENT	183	70.9
	GOOD	70	27.1
	POOR	5	2.0
	NO ANSWER	5	
DO YOU PROVIDE SPECIAL SERVICES TO MALL TENANTS FOR	INVESTIGATIONS	38	17.4
	CRIME PREVENTION	92	42.2
	NO ANSWER	45	
DO YOU CIRCULATE INFORMATION TO STORES INSIDE AND OUTSIDE THE MALL ON	CREDIT CARD FRAUDS	146	64.6
	KNOWN SHOPLIFTERS	148	65.5
	BAD CHECK PASSERS	158	69.9
	COUNTERFEIT MONEY PASSERS	151	66.8
	NO ANSWER	37	
DO YOU HAVE A SUPERVISED PLAY AREA?		4	1.6
	NO ANSWER	10	98.4
DO YOU HAVE A FIRST-AID CENTER?		44	17.2
	NO ANSWER	7	
DO YOU HAVE A TEEN-AGE "HANGOUT" PROBLEM?		56	22.2
	NO ANSWER	11	
COMPARED TO FIVE YEARS AGO, HAVE YOUR SECURITY PROBLEMS	INCREASED	43	21.7
	DECREASED	62	31.3
	ABOUT SAME	93	47.0
	NO ANSWER	65	
DO YOU BELIEVE MALL SECURITY GENERALLY NEEDS IMPROVEMENT		114	52.5
	NO ANSWER	46	

WHAT IS YOUR MOST TROUBLESOME SECURITY PROBLEM?

SHOPLIFTING	(57)	UNQUALIFIED GUARDS	(20)
<u>LOITERING/DRINKING</u>	(46)	TENANT INDIFFERENCE	(8)
TEENAGERS	(37)	ROBBERIES/BURGLARIES	(7)
UNSPECIFIED	(9)	COURT LENIENCY	(5)
VANDALISM	(40)	TOO FEW GUARDS	(3)
PARKING LOT THEFTS	(29)	TOO FEW WALKIE-TALKIES	(2)
TOO FEW PARKING SPACES	(21)		

WHAT ARE YOUR GENERAL OR SPECIFIC RECOMMENDATIONS FOR IMPROVING SECURITY?

<u>BETTER GUARDS</u>	(107)	<u>BETTER POLICE COOPERATION</u>	(19)
BETTER TRAINED	(46)	WORK CLOSER WITH MALL	(11)
BETTER PAID	(29)	MORE MALL PATROLS	(8)
MORE MEN/WOMEN	(24)	MORE/BETTER LIGHTING	(12)
MORE MALL PATROL VEHICLES	(8)	WALKIE-TALKIES	(11)
<u>BETTER TENANT COOPERATION</u>	(39)	STRICTER COURT PENALTIES	(9)
MORE SECURITY AWARENESS	(18)	KEEP MERCHANTS BETTER INFORMED	(5)
HELP PAY FOR MALL SECURITY	(13)	HIRE OFF DUTY POLICE	(4)
PROTECT STORES BETTER	(8)	STRONGER RULES ENFORCEMENT	(3)

SHOPPING CENTER SECURITY SURVEY

GROUP RESPONSE BY SIZE

UNDER 100,000 SQUARE FEET

HIGHLIGHTS

TOTAL SHOPPING CENTERS REPORTING				48
OPEN MALLS	35	ENCLOSED MALLS	8	43 *
TOTAL NUMBER RETAILERS				1,023 ***
DEPT. STORES	20	OTHER RETAILERS	1,003	
URBAN	17	SUBURBAN	23	40 ****
TOTAL SQUARE FEET				2,015,000

\* 5 UNREPORTED    \*\*\* 4 UNREPORTED    \*\*\*\* 8 UNREPORTED

		<u>YES</u>	<u>%*</u>
DO YOU HAVE A FULL-TIME SECURITY DIRECTOR?		2	4.2
DO YOU HAVE AN OPERATIONS MANAGER DEVOTING AT LEAST HALF TIME TO SECURITY?	NO ANSWER	4 1	8.5
DO YOU EMPLOY GUARDS?		46	95.8
IF YES, ARE THEY	IN-HOUSE	2	14.3
	CONTRACT	8	57.1
	OFF DUTY POLICE	4	28.6
	NO ANSWER	32	
	FULL TIME	8	57.1
	PART TIME	12	85.7
	SEASONAL	2	14.3
	ARMED	5	35.7
	UNARMED	7	50.0
	MALE	12	85.7
	FEMALE	2	14.3
	NO ANSWER	34	
IF YES, DO SECURITY PERSONNEL WEAR	CONVENTIONAL UNIFORMS	11	84.6
	SOFT-LOOK BLAZERS	2	15.4
	NO ANSWER	33	

\*CALCULATED ON RESPONSE ONLY

	YES	%*
DO YOU HAVE SECURITY PATROLS		
FOOT	12	50.0
MOTORIZED	15	62.5
DAY	9	37.5
NIGHT	19	79.2
INSIDE	8	33.3
OUTSIDE	16	66.7
NONE	3	12.5
NO ANSWER	22	
DO YOU HAVE A BURGLARY-FIRE ALARM SYSTEM MONITORED?		
ON PREMISES	16	57.1
AT CENTRAL STATION	7	21.2
AT POLICE STATION	6	18.2
AT FIRE STATION	6	18.2
NONE	2	6.1
NO ANSWER	15	
IF ALARM SYSTEM MONITORED ON PREMISES, ARE TENANTS CONNECTED TO CONSOLE?	16	48.5
	NO ANSWER	13
IF YES, IS YOUR ALARM SYSTEM AUGMENTED WITH		
CLOSED CIRCUIT TV	1	33.3
2-WAY RADIO	1	33.3
PUBLIC ADDRESS SYSTEM	1	33.3
NO ANSWER	13	
DO YOU HAVE A WRITTEN PROGRAM DEFINING COURSES OF ACTION DURING EMERGENCIES, ACCIDENTS AND COMMITMENT OF CRIMES?	9	22.5
	NO ANSWER	8
DO YOU CONDUCT IN-DEPTH BACKGROUND CHECKS ON EMPLOYEES?	14	31.1
	NO ANSWER	3
DO YOU KEEP A STRICT RECORD OF ALL CRIMES BY NUMBER AND NATURE?	14	29.8
	NO ANSWER	1
* IF YES, LIST TOTAL NUMBER OF INCIDENTS OVER THE MOST RECENT 12 MONTHS FOR		
PARKING LOT THEFTS	63	
STORE HOLDUPS	2	
SHOPLIFTING	191	
CUSTOMER ROBBERIES	4	
ASSAULTS	9	
SEX OFFENSES	9	
OTHER	190	
DO YOU HAVE		
SEPARATE PARKING STRUCTURE	2	4.7
OPEN PARKING FACILITIES	41	95.3
NO ANSWER	5	
ARE EITHER OR BOTH PARKING FACILITIES PROTECTED BY		
UNIFORMED GUARD PATROLS	5	12.5
PLAINCLOTHES GUARD PATROLS	1	2.5
LOCAL POLICE PATROLS	17	42.5
PART-TIME ATTENDANTS	0	0.0
UNATTENDED	22	55.0
NO ANSWER	8	

		YES	%*
DO YOU CONSIDER CENTER RAPPORT WITH LOCAL POLICE	EXCELLENT	33	71.7
	GOOD	13	28.3
	POOR	0	0.0
	NO ANSWER	2	
DO YOU PROVIDE SPECIAL SERVICES TO MALL TENANTS FOR	INVESTIGATIONS	2	5.1
	CRIME PREVENTION	4	10.2
	NO ANSWER	9	
DO YOU CIRCULATE INFORMATION TO STORES INSIDE AND OUTSIDE THE MALL ON	CREDIT CARD FRAUDS	13	31.0
	KNOWN SHOPLIFTERS	11	26.2
	BAD CHECK PASSERS	15	35.7
	COUNTERFEIT MONEY PASSERS	13	31.0
	NO ANSWER	6	
DO YOU HAVE A SUPERVISED PLAY AREA?		2	4.3
	NO ANSWER	2	
DO YOU HAVE A FIRST-AID CENTER?		3	6.4
	NO ANSWER	1	
DO YOU HAVE A TEEN-AGE "HANGOUT" PROBLEM?		11	23.4
	NO ANSWER	1	
COMPARED TO FIVE YEARS AGO, HAVE YOUR SECURITY PROBLEMS	INCREASED	7	23.3
	DECREASED	2	6.7
	ABOUT SAME	21	70.0
	NO ANSWER	18	
DO YOU BELIEVE MALL SECURITY GENERALLY NEEDS IMPROVEMENT		15	42.9
	NO ANSWER	13	

WHAT IS YOUR MOST TROUBLESOME SECURITY PROBLEM?

SHOPLIFTING	(6)	TOO FEW PARKING SPACES	(3)
VANDALISM	(6)	PARKING LOT THEFTS	(1)
LOITERING/DRINKING	(6)	UNQUALIFIED GUARDS	(1)
TEENAGERS	(5)	COURT LENIENCY	(1)
UNSPECIFIED	(1)		

WHAT ARE YOUR GENERAL OR SPECIFIC RECOMMENDATIONS FOR IMPROVING SECURITY?

<u>BETTER GUARDS</u>	(9)	STRICTER COURT PENALTIES	(3)
BETTER TRAINED	(4)	MORE MALL POLICE PATROLS	(1)
BETTER PAID	(2)	MORE/BETTER LIGHTING	(1)
MORE MEN/WOMEN	(2)		
MORE MALL PATROL VEHICLES	(1)		
<u>BETTER TENANT COOPERATION</u>	(4)		
MORE SECURITY AWARENESS	(1)		
HELP PAY FOR MALL SECURITY	(2)		
PROTECT STORES BETTER	(1)		

SHOPPING CENTER SECURITY SURVEY

GROUP RESPONSE BY SIZE

100,000 TO 199,999 SQUARE FEET

HIGHLIGHTS

TOTAL SHOPPING CENTERS REPORTING				36
OPEN MALLS	22	ENCLOSED MALLS	13	35 *
TOTAL NUMBER RETAILERS				864 ***
DEPT. STORES	37	OTHER RETAILERS	827	
URBAN	8	SUBURBAN	25	33 ****
TOTAL SQUARE FEET				4,908,000

\* 1 UNREPORTED    \*\*\* 3 UNREPORTED    \*\*\*\* 3 UNREPORTED

		<u>YES</u>	<u>%*</u>
DO YOU HAVE A FULL-TIME SECURITY DIRECTOR?		4	11.1
DO YOU HAVE AN OPERATIONS MANAGER DEVOTING AT LEAST HALF TIME TO SECURITY?		6	16.7
DO YOU EMPLOY GUARDS?		35	97.2
IF YES, ARE THEY			
	IN-HOUSE	4	26.7
	CONTRACT	9	60.0
	OFF DUTY POLICE	3	20.0
	NO ANSWER	20	
	FULL TIME	12	75.0
	PART TIME	16	100.0
	SEASONAL	4	25.0
	ARMED	3	18.8
	UNARMED	9	56.3
	MALE	12	75.0
	FEMALE	0	
	NO ANSWER	19	
IF YES, DO SECURITY PERSONNEL WEAR			
	CONVENTIONAL UNIFORMS	13	92.9
	SOFT-LOOK BLAZERS	1	7.1
	NO ANSWER	21	

\*CALCULATED ON RESPONSE ONLY



		<u>YES</u>	<u>%*</u>
DO YOU HAVE SECURITY PATROLS	FOOT	9	50.0
	MOTORIZED	10	55.6
	DAY	10	55.6
	NIGHT	12	66.7
	INSIDE	7	38.9
	OUTSIDE	10	55.6
	NONE	3	16.7
	NO ANSWER	17	
DO YOU HAVE A BURGLARY-FIRE ALARM SYSTEM MONITORED?	ON PREMISES	20	76.9
	AT CENTRAL STATION	8	30.8
	AT POLICE STATION	1	3.8
	AT FIRE STATION	1	3.8
	NONE	2	7.7
	NO ANSWER	10	
IF ALARM SYSTEM MONITORED ON PREMISES, ARE TENANTS CONNECTED TO CONSOLE?		11	57.9
	NO ANSWER	1	
IF YES, IS YOUR ALARM SYSTEM AUGMENTED WITH	CLOSED CIRCUIT TV	0	0.0
	2-WAY RADIO	0	0.0
	PUBLIC ADDRESS SYSTEM	0	0.0
DO YOU HAVE A WRITTEN PROGRAM DEFINING COURSES OF ACTION DURING EMERGENCIES, ACCIDENTS AND COMMITMENT OF CRIMES?		11	37.9
	NO ANSWER	7	
DO YOU CONDUCT IN-DEPTH BACKGROUND CHECKS ON EMPLOYEES?		9	27.3
	NO ANSWER	3	
DO YOU KEEP A STRICT RECORD OF MALL CRIMES BY NUMBER AND NATURE?		7	21.9
	NO ANSWER	4	
* IF YES, LIST TOTAL NUMBER OF INCIDENTS OVER THE MOST RECENT 12 MONTHS FOR	PARKING LOT THEFTS	50	
	STORE HOLDUPS	2	
	SHOPLIFTING	88	
	CUSTOMER ROBBERIES	1	
	ASSAULTS	1	
	SEX OFFENSES	1	
	OTHER	10	
DO YOU HAVE	SEPARATE PARKING STRUCTURE	3	8.8
	OPEN PARKING FACILITIES	30	88.2
	NO ANSWER	2	
ARE EITHER OR BOTH PARKING FACILITIES PROTECTED BY	UNIFORMED GUARD PATROLS	4	13.3
	PLAINCLOTHES GUARD PATROLS	0	0.0
	LOCAL POLICE PATROLS	9	30.0
	PART-TIME ATTENDANTS	0	0.0
	UNATTENDED	21	70.0
	NO ANSWER	6	

\* SEE PAGE 7

		YES	%
DO YOU CONSIDER CENTER RAPPORT WITH LOCAL POLICE	EXCELLENT	20	57.1
	GOOD	14	40.0
	POOR	1	2.9
	NO ANSWER	1	
DO YOU PROVIDE SPECIAL SERVICES TO MALL TENANTS FOR	INVESTIGATIONS	2	6.7
	CRIME PREVENTION	6	20.0
	NO ANSWER	6	20.0
DO YOU CIRCULATE INFORMATION TO STORES INSIDE AND OUTSIDE THE MALL ON	CREDIT CARD FRAUDS	8	25.8
	KNOWN SHOPLIFTERS	8	25.8
	BAD CHECK PASSERS	10	32.3
	COUNTERFEIT MONEY PASSERS	9	29.0
	NO ANSWER	5	
DO YOU HAVE A SUPERVISED PLAY AREA?		0	0.0
	NO ANSWER	3	
DO YOU HAVE A FIRST-AID CENTER?		1	3.0
	NO ANSWER	3	
DO YOU HAVE A TEEN-AGE "HANGOUT" PROBLEM?		10	30.3
	NO ANSWER	3	
COMPARED TO FIVE YEARS AGO, HAVE YOUR SECURITY PROBLEMS	INCREASED	10	37.0
	DECREASED	4	14.8
	ABOUT SAME	13	48.1
	NO ANSWER	9	
DO YOU BELIEVE MALL SECURITY GENERALLY NEEDS IMPROVEMENT		15	46.9
	NO ANSWER	4	
WHAT IS YOUR MOST TROUBLESOME SECURITY PROBLEM?			
<u>LOITERING/DRINKING</u>	(9)	TENANT INDIFFERENCE	(2)
TEENAGERS	(7)	ROBBERIES/BURGLARIES	(2)
UNSPECIFIED	(2)	TOO FEW PARKING SPACES	(1)
VANDALISM	(7)	UNQUALIFIED GUARDS	(1)
SHOPLIFTING	(4)		
WHAT ARE YOUR GENERAL OR SPECIFIC RECOMMENDATIONS FOR IMPROVING SECURITY?			
<u>BETTER GUARDS</u>	(8)	MORE/BETTER LIGHTING	(4)
BETTER TRAINED	(3)	<u>BETTER POLICE COOPERATION</u>	(3)
BETTER PAID	(2)	WORK CLOSER WITH MALL	(2)
MORE MEN/WOMEN	(3)	MORE MALL POLICE PATROLS	(1)
<u>BETTER TENANT COOPERATION</u>	(5)	STRONGER RULES ENFORCEMENT	(1)
MORE SECURITY AWARENESS	(1)	STRICTER COURT PENALTIES	(1)
HELP PAY FOR MALL SECURITY	(2)		
PROTECT STORES BETTER	(2)		

SHOPPING CENTER SECURITY SURVEY

GROUP RESPONSE BY SIZE

200,000 TO 299,999 SQUARE FEET

<u>HIGHLIGHTS</u>			
TOTAL SHOPPING CENTERS REPORTING			17
OPEN MALLS	8	ENCLOSED MALLS	8
			16 *
TOTAL NUMBER RETAILERS			668
DEPT. STORES	32	OTHER RETAILERS	636
URBAN	7	SUBURBAN	8
			15 **
TOTAL SQUARE FEET			4,319,000
* 1 UNREPORTED      **: 2 UNREPORTED			

		<u>YES</u>	<u>%</u>
DO YOU HAVE A FULL-TIME SECURITY DIRECTOR?		1	6.3
	NO ANSWER	1	
DO YOU HAVE AN OPERATIONS MANAGER DEVOTING AT LEAST HALF TIME TO SECURITY?		3	18.8
	NO ANSWER	1	
DO YOU EMPLOY GUARDS?		17	100.0
IF YES, ARE THEY	IN-HOUSE	4	30.8
	CONTRACT	7	53.8
	OFF DUTY POLICE	5	38.5
	NO ANSWER	4	
	FULL TIME	10	71.4
	PART TIME	14	100.0
	SEASONAL	6	42.9
	ARMED	9	64.3
	UNARMED	3	21.4
	MALE	13	92.9
	FEMALE	3	21.4
	NO ANSWER	3	
IF YES, DO SECURITY PERSONNEL WEAR	CONVENTIONAL UNIFORMS	14	100.0
	SOFT-LOOK BLAZERS	1	7.1
	NO ANSWER	3	

\*CALCULATED ON RESPONSE ONLY

		<u>YES</u>	<u>%*</u>
DO YOU HAVE SECURITY PATROLS	FOOT	11	73.3
	MOTORIZED	8	53.3
	DAY	10	66.7
	NIGHT	14	93.3
	INSIDE	10	66.7
	OUTSIDE	12	80.0
	NONE	1	6.7
	NO ANSWER	2	
DO YOU HAVE A BURGLARY-FIRE ALARM SYSTEM MONITORED?	ON PREMISES	11	73.3
	AT CENTRAL STATION	4	26.7
	AT POLICE STATION	3	20.0
	AT FIRE STATION	2	13.3
	NONE	1	6.7
	NO ANSWER	2	
IF ALARM SYSTEM MONITORED ON PREMISES, ARE TENANTS CONNECTED TO CONSOLE?		6	54.5
IF YES, IS YOUR ALARM SYSTEM AUGMENTED WITH	CLOSED CIRCUIT TV	0	0.0
	2-WAY RADIO	1	20.0
	PUBLIC ADDRESS SYSTEM	1	20.0
	NO ANSWER	1	
DO YOU HAVE A WRITTEN PROGRAM DEFINING COURSES OF ACTION DURING EMERGENCIES, ACCIDENTS AND COMMITMENT OF CRIMES?		9	56.3
	NO ANSWER	1	
DO YOU CONDUCT IN-DEPTH BACKGROUND CHECKS ON EMPLOYEES?		7	41.2
DO YOU KEEP A STRICT RECORD OF MALL CRIMES BY NUMBER AND NATURE?		10	58.8
* IF YES, LIST TOTAL NUMBER OF INCIDENTS OVER THE MOST RECENT 12 MONTHS FOR	PARKING LOT THEFTS	82	
	STORE HOLDUPS	1	
	SHOPLIFTING	175	
	CUSTOMER ROBBERIES	1	
	ASSAULTS	1	
	SEX OFFENSES	3	
	OTHER	13	
DO YOU HAVE	SEPARATE PARKING STRUCTURE	0	0.0
	OPEN PARKING FACILITIES	17	100.0
ARE EITHER OR BOTH PARKING FACILITIES PROTECTED BY	UNIFORMED GUARD PATROLS	10	62.5
	PLAINCLOTHES GUARD PATROLS	1	6.3
	LOCAL POLICE PATROLS	10	62.5
	PART-TIME ATTENDANTS	0	0.0
	UNATTENDED	4	25.0
	NO ANSWER	1	

\* SEE PAGE 7

		YES	%:
DO YOU CONSIDER CENTER RAPPORT WITH LOCAL POLICE	EXCELLENT	11	64.7
	GOOD	6	35.3
	POOR	0	0.0
DO YOU PROVIDE SPECIAL SERVICES TO MALL TENANTS FOR	INVESTIGATIONS	3	21.4
	CRIME PREVENTION	7	50.0
	NO ANSWER	3	
DO YOU CIRCULATE INFORMATION TO STORES INSIDE AND OUTSIDE THE MALL ON	CREDIT CARD FRAUDS	9	69.2
	KNOWN SHOPLIFTERS	11	84.6
	BAD CHECK PASSERS	8	61.5
	COUNTERFEIT MONEY PASSERS	9	69.2
	NO ANSWER	4	
DO YOU HAVE A SUPERVISED PLAY AREA?		0	0.0
DO YOU HAVE A FIRST-AID CENTER?		3	18.8
	NO ANSWER	1	
DO YOU HAVE A TEEN-AGE "HANGOUT" PROBLEM?		2	11.8
COMPARED TO FIVE YEARS AGO, HAVE YOUR SECURITY PROBLEMS	INCREASED	5	35.7
	DECREASED	4	28.6
	ABOUT SAME	5	35.7
	NO ANSWER	3	
DO YOU BELIEVE MALL SECURITY GENERALLY NEEDS IMPROVEMENT		8	50.0
	NO ANSWER	1	
WHAT IS YOUR MOST TROUBLESOME SECURITY PROBLEM?			
VANDALISM	(6)	UNQUALIFIED GUARDS	(3)
SHOPLIFTING	(5)	COURT LENIENCY	(1)
TEENAGERS LOITERING	(3)		
WHAT ARE YOUR GENERAL OR SPECIFIC RECOMMENDATIONS FOR IMPROVING SECURITY?			
<u>BETTER GUARDS</u>	(12)	WALKIE-TALKIES	(2)
BETTER TRAINED	(4)	POLICE WORK CLOSER WITH MALL	(1)
BETTER PAID	(4)	MORE/BETTER LIGHTING	(1)
MORE MEN/WOMEN	(4)	STRONGER RULES ENFORCEMENT	(1)
<u>BETTER TENANT COOPERATION</u>	(3)		
MORE SECURITY AWARENESS	(1)		
HELP PAY FOR MALL SECURITY	(1)		
PROTECT STORES BETTER	(1)		

SHOPPING CENTER SECURITY SURVEY

GROUP RESPONSE BY SIZE

300,000 TO 399,999 SQUARE FEET

HIGHLIGHTS

TOTAL SHOPPING CENTERS REPORTING				16
OPEN MALLS	4	ENCLOSED MALLS	9	13 **
TOTAL NUMBER RETAILERS				807 ***
DEPT. STORES	27	OTHER RETAILERS	780	
URBAN	9	SUBURBAN	6	15 ****
TOTAL SQUARE FEET				5,316,000

\*\* 3 UNREPORTED    \*\*\* 1 UNREPORTED    \*\*\*\* 1 UNREPORTED

		<u>YES</u>	<u>%*</u>
DO YOU HAVE A FULL-TIME SECURITY DIRECTOR?		6	37.5
DO YOU HAVE AN OPERATIONS MANAGER DEVOTING AT LEAST HALF TIME TO SECURITY?		3	18.8
DO YOU EMPLOY GUARDS?		16	100.0
IF YES, ARE THEY			
	IN-HOUSE	5	33.3
	CONTRACT	7	46.7
	OFF DUTY POLICE	8	53.3
	NO ANSWER	1	
	FULL TIME	11	91.7
	PART TIME	8	66.7
	SEASONAL	7	58.3
	ARMED	9	75.0
	UNARMED	4	33.3
	MALE	12	100.0
	FEMALE	2	16.7
	NO ANSWER	4	
IF YES, DO SECURITY PERSONNEL WEAR			
	CONVENTIONAL UNIFORMS	14	93.3
	SOFT-LOOK BLAZERS	1	6.7
	NO ANSWER	1	

\*CALCULATED ON RESPONSE ONLY

		<u>YES</u>	<u>%*</u>
DO YOU HAVE SECURITY PATROLS	FOOT	11	68.7
	MOTORIZED	10	62.5
	DAY	11	68.7
	NIGHT	14	87.5
	INSIDE	12	75.0
	OUTSIDE	14	87.5
	NONE	2	12.5
DO YOU HAVE A BURGLARY-FIRE ALARM SYSTEM MONITORED?	ON PREMISES	8	53.3
	AT CENTRAL STATION	7	46.7
	AT POLICE STATION	1	6.7
	AT FIRE STATION	4	26.7
	NONE	1	6.7
	NO ANSWER	1	
IF ALARM SYSTEM MONITORED ON PREMISES, ARE TENANTS CONNECTED TO CONSOLE?	NO ANSWER	2	28.6
IF YES, IS YOUR ALARM SYSTEM AUGMENTED WITH	CLOSED CIRCUIT TV	0	0.0
	2-WAY RADIO	0	0.0
	PUBLIC ADDRESS SYSTEM	0	0.0
DO YOU HAVE A WRITTEN PROGRAM DEFINING COURSES OF ACTION DURING EMERGENCIES, ACCIDENTS AND COMMITMENT OF CRIMES?	NO ANSWER	7	46.7
DO YOU CONDUCT IN-DEPTH BACKGROUND CHECKS ON EMPLOYEES?		11	68.8
DO YOU KEEP A STRICT RECORD OF MALL CRIMES BY NUMBER AND NATURE?		8	50.0
* IF YES, LIST TOTAL NUMBER OF INCIDENTS OVER THE MOST RECENT 12 MONTHS FOR	PARKING LOT THEFTS	84	
	STORE HOLDUPS	4	
	SHOPLIFTING	180	
	CUSTOMER ROBBERIES	24	
	ASSAULTS	1	
	SEX OFFENSES	1	
	OTHER	99	
DO YOU HAVE	SEPARATE PARKING STRUCTURE	1	6.3
	OPEN PARKING FACILITIES	16	100.0
ARE EITHER OR BOTH PARKING FACILITIES PROTECTED BY	UNIFORMED GUARD PATROLS	10	66.7
	PLAINCLOTHES GUARD PATROLS	3	20.0
	LOCAL POLICE PATROLS	10	66.7
	PART-TIME ATTENDANTS	2	13.3
	UNATTENDED	2	13.3
	NO ANSWER	1	

		YES	%*
DO YOU CONSIDER CENTER RAPPORT WITH LOCAL POLICE	EXCELLENT	11	64.7
	GOOD	5	35.3
	POOR	0	0.0
DO YOU PROVIDE SPECIAL SERVICES TO MALL TENANTS FOR	INVESTIGATIONS	5	31.3
	CRIME PREVENTION	8	50.0
	NO ANSWER	8	
DO YOU CIRCULATE INFORMATION TO STORES INSIDE AND OUTSIDE THE MALL ON	CREDIT CARD FRAUDS	11	78.6
	KNOWN SHOPLIFTERS	12	85.7
	BAD CHECK PASSERS	13	92.9
	COUNTERFEIT MONEY PASSERS	13	92.9
	NO ANSWER	2	
DO YOU HAVE A SUPERVISED PLAY AREA?		0	0.0
DO YOU HAVE A FIRST-AID CENTER?		3	18.8
DO YOU HAVE A TEEN-AGE "HANGOUT" PROBLEM?		2	13.3
	NO ANSWER	1	
COMPARED TO FIVE YEARS AGO, HAVE YOUR SECURITY PROBLEMS	INCREASED	6	46.1
	DECREASED	4	30.8
	ABOUT SAME	3	23.1
	NO ANSWER	3	
DO YOU BELIEVE MALL SECURITY GENERALLY NEEDS IMPROVEMENT		8	53.3
	NO ANSWER	1	
WHAT IS YOUR MOST TROUBLESOME SECURITY PROBLEM?			
SHOPLIFTING	(4)	PARKING LOT THEFTS	(1)
VANDALISM	(3)	ROBBERIES/BURGLARIES	(1)
TEENAGERS LOITERING	(3)	UNQUALIFIED GUARDS	(1)
TOO FEW PARKING SPACES	(2)	TOO FEW GUARDS	(1)
WHAT ARE YOUR GENERAL OR SPECIFIC RECOMMENDATIONS FOR IMPROVING SECURITY?			
<u>BETTER GUARDS</u>	(7)	MORE POLICE MALL PATROLS	(2)
BETTER TRAINED	(3)	WALKIE-TALKIES	(1)
BETTER PAID	(1)		
MORE MEN/WOMEN	(3)		
<u>BETTER TENANT COOPERATION</u>	(5)		
MORE SECURITY AWARENESS	(1)		
HELP PAY FOR MALL SECURITY	(3)		
PROTECT STORES BETTER	(1)		



SHOPPING CENTER SECURITY SURVEY

GROUP RESPONSE BY SIZE

400,000 TO 499,999 SQUARE FEET

HIGHLIGHTS

TOTAL SHOPPING CENTERS REPORTING				17
OPEN MALLS	3	ENCLOSED MALLS	13	16 **
TOTAL NUMBER RETAILERS				1,011
DEPT. STORES	43	OTHER RETAILERS	968	
URBAN	8	SUBURBAN	8	16 ***
TOTAL SQUARE FEET				7,533,000

\* 1 UNREPORTED    \*\*\* 1 UNREPORTED

		<u>YES</u>	<u>%**</u>
DO YOU HAVE A FULL-TIME SECURITY DIRECTOR?		12	70.6
DO YOU HAVE AN OPERATIONS MANAGER DEVOTING AT LEAST HALF TIME TO SECURITY?	NO ANSWER	6 1	37.5
DO YOU EMPLOY GUARDS?		17	100.0
IF YES, ARE THEY	IN-HOUSE	10	58.8
	CONTRACT	7	58.8
	OFF DUTY POLICE	0	0.0
	FULL TIME	14	93.3
	PART TIME	12	80.0
	SEASONAL	7	46.7
	ARMED	5	33.3
	UNARMED	9	52.9
	MALE	15	100.0
	FEMALE	3	20.0
	NO ANSWER	2	
IF YES, DO SECURITY PERSONNEL WEAR	CONVENTIONAL UNIFORMS	15	88.2
	SOFT-LOOK BLAZERS	3	17.6

\*\*CALCULATED ON RESPONSE ONLY

		<u>YES</u>	<u>%*</u>
DO YOU HAVE SECURITY PATROLS			
	FOOT	17	100.0
	MOTORIZED	12	70.6
	DAY	16	94.1
	NIGHT	17	100.0
	INSIDE	15	88.2
	OUTSIDE	17	100.0
DO YOU HAVE A BURGLARY-FIRE ALARM SYSTEM MONITORED?			
	ON PREMISES	17	100.0
	AT CENTRAL STATION	13	76.5
	AT POLICE STATION	7	41.2
	AT FIRE STATION	8	47.1
IF ALARM SYSTEM MONITORED ON PREMISES, ARE TENANTS CONNECTED TO CONSOLE?		6	35.3
IF YES, IS YOUR ALARM SYSTEM AUGMENTED WITH			
	CLOSED CIRCUIT TV	1	16.7
	2-WAY RADIO	3	50.0
	PUBLIC ADDRESS SYSTEM	5	83.3
DO YOU HAVE A WRITTEN PROGRAM DEFINING COURSES OF ACTION DURING EMERGENCIES, ACCIDENTS AND COMMITMENT OF CRIMES?		14	87.5
		1	
DO YOU CONDUCT IN-DEPTH BACKGROUND CHECKS ON EMPLOYEES?		14	82.4
DO YOU KEEP A STRICT RECORD OF MALL CRIMES BY NUMBER AND NATURE?		12	70.6
* IF YES, LIST TOTAL NUMBER OF INCIDENTS OVER THE MOST RECENT 12 MONTHS FOR			
	PARKING LOT THEFTS	49	
	STORE HOLDUPS	21	
	SHOPLIFTING	92	
	CUSTOMER ROBBERIES	21	
	ASSAULTS	12	
	SEX OFFENSES	4	
	OTHER	10	
DO YOU HAVE			
	SEPARATE PARKING STRUCTURE	2	11.8
	OPEN PARKING FACILITIES	17	100.0
ARE EITHER OR BOTH PARKING FACILITIES PROTECTED BY			
	UNIFORMED GUARD PATROLS	11	68.8
	PLAINCLOTHES GUARD PATROLS	3	18.8
	LOCAL POLICE PATROLS	12	75.0
	PART-TIME ATTENDANTS	0	0.0
	UNATTENDED	0	0.0
	NO ANSWER	1	

\* SEE PAGE 7

		YES	%
DO YOU CONSIDER CENTER RAPPOR WITH LOCAL POLICE	EXCELLENT	14	82.4
	GOOD	2	11.8
	POOR	1	
DO YOU PROVIDE SPECIAL SERVICES TO MALL TENANTS FOR	INVESTIGATIONS	4	25.0
	CRIME PREVENTION	8	50.0
	NO ANSWER	1	
DO YOU CIRCULATE INFORMATION TO STORES INSIDE AND OUTSIDE THE MALL ON	CREDIT CARD FRAUDS	14	93.3
	KNOWN SHOPLIFTERS	14	93.3
	BAD CHECK PASSERS	15	100.0
	COUNTERFEIT MONEY PASSERS	14	93.3
	NO ANSWER	2	
DO YOU HAVE A SUPERVISED PLAY AREA?		1	6.3
	NO ANSWER	1	
DO YOU HAVE A FIRST-AID CENTER?		6	35.3
DO YOU HAVE A TEEN-AGE "HANGOUT" PROBLEM?		4	25.0
	NO ANSWER	1	
COMPARED TO FIVE YEARS AGO, HAVE YOUR SECURITY PROBLEMS	INCREASED	1	6.3
	DECREASED	10	62.5
	ABOUT SAME	5	31.2
	NO ANSWER	1	
DO YOU BELIEVE MALL SECURITY GENERALLY NEEDS IMPROVEMENT		10	71.4
	NO ANSWER	3	
WHAT IS YOUR MOST TROUBLESOME SECURITY PROBLEM?			
SHOPLIFTING	(5)	PARKING LOT THEFTS	(2)
UNQUALIFIED GUARDS	(5)	TOO FEW PARKING SPACES	(2)
VANDALISM	(4)	COURT LENIENCY	(1)
TEENAGERS LOITERING	(3)		
WHAT ARE YOUR GENERAL OR SPECIFIC RECOMMENDATIONS FOR IMPROVING SECURITY?			
<u>BETTER GUARDS</u>	(10)	WALKIE-TALKIES	(2)
BETTER TRAINED	(3)	MORE/BETTER LIGHTING	(2)
BETTER PAID	(6)	POLICE WORK CLOSER WITH MALL	(1)
MORE MALL PATROL VEHICLES	(1)	KEEP MERCHANTS BETTER INFORMED	(1)
<u>BETTER TENANT COOPERATION</u>	(2)		
MORE SECURITY AWARENESS	(1)		
PROTECT STORES BETTER	(1)		

SHOPPING CENTER SECURITY SURVEY

GROUP RESPONSE BY SIZE

500,000 TO 749,999 SQUARE FEET

HIGHLIGHTS

TOTAL SHOPPING CENTERS REPORTING				39
OPEN MALLS	6	ENCLOSED MALLS	31	37 *
TOTAL NUMBER RETAILERS				2,538 **
DEPT. STORES	193	OTHER RETAILERS	2,344	
URBAN	12	SUBURBAN	22	34 ****
TOTAL SQUARE FEET				24,088,000

\* 2 UNREPORTED    \*\* 4 UNREPORTED    \*\*\*\* 5 UNREPORTED

		<u>YES</u>	<u>%*</u>
DO YOU HAVE A FULL-TIME SECURITY DIRECTOR?		17	45.9
	NO ANSWER	2	
DO YOU HAVE AN OPERATIONS MANAGER DEVOTING AT LEAST HALF TIME TO SECURITY?		10	26.3
	NO ANSWER	1	
DO YOU EMPLOY GUARDS?		38	97.4
IF YES, ARE THEY	IN-HOUSE	16	45.7
	CONTRACT	11	31.4
	OFF DUTY POLICE	17	48.6
	NO ANSWER	3	
	FULL TIME	18	60.0
	PART TIME	27	90.0
	SEASONAL	10	33.3
	ARMED	16	53.3
	UNARMED	17	56.7
	MALE	30	100.0
	FEMALE	9	
	NO ANSWER	8	
IF YES, DO SECURITY PERSONNEL WEAR	CONVENTIONAL UNIFORMS	27	75.0
	SOFT-LOOK BLAZERS	9	25.0
	NO ANSWER	2	

\*CALCULATED ON RESPONSE ONLY

		<u>YES</u>	<u>%*</u>
DO YOU HAVE SECURITY PATROLS	FOOT	30	81.1
	MOTORIZED	24	64.9
	DAY	30	81.1
	NIGHT	30	81.1
	INSIDE	29	78.4
	OUTSIDE	32	86.5
	NONE	2	5.4
	NO ANSWER	1	
DO YOU HAVE A BURGLARY-FIRE ALARM SYSTEM MONITORED?	ON PREMISES	30	83.3
	AT CENTRAL STATION	16	44.4
	AT POLICE STATION	5	13.9
	AT FIRE STATION	10	27.8
	NO ANSWER	3	
IF ALARM SYSTEM MONITORED ON PREMISES, ARE TENANTS CONNECTED TO CONSOLE?		16	59.3
	NO ANSWER	3	
IF YES, IS YOUR ALARM SYSTEM AUGMENTED WITH	CLOSED CIRCUIT TV	1	7.7
	2-WAY RADIO	9	69.2
	PUBLIC ADDRESS SYSTEM	10	76.9
	NO ANSWER	3	
DO YOU HAVE A WRITTEN PROGRAM DEFINING COURSES OF ACTION DURING EMERGENCIES, ACCIDENTS AND COMMITMENT OF CRIMES?		28	80.0
	NO ANSWER	4	
DO YOU CONDUCT IN-DEPTH BACKGROUND CHECKS ON EMPLOYEES?		28	77.8
	NO ANSWER	3	
DO YOU KEEP A STRICT RECORD OF MALL CRIMES BY NUMBER AND NATURE?		24	66.7
	NO ANSWER	3	
* IF YES, LIST TOTAL NUMBER OF INCIDENTS OVER THE MOST RECENT 12 MONTHS FOR	PARKING LOT THEFTS	275	
	STORE HOLDUPS	2	
	SHOPLIFTING	458	
	CUSTOMER ROBBERIES	22	
	ASSAULTS	14	
	SEX OFFENSES	8	
	OTHER	117	
DO YOU HAVE	SEPARATE PARKING STRUCTURE	6	15.8
	OPEN PARKING FACILITIES	37	97.4
	NO ANSWER	1	
ARE EITHER OR BOTH PARKING FACILITIES PROTECTED BY	UNIFORMED GUARD PATROLS	17	47.2
	PLAINCLOTHES GUARD PATROLS	5	13.9
	LOCAL POLICE PATROLS	22	61.1
	PART-TIME ATTENDANTS	5	13.9
	UNATTENDED	8	22.2
	NO ANSWER	3	

\* SEE PAGE 7

		YES	%
DO YOU CONSIDER CENTER RAPPOR WITH LOCAL POLICE	EXCELLENT	32	84.2
	GOOD	6	15.8
	POOR	0	0.0
	NO ANSWER	1	
DO YOU PROVIDE SPECIAL SERVICES TO MALL TENANTS FOR	INVESTIGATIONS	10	28.6
	CRIME PREVENTION	21	60.0
	NO ANSWER	4	
DO YOU CIRCULATE INFORMATION TO STORES INSIDE AND OUTSIDE THE MALL ON	CREDIT CARD FRAUDS	30	93.8
	KNOWN SHOPLIFTERS	30	93.8
	BAD CHECK PASSERS	32	100.0
	COUNTERFEIT MONEY PASSERS	31	96.9
	NO ANSWER	7	
DO YOU HAVE A SUPERVISED PLAY AREA?		0	0.0
	NO ANSWER	1	
DO YOU HAVE A FIRST-AID CENTER?		10	27.0
	NO ANSWER	2	
DO YOU HAVE A TEEN-AGE "HANGOUT" PROBLEM?		6	16.2
	NO ANSWER	2	
COMPARED TO FIVE YEARS AGO, HAVE YOUR SECURITY PROBLEMS	INCREASED	3	11.1
	DECREASED	16	59.3
	ABOUT SAME	8	29.6
	NO ANSWER	12	
DO YOU BELIEVE MALL SECURITY GENERALLY NEEDS IMPROVEMENT		16	59.3
	NO ANSWER	12	

WHAT IS YOUR MOST TROUBLESOME SECURITY PROBLEM?

PARKING LOT THEFTS	(9)	TENANT INDIFFERENCE	(3)
<u>LOITERING/DRINKING</u>	(7)	TOO FEW PARKING SPACES	(3)
TEENAGERS	(5)	ROBBERIES/BURGLARIES	(2)
UNSPECIFIED	(2)	UNQUALIFIED GUARDS	(2)
SHOPLIFTING	(7)	TOO FEW GUARDS	(1)
VANDALISM	(4)		

WHAT ARE YOUR GENERAL OR SPECIFIC RECOMMENDATIONS FOR IMPROVING SECURITY?

<u>BETTER GUARDS</u>	(21)	HIRE OFF DUTY POLICE	(2)
BETTER TRAINED	(8)	MORE POLICE MALL PATROLS	(1)
BETTER PAID	(4)	WALKIE-TALKIES	(1)
MORE MEN/WOMEN	(6)	STRICTER COURT PENALTIES	(1)
MORE MALL PATROL VEHICLES	(3)	KEEP MERCHANTS BETTER INFORMED	(1)
<u>BETTER TENANT COOPERATION</u>	(8)		
MORE SECURITY AWARENESS	(5)		
HELP PAY FOR MALL SECURITY	(3)		

SHOPPING CENTER SECURITY SURVEY

GROUP RESPONSE BY SIZE

750,000 TO 999,999 SQUARE FEET

HIGHLIGHTS

TOTAL SHOPPING CENTERS REPORTING			58
OPEN MALLS	7	ENCLOSED MALLS	46
			53 *
TOTAL NUMBER RETAILERS			5,174 ***
DEPT. STORES	364	OTHER RETAILERS	4,810
URBAN	22	SUBURBAN	30
			52 ****
TOTAL SQUARE FEET			55,690,000

\* 5 UNREPORTED    \*\*\* 2 UNREPORTED    \*\*\*\* 6 UNREPORTED

		<u>YES</u>	<u>%*</u>
DO YOU HAVE A FULL-TIME SECURITY DIRECTOR?	NO ANSWER	39	22.6
DO YOU HAVE AN OPERATIONS MANAGER DEVOTING AT LEAST HALF TIME TO SECURITY?	NO ANSWER	18 3	32.7
DO YOU EMPLOY GUARDS?		58	100.0
IF YES, ARE THEY	IN-HOUSE	39	75.0
	CONTRACT	13	25.0
	OFF DUTY POLICE	12	23.1
	NO ANSWER	6	
	FULL TIME	47	94.0
	PART TIME	40	80.0
	SEASONAL	11	22.0
	ARMED	28	56.0
	UNARMED	25	50.0
	MALE	50	100.0
	FEMALE	18	36.0
	NO ANSWER	8	
IF YES, DO SECURITY PERSONNEL WEAR	CONVENTIONAL UNIFORMS	45	84.9
	SOFT-LOOK BLAZERS	8	15.1
	NO ANSWER	5	

\*CALCULATED ON RESPONSE ONLY

		<u>YES</u>	<u>%*</u>
DO YOU HAVE SECURITY PATROLS	FOOT	55	98.2
	MOTORIZED	45	80.4
	DAY	51	91.1
	NIGHT	53	94.6
	INSIDE	51	91.1
	OUTSIDE	55	98.2
	NONE	1	1.8
DO YOU HAVE A BURGLARY-FIRE ALARM SYSTEM MONITORED?	NO ANSWER	2	
	ON PREMISES	46	83.6
	AT CENTRAL STATION	28	50.9
	AT POLICE STATION	16	29.1
	AT FIRE STATION	24	43.6
	NONE	1	1.8
IF ALARM SYSTEM MONITORED ON PREMISES, ARE TENANTS CONNECTED TO CONSOLE?	NO ANSWER	3	
		32	78.1
IF YES, IS YOUR ALARM SYSTEM AUGMENTED WITH	CLOSED CIRCUIT TV	4	9.8
	2-WAY RADIO	23	56.1
	PUBLIC ADDRESS SYSTEM	21	51.2
	NO ANSWER	5	
DO YOU HAVE A WRITTEN PROGRAM DEFINING COURSES OF ACTION DURING EMERGENCIES, ACCIDENTS AND COMMITMENT OF CRIMES?	NO ANSWER	2	
		48	85.7
DO YOU CONDUCT IN-DEPTH BACKGROUND CHECKS ON EMPLOYEES?	NO ANSWER	1	
		38	66.7
DO YOU KEEP A STRICT RECORD OF MALL CRIMES BY NUMBER AND NATURE?	NO ANSWER	1	
		43	75.4
* IF YES, LIST TOTAL NUMBER OF INCIDENTS OVER THE MOST RECENT 12 MONTHS FOR	PARKING LOT THEFTS	1,279	
	STORE HOLDUPS	10	
	SHOPLIFTING	1,555	
	CUSTOMER ROBBERIES	98	
	ASSAULTS	66	
	SEX OFFENSES	115	
	OTHER	356	
DO YOU HAVE	SEPARATE PARKING STRUCTURE	13	22.4
	OPEN PARKING FACILITIES	57	98.3
ARE EITHER OR BOTH PARKING FACILITIES PROTECTED BY	UNIFORMED GUARD PATROLS	45	77.6
	PLAINCLOTHES GUARD PATROLS	8	13.8
	LOCAL POLICE PATROLS	42	72.4
	PART-TIME ATTENDANTS	4	6.9
	UNATTENDED	5	8.6



		YES	%
DO YOU CONSIDER CENTER RAPPORT WITH LOCAL POLICE	EXCELLENT	39	67.2
	GOOD	17	29.3
	POOR	2	3.5
DO YOU PROVIDE SPECIAL SERVICES TO MALL TENANTS FOR	INVESTIGATIONS	9	18.0
	CRIME PREVENTION	27	54.0
	NO ANSWER	8	
DO YOU CIRCULATE INFORMATION TO STORES INSIDE AND OUTSIDE THE MALL ON	CREDIT CARD FRAUDS	45	91.8
	KNOWN SHOPLIFTERS	44	89.8
	BAD CHECK PASSERS	47	95.9
	COUNTERFEIT MONEY PASSERS	45	91.8
	NO ANSWER	9	
DO YOU HAVE A SUPERVISED PLAY AREA?		0	0.0
	NO ANSWER	3	
DO YOU HAVE A FIRST-AID CENTER?		15	25.9
DO YOU HAVE A TEEN-AGE "HANGOUT" PROBLEM?		14	25.0
	NO ANSWER	2	
COMPARED TO FIVE YEARS AGO, HAVE YOUR SECURITY PROBLEMS	INCREASED	6	13.9
	DECREASED	15	34.9
	ABOUT SAME	22	51.2
	NO ANSWER	15	
DO YOU BELIEVE MALL SECURITY GENERALLY NEEDS IMPROVEMENT		33	66.0
	NO ANSWER	8	

WHAT IS YOUR MOST TROUBLESOME SECURITY PROBLEM?

SHOPLIFTING	(16)	TOO FEW PARKING SPACES	(7)
PARKING LOT THEFTS	(12)	UNQUALIFIED GUARDS	(7)
<u>LOITERING/DRINKING</u>	(10)	TENANT INDIFFERENCE	(2)
TEENAGERS	(7)	TOO FEW WALKIE-TALKIES	(2)
UNSPECIFIED	(3)	COURT LENIENCY	(2)
VANDALISM	(8)	ROBBERIES/BURGLARIES	(1)

WHAT ARE YOUR GENERAL OR SPECIFIC RECOMMENDATIONS FOR IMPROVING SECURITY?

<u>BETTER GUARDS</u>	(35)	<u>BETTER POLICE COOPERATION</u>	(8)
BETTER TRAINED	(18)	WORK CLOSER WITH MALL	(6)
BETTER PAID	(9)	MORE MALL PATROLS	(2)
MORE MEN/WOMEN	(5)	WALKIE-TALKIES	(5)
MORE MALL PATROL VEHICLES	(3)	STRICTER COURT PENALTIES	(3)
<u>BETTER TENANT COOPERATION</u>	(8)	KEEP MERCHANTS BETTER INFORMED	(3)
MORE SECURITY AWARENESS	(6)	MORE/BETTER LIGHTING	(1)
HELP PAY FOR MALL SECURITY	(1)	HIRE OFF DUTY POLICE	(1)
PROTECT STORES BETTER	(1)		

SHOPPING CENTER SECURITY SURVEY

GROUP RESPONSE BY SIZE

SQUARE FOOTAGE UNREPORTED

HIGHLIGHTS

TOTAL SHOPPING CENTERS REPORTING				32
OPEN MALLS	8	ENCLOSED MALL	6	14 *
TOTAL NUMBER RETAILERS				676 ***
DEPT. STORES	19	OTHER RETAILERS	657	
URBAN	4	SUBURBAN	10	14 ****
TOTAL SQUARE FEET				UNREPORTED

\* 18 UNREPORTED    \*\*\* 17 UNREPORTED    \*\*\*\* 18 UNREPORTED

		<u>YES</u>	<u>%*</u>
DO YOU HAVE A FULL-TIME SECURITY DIRECTOR?		7	22.6
	NO ANSWER	1	
DO YOU HAVE AN OPERATIONS MANAGER DEVOTING AT LEAST HALF TIME TO SECURITY?		5	16.1
	NO ANSWER	1	
DO YOU EMPLOY GUARDS?		29	90.6
IF YES, ARE THEY	IN-HOUSE	15	62.5
	CONTRACT	10	41.7
	OFF DUTY POLICE	11	45.8
	NO ANSWER	5	
	FULL TIME	10	45.5
	PART TIME	11	50.0
	SEASONAL	7	31.8
	ARMED	15	68.2
	UNARMED	15	68.2
	MALE	22	100.0
	FEMALE	13	59.1
	NO ANSWER	7	
IF YES, DO SECURITY PERSONNEL WEAR	CONVENTIONAL UNIFORMS	15	93.7
	SOFT-LOOK BLAZERS	1	6.3
	NO ANSWER	13	

\*CALCULATED ON RESPONSE ONLY

		<u>YES</u>	<u>%*</u>
DO YOU HAVE SECURITY PATROLS	FOOT	15	83.3
	MOTORIZED	12	66.7
	DAY	13	72.2
	NIGHT	16	88.9
	INSIDE	14	77.8
	OUTSIDE	15	83.3
	NO ANSWER	11	
DO YOU HAVE A BURGLARY-FIRE ALARM SYSTEM MONITORED?	ON PREMISES	19	82.6
	AT CENTRAL STATION	9	39.1
	AT POLICE STATION	8	34.8
	AT FIRE STATION	3	13.0
	NONE	1	4.3
	NO ANSWER	9	
IF ALARM SYSTEM MONITORED ON PREMISES, ARE TENANTS CONNECTED TO CONSOLE?		14	73.7
	NO ANSWER	4	
IF YES, IS YOUR ALARM SYSTEM AUGMENTED WITH	CLOSED CIRCUIT TV	0	0.0
	2-WAY RADIO	5	41.7
	PUBLIC ADDRESS SYSTEM	4	33.3
	NO ANSWER	2	
DO YOU HAVE A WRITTEN PROGRAM DEFINING COURSES OF ACTION DURING EMERGENCIES, ACCIDENTS AND COMMITMENT OF CRIMES?		11	44.0
	NO ANSWER	7	
DO YOU CONDUCT IN-DEPTH BACKGROUND CHECKS ON EMPLOYEES?		13	40.6
DO YOU KEEP A STRICT RECORD OF MALL CRIMES BY NUMBER AND NATURE?		17	54.8
	NO ANSWER	1	
* IF YES, LIST TOTAL NUMBER OF INCIDENTS OVER THE MOST RECENT 12 MONTHS FOR	PARKING LOT THEFTS	101	
	STORE HOLDUPS	9	
	SHOPLIFTING	112	
	CUSTOMER ROBBERIES	4	
	ASSAULTS	5	
	SEX OFFENSES	7	
	OTHER	10	
DO YOU HAVE	SEPARATE PARKING STRUCTURE	0	0.0
	OPEN PARKING FACILITIES	26	100.0
	NO ANSWER	6	
ARE EITHER OR BOTH PARKING FACILITIES PROTECTED BY	UNIFORMED GUARD PATROLS	9	37.5
	PLAINCLOTHES GUARD PATROLS	3	12.5
	LOCAL POLICE PATROLS	9	37.5
	PART-TIME ATTENDANTS	3	12.5
	UNATTENDED	9	37.5
	NO ANSWER	8	

		<u>YES</u>	<u>%*</u>
DO YOU CONSIDER CENTER RAPPORT WITH LOCAL POLICE	EXCELLENT	23	74.2
	GOOD	7	22.6
	POOR	1	3.2
	NO ANSWER	1	
DO YOU PROVIDE SPECIAL SERVICES TO MALL TENANTS FOR	INVESTIGATIONS	3	11.5
	CRIME PREVENTION	11	42.3
	NO ANSWER	6	
DO YOU CIRCULATE INFORMATION TO STORES INSIDE AND OUTSIDE THE MALL ON	CREDIT CARD FRAUDS	16	53.3
	KNOWN SHOPLIFTERS	18	60.0
	BAD CHECK PASSERS	18	60.0
	COUNTERFEIT MONEY PASSERS	17	56.7
	NO ANSWER	2	
DO YOU HAVE A SUPERVISED PLAY AREA?		1	3.1
	NO ANSWER		
DO YOU HAVE A FIRST-AID CENTER?		3	9.4
	NO ANSWER		
DO YOU HAVE A TEEN-AGE "HANGOUT" PROBLEM?		7	22.6
	NO ANSWER	1	
COMPARED TO FIVE YEARS AGO, HAVE YOUR SECURITY PROBLEMS	INCREASED	5	17.9
	DECREASED	7	25.0
	ABOUT SAME	16	57.1
	NO ANSWER	4	
DO YOU BELIEVE MALL SECURITY GENERALLY NEEDS IMPROVEMENT		9	32.1
	NO ANSWER	4	
WHAT IS YOUR MOST TROUBLESOME SECURITY PROBLEM?			
SHOPLIFTING	(10)	TOO FEW PARKING SPACES	(3)
LOITERING/DRINKING	(5)	VANDALISM	(2)
TEENAGERS	(4)	TENANT INDIFFERENCE	(1)
UNSPECIFIED	(1)	ROBBERIES/BURGLARIES	(1)
PARKING LOT THEFTS	(4)	TOO FEW GUARDS	(1)
WHAT ARE YOUR GENERAL OR SPECIFIC RECOMMENDATIONS FOR IMPROVING SECURITY?			
<u>BETTER GUARDS</u>	(5)	MORE/BETTER LIGHTING	(3)
BETTER TRAINED	(3)	<u>BETTER POLICE COOPERATION</u>	(2)
BETTER PAID	(1)	WORK CLOSER WITH MALL	(1)
MORE MEN/WOMEN	(1)	MORE MALL PATROLS	(1)
<u>BETTER TENANT COOPERATION</u>	(4)	STRICTER COURT PENALTIES	(1)
MORE SECURITY AWARENESS	(2)	STRONGER RULES ENFORCEMENT	(1)
HELP PAY FOR MALL SECURITY	(1)	HIRE OFF DUTY POLICE	(1)
PROTECT STORES BETTER	(1)		

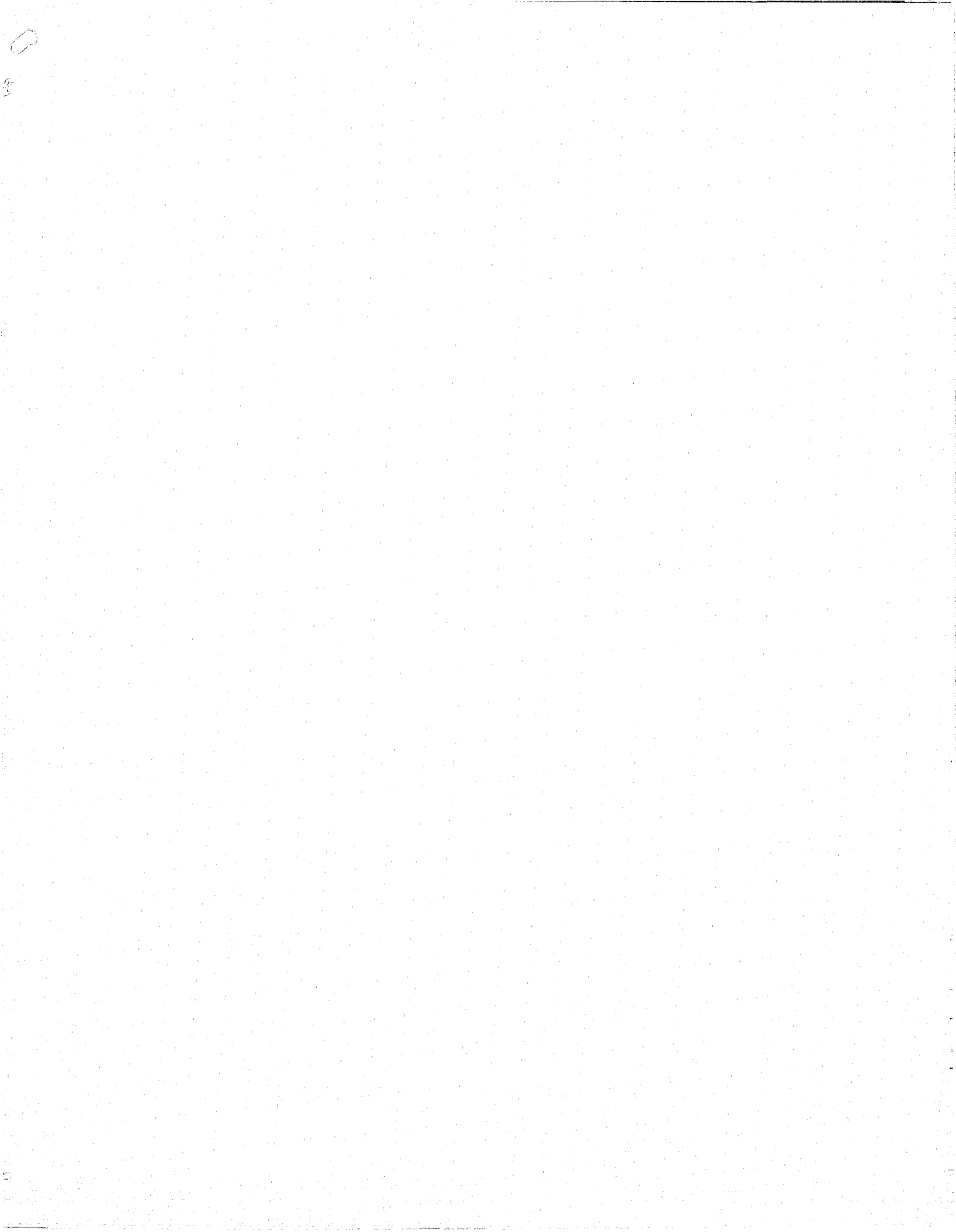


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