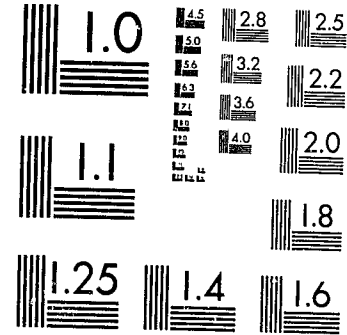


National Criminal Justice Reference Service



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National Institute of Justice
United States Department of Justice
Washington, D. C. 20531

MFI



Police Perceptions of
Crime Prevention Effectiveness

A Study conducted by the
Minneapolis Community Crime Prevention Program
Spring, 1980

U.S. Department of Justice
National Institute of Justice

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This project was sponsored by Grant Number 79-TA-AX-0019, awarded by the Law Enforcement Assistance Administration, U.S. Department of Justice. Points of view or opinions stated in this publication are those of Community Crime Prevention and do not necessarily represent the official position of the U.S. Department of Justice.

MAJOR FINDINGS

Seventy-three percent of the officers surveyed had attended a Community Crime Prevention Block Meeting.

Ninety-four percent of the officers surveyed felt Community Crime Prevention had helped to increase citizen involvement in crime prevention and reporting.

Eighty-six percent of the officers surveyed felt Community Crime Prevention had to some degree helped reduce the opportunity for residential burglary.

INTRODUCTION/METHODOLOGY

Police officers in the third and fifth Minneapolis Police precincts were surveyed to determine their attitudes towards crime prevention in general and their experiences with Minneapolis Community Crime Prevention in particular. A professor from the University of Minnesota, School of Criminal Justice Studies met the respective precinct Captains and Lieutenants at their monthly shift supervisor's meeting to explain the survey and to request participation. Each Captain and Lieutenant agreed to distribute the surveys to their officers and to collect the completed surveys. Of the 224 sworn personnel in the third and fifth precincts, 73 responded (41 from the third and 32 from the fifth). Of these 90.3% were patrolmen, 8.3% were sergeants and 1.4% were Lieutenants. The survey itself was developed by Community Crime Prevention Staff with extensive consultation from the University of Minnesota, School of Criminal Justice Studies and staff of the Minneapolis City Coordinator's office in charge of program monitoring and evaluation.

RESULTS

Results are reported after each survey question. Question number two will be examined first since all other questions include an analysis based upon attendance/non-attendance at block meetings.

2. *Have you attended any Community Crime Prevention Block Club Meetings?*

Seventy-three percent of the officers had attended a block club meeting.

Of these, seventy-seven percent said CCP staff performed satisfactorily. Nineteen percent said staff performed excellently.

1. *How much difference do you think it would make in the amount of crime if people joined together to prevent crime from happening on their block?*

Eighty-two percent of the officers surveyed felt that people working together on their block could result in a moderate to big decrease in crime on the block.

Forty percent felt a big decrease in crime would be realized.

Eighty-five percent of the officers who attended block meetings felt people working together would result in a moderate to big decrease in crime.

Seventy-five percent of the officers who had not attended CCP block meetings felt that a moderate to big decrease in crime would be realized.

Fifteen percent of the officers who attended block meetings felt crime would increase. These responses were often qualified with comments explaining that with more residents involved and sensitive about crime that the number of crimes being reported would increase and consequently it would appear that the crime rate had gone up.

3. *How important is it to police work for patrol officers to attend block meetings?*

Sixty-two percent said block meetings were somewhat important.

The remainder was evenly divided:

Nineteen percent said block meetings were very important.

Nineteen percent said block meetings were of no importance.

4. *How much do you think the Community Crime Prevention Program has helped to increase citizen involvement in crime prevention and reporting?*

Ninety-four percent of the officers felt CCP had helped to increase citizen involvement in crime prevention and reporting.

Thirty-nine percent of the officers who had attended a CCP meeting felt that CCP had helped a lot.

Thirty-six percent of all officers felt CCP had helped a lot.

5. *How much difference do you think the Community Crime Prevention Program made in reducing the opportunity for residential burglary?*

Eighty-six percent of the officers felt CCP had at least helped a little to reduce the opportunity for residential burglary.

Sixteen percent felt CCP had helped a lot.

6. *What factors indicate a difference to you between areas served by Community Crime Prevention and areas that have not been served? (See Map).*

	Served	Unserved	No Difference	Don't Know
*More "Crime in Progress" calls	_____	_____	_____	_____
*More "Suspicious Activity" calls	_____	_____	_____	_____
More accurate calls for service	_____	_____	_____	_____
*More positive contacts with residents	_____	_____	_____	_____
*More physical security improvements	_____	_____	_____	_____

	Served	Unserved	No Difference	Don't Know
More resident help with investigations	_____	_____	_____	_____
Watch Force Stickers	_____	_____	_____	_____
People talking about Community Crime Prevention	_____	_____	_____	_____
More invitations to block meetings	_____	_____	_____	_____

A majority of officers (50% or better) indicated that:

1. more suspicious activity calls
2. more physical security improvements
3. more crime in progress calls
4. more positive contacts with residents

distinguished CCP service areas from non-service areas. The factors are listed in order of frequency with "more crime in progress calls" and "more positive contacts with residents" being tied.

Looking at the average responses, all of the factors were said to be characteristic of CCP service areas by forty-five percent of the officers, characteristic of unserved areas by two percent, no difference by twenty percent and an average of thirty-four percent did not know.

7. *How has your attitude toward residents in the areas you patrol changed during the past year?*

Thirty-four percent of the officers who had attended CCP block meetings indicated their attitudes toward residents had improved somewhat.

Twenty-one percent of the officers who had not attended CCP block meetings indicated their attitudes toward residents had improved.

Sixty-eight percent of the officers reported no change in attitude.

While the clear majority of officers reported no attitude change, there seems to be a tendency for officers attending CCP block meetings to become more positive in their attitude. None of the officers attending CCP block meetings reported a worse attitude while 1.4 percent of those who had not attended meetings reported a worse attitude.

8. *What crime prevention strategies would you like to see stressed more/less?*

Eighty-seven and one half percent of the officers felt Neighborhood Watch, the primary strategy implemented through CCP block clubs, should be stressed more.

Eighty-seven percent of the officers felt physical security, primarily implemented through tips to residents and premise security surveys performed by the police, should be stressed more.

Sixty-five percent felt Operation Identification, a strategy readily available from CCP at block meetings and from the police, should be stressed more.

SUMMARY

The surveyed officers felt resident involvement in crime prevention was an important factor in reducing crime. Furthermore, they felt that Community Crime Prevention was very helpful in getting residents involved in ways helpful to police work. The majority of officers felt areas of the city which had received service from Community Crime Prevention had more suspicious activity calls, more physical security improvements, more crime in progress calls, and more positive contacts with residents than did areas which had not received Community Crime Prevention services. These factors are of great importance to effective police work and crime control. They are also the subjects regularly addressed at CCP block meetings.

These survey results suggest a confidence by Minneapolis Police Officers in work being done by Community Crime Prevention.

CRIME PREVENTION QUESTIONNAIRE FOR BUSINESSES

SECTION 1

1. What is your position in this business?
1. Owner 2. Manager 3. Other (Specify) _____

(ALL RESPONDENTS SHOULD BE OWNERS OR MANAGERS.)

2. What kind of business is this?
(WRITE ANSWER) _____

3. How long has this business been located at this address?
(WRITE ANSWER) _____

4. How many full-time employees work in this business at the present time? (WRITE ANSWER) _____

5. How many part-time employees work in this business at the present time? (WRITE ANSWER) _____

Do you believe the owner or manager of this business could take more actions than are currently being taken to reduce their chances of being victims of the crimes listed in questions 6-11. For each crime type indicate:

1. Yes
 2. No
 3. This crime cannot occur at this business
6. Burglary
 7. Internal Theft
 8. Robbery
 9. Worthless Checks
 10. Credit Card Forgery
 11. Shoplifting

Section I

- _____ 12. Have you heard of Operation Identification?
- 1. Yes
 - 2. No
- IF YES, GO TO QUESTION 13.
IF NO, GO TO QUESTION 16.
- _____ 13. Does this business have an Operation Identification Number?
- 1. Yes
 - 2. No
- IF YES, GO TO QUESTION 14.
IF NO, GO TO QUESTION 15.
- _____ 14. Is all, some, or none of the valuable equipment belonging to organization marked with the Operation Identification number?
- 1. All
 - 2. Some
 - 3. None
- _____ 15. Do you display Operation Identification Stickers on any doors, windows, or property of the business?
- 1. Yes
 - 2. No
- _____ 16. Have you heard of premise security surveys for businesses conducted by the Minneapolis Police Department?
- 1. Yes
 - 2. No
- IF YES, GO TO QUESTION 17.
IF NO, GO TO SECTION 2.
- _____ 17. Has a premise security survey been conducted for this business by the Minneapolis Police Department?
- 1. Yes
 - 2. No
- IF YES, GO TO QUESTION 18.
IF NO, GO TO SECTION 2

Section 1

- _____ 18. Did this business implement all, some, or none of the recommendations listed on the survey form?
- 1. All
 - 2. Some
 - 3. None
- IF "ALL", GO TO QUESTION 20.
IF "SOME" OR "NONE", GO TO QUESTION 19.
- _____ 19. What prevented the business from implementing all the recommendations? (WRITE ANSWER) _____
- _____ 20. Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the premise security survey conducted for this business?
- _____ Very Satisfied
 - _____ Somewhat Satisfied
 - _____ Somewhat Dissatisfied
 - _____ Very Dissatisfied

SECTION 3A

28. Does this business currently have any employees other than the owner?

- 1. Yes
- 2. No

IF YES, GO TO 3B
IF NO, GO TO SECTION 4A

SECTION 3B

Please answer questions 29-32 using a scale of 0 to 10, with "0" meaning that the statement is never true in this business and "10" meaning that the statement is always true in this business. See diagram below:

0	1	2	4	5	6	7	8	9	10
Never True				True Half the Time					Always True

- 29. Employees who have business keys return them when they quit or are fired.
- 30. Locks are rekeyed when an employee quits or is fired.
- 31. Employees are told how employee theft affects the operation of the business.
- 32. Various kinds of references are carefully checked before a person is hired.

Internal theft is defined as the unlawful taking, control, or transfer of an employer's property with the purpose of benefiting the employee or another not entitled to the property.

- 33. How many times are you certain that internal theft occurred in this business in the past 12 months?
- 34. How many times do you suspect other incidents of internal theft occurred in the past 12 months.

IF THE BUSINESS HAD "CERTAIN" OR "SUSPECTED" INCIDENTS OF INTERNAL THEFT IN THE PAST 12 MONTHS, GO TO QUESTION 35.

IF THE BUSINESS DID NOT HAVE "CERTAIN" OR "SUSPECTED" INCIDENTS OF INTERNAL THEFT IN THE PAST 12 MONTHS, GO TO SECTION 4A.

Section 3B

- 35. How many times did this business report internal theft to the police in the past 12 months?
- 36. Approximately how much did this business lose in those incidents of internal theft you are certain occurred in the past 12 months?
- 37. Approximately how much did this business lose in those other incidents of internal theft you suspect occurred in the past 12 months?
- 38. Which of the following have you done in the past 12 months to deal with internal theft? (Please check all that apply).
 - _____ Carefully documented employee's actions.
 - _____ Asked employee to resign.
 - _____ Fired employee.
 - _____ Reported employee to Police
 - _____ Prosecuted employee.
 - _____ Did nothing.
 - _____ Other (SPECIFY _____)

SECTION 4A

39. Does this business sell goods or services to the general public?

1. Yes
2. No

IF YES, GO TO SECTION 4B
IF NO, GO TO SECTION 8.

SECTION 4B

Please answer questions 40-45 using a scale of 0 to 10, with "0" meaning that the statement is never true in this business and "10" meaning that the statement is always true in this business. See the diagram below:

0	1	2	3	4	5	6	7	8	9	10
Never True					True Half the time					Always True

40. Cameras are used to survey the customer area.

41. Marked money is kept in the cash register (or cash box).

42. There is a clear view of the cash register (or cash box) from the street

43. Money is deposited more than once a day in a bank.

44. Money is deposited more than once a day in a safe.

45. No more than \$50 is left in the business overnight.

A robbery is defined as the taking of property with the use or threat of force.

46. Using this definition, how many times was this business robbed in the past 12 months?

IF THE BUSINESS HAD 1 OR MORE ROBBERIES IN THE PAST 12 MONTHS,
GO TO QUESTION 47.

IF THE BUSINESS DID NOT HAVE 1 OR MORE ROBBERIES IN THE PAST 12 MONTHS, GO TO SECTION 5A.

47. What is the approximate value of all items lost due to robbery in the past 12 months?

Section 4B

48. How many robberies did you report to the police in the past 12 months?

49. Were persons injured during robberies that occurred in this business in the past 12 months?

1. Yes
2. No

SECTION 5A

50. Does this business currently accept checks from its customers?

- 1. Yes
- 2. No

IF YES, GO TO SECTION 5B
IF NO, GO TO SECTION 6A

SECTION 5B

Please answer questions 51-61 using a scale of 0 to 10 with "0" meaning that the statement is never true and "10" meaning that the statement is always true. See the diagram below:

0	1	2	3	4	5	6	7	8	9	10
Never True				True Half of the time						Always True

- 51. Checks from outside the metropolitan area are accepted.
- 52. Third party checks are accepted.
- 53. Picture identification is required of those paying by check.
- 54. Two pieces of identification are required of those paying by check.
- 55. Checks with sequence numbers below 500 are accepted.
- 56. Phone numbers are required on checks.
- 57. Customers who want to write checks for more than the amount of purchase are allowed to do so.
- 58. Employees initial the checks that they accept at the time of the transaction.
- 59. Checks are verified through a check verification service.
- 60. Cameras are used to photograph those writing checks.
- 61. Other security measures are taken to insure that checks are valid.

(SPECIFY _____

A worthless check is defined as a check or order for the payment of money which at the time of issuance the writer did not intend to pay.

62. Using this definition, how many worthless checks did this business receive in the past 12 months?

IF THE BUSINESS RECEIVED 1 OR MORE WORTHLESS CHECKS IN THE PAST 12 MONTHS GO TO QUESTION 63.

IF THE BUSINESS DID NOT RECEIVE ANY WORTHLESS CHECKS IN THE PAST 12 MONTHS GO TO SECTION 7A.

63. What was the business' total loss due to worthless checks in the past 12 months?

64. Which of the following have you done to recover funds from a worthless check in the past 12 months? (Please check all that apply.)

- _____ Made a list of those who passed worthless checks.
- _____ Resubmitted check to bank.
- _____ Contacted or attempted to contact person who wrote check.
- _____ Referred check to a collection agency.
- _____ Called Police.
- _____ Took Legal Action.
- _____ Did nothing.
- _____ Other (SPECIFY _____

SECTION 6A

65. Does this business currently accept any kind of credit card from its customers?
1. Yes
 2. No

IF YES, GO TO SECTION 6B
IF NO, GO TO SECTION 7A.

SECTION 6B

Please answer questions 66-70 using a scale of 0 to 10, with "0" meaning that the statement is never true in this business and "10" meaning that the statement is always true in this business. See diagram below:

0	1	2	3	4	5	6	7	8	9	10
Never True				True Half the time						Always True

66. Picture identification is required for credit card purchases.
67. Two pieces of identification are required for credit card purchases.
68. Credit card cancellation bulletins are checked before a credit card is accepted.
69. The signature on the credit card is compared with the signature on the bill before the credit card is accepted.
70. If circumstances are suspicious in any way, the credit card is not accepted.

Credit card forgery is defined as making or altering a signature or a credit card or bill so that it appears to be made by another who did not give such authority.

71. Using this definition, how often did credit card forgery occur in this business in the past 12 months?

IF THE BUSINESS HAD 1 OR MORE INCIDENTS OF CREDIT CARD FORGERY IN THE PAST 12 MONTHS GO TO QUESTION 72.

IF THE BUSINESS HAD NO INCIDENTS OF CREDIT CARD FORGERY IN THE PAST 12 MONTHS GO TO SECTION 7A.

Section 6B

72. What was the business' total loss due to credit card forgery in the past 12 months?

73. Which of the following actions has this business taken when it suspected a credit card was being illegally used in the past 12 months? (Please check all that apply).

- Called for verification
- Refused to accept purchase.
- Retained possession of the card.
- Called Police.
- Did Nothing.
- Other (SPECIFY _____)

SECTION 7A

74. Does this business have merchandise on display to the general public?

- 1. Yes
- 2. No

IF YES, GO TO SECTION 7B.
IF NO, GO TO SECTION 8

SECTION 7B

Please answer questions 75-77 using a scale of 0 to 10 with "0" meaning that the statement is never true in this business and "10" meaning that the statement is always true in this business. See diagram below.

0	1	2	3	4	5	6	7	8	9	10
Never True					True Half the time					Always True

75. Anyone who enters the business is visible to at least one employee.

76. People working in this business do a good job of recognizing shoplifting when it occurs.

77. People working in this business do a good job of dealing with people suspected of shoplifting.

Shoplifting is defined as the intentional taking, concealment or retention of merchandise without consent with the intent to permanently deprive the owner of possession.

78. Using this definition, approximately how many incidents of shoplifting have been observed in this business in the past 12 months?

IF BUSINESS HAD 1 OR MORE INCIDENTS OF SHOPLIFTING IN THE PAST 12 MONTHS, GO TO QUESTION 78.

IF THE BUSINESS DID NOT HAVE 1 OR MORE INCIDENTS OF SHOPLIFTING, GO TO SECTION 8.

79. How often has someone working in this business stopped persons suspected of shoplifting in the past 12 months?

80. How many incidents of shoplifting were reported to the police in the past 12 months?

81. How much would you estimate the business lost due to shoplifting in the past 12 months? (WRITE ANSWER) _____

SECTION 8

82. Is your general attitude toward the police

- 1. Very favorable
- 2. Somewhat favorable
- 3. Somewhat unfavorable
- 4. Very unfavorable.

83. During the past year, has your attitude toward the police

- 1. Improved
- 2. Worsened
- 3. Remained the same.

84. During the past 12 months, has this business made any changes in its physical security in order to reduce opportunities for crime to occur?

- 1. Yes
- 2. No

85. If Yes, what was done? _____

86. During the past 12 months, has this business made any changes in its operating procedures in order to reduce chances for crime to occur?

- 1. Yes
- 2. No

87. If Yes, what was done? _____

THIS IS THE CONCLUSION OF THE SURVEY. THANK YOU FOR YOUR PARTICIPATION. WRITE ANY ADDITIONAL COMMENTS BELOW:



UNIVERSITY OF MINNESOTA
TWIN CITIES

Department of Criminal Justice Studies
314 Social Sciences
267 19th Avenue South
Minneapolis, Minnesota 55455

Dear Resident Head of Household:

I am evaluating services that have been provided by the Minneapolis Community Crime Prevention Program. You, along with many other city residents, were selected for this survey. The survey asks about crime prevention activities that you may have done or do regularly.

Please fill out the attached survey today, and mail it back as soon as possible.

Your participation in this study is voluntary. You may refuse to respond to any particular question without prejudice.

Since your survey cannot be traced, the responses are completely anonymous and confidential. Your responses will be combined with everyone else's and the study results will be determined from this large group.

Your participation in this survey will be very helpful and greatly appreciated. If you have any questions concerning this study please do not hesitate to write or call me.

Thank you very much for your anticipated cooperation.

Ms Linda Heath, PhD. (376-2535)
Department of Criminal Justice Studies
University of Minnesota

DH:LH:m1f

RESIDENT SURVEY
for
Evaluation of Community Crime Prevention
by the
University of Minnesota
Department of Criminal Justice Studies

1. Is your building a: single family home 2-4 apartment
 5 or more apartments
 2. Do you: own rent
 3. How long have you lived on this block?
 less than 6 months 6 months to 2 years more than 2 years
 4. How many persons who live in this block do you know or recognize on sight?
(fill in number) Adults
 Teenagers
 Children
- ALLEY

--	--	--	--	--

STREET

--	--	--	--	--

ALLEY
5. How much difference do you think it would make in the amount of crime if people joined together to prevent crime from happening on their block?

1	2	3	4	5
Big increase in crime	Moderate increase in crime	No Difference	Moderate decrease in crime	Big decrease in crime
 6. Within the past year, do you think crime in this neighborhood has:
 increased decreased remained the same
 7. How many times were you burglarized in the past year? _____
 8. How many of these burglaries did you report to the police? _____
 9. Do you think you will be burglarized within the next year? no yes
 10. Have you ever thought about moving from here because of crime? no yes
 11. If yes to number 10, are you still thinking about moving because of crime?
 no yes

12. Have you called the police in the past year for emergency service for:
- | | | | | |
|---------------------------|-----------------------------|------------------------------|---|------------------------------|
| | | | If yes, were you satisfied with their response? | |
| a. burglary in progress | <input type="checkbox"/> no | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> yes |
| b. street robbery | <input type="checkbox"/> no | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> yes |
| c. rape or sexual assault | <input type="checkbox"/> no | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> yes |
| d. assault | <input type="checkbox"/> no | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> yes |
| e. suspicious activity | <input type="checkbox"/> no | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> yes |
| f. vandalism | <input type="checkbox"/> no | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> yes |
| g. other _____ | <input type="checkbox"/> no | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> yes |
13. What is your general attitude toward the police?
- very favorable somewhat favorable somewhat unfavorable
 very unfavorable
14. Has your attitude toward the police changed during the past year?
- yes, improved yes, worsened no, remained the same
15. How likely are you to learn about crimes or suspicious situations that happen on your block?
- | | | | | |
|-------|--------|-----------|------------|---------------|
| 1 | 2 | 3 | 4 | 5 |
| never | rarely | sometimes | very often | almost always |
16. Did you learn of any crimes or suspicious situations on your block during the past year? no yes
17. If yes to number 16, how did you learn about it (them)?
- | | |
|---|--|
| <input type="checkbox"/> saw it happen | Did you report it (them) to the police? |
| <input type="checkbox"/> saw police | <input type="checkbox"/> all <input type="checkbox"/> some <input type="checkbox"/> none |
| <input type="checkbox"/> from neighbors | |
| <input type="checkbox"/> from block captain | |
| <input type="checkbox"/> at a block meeting | |
| <input type="checkbox"/> newspaper | |
| <input type="checkbox"/> other _____ | |
18. What would you do if you saw a suspicious looking person knock at a vacationing neighbors front door, then walk to the back yard out of your view?
- nothing
 investigate myself
 telephone someone else to investigate.
please specify who _____

19. During the past year, have any of your neighbors asked you to watch their home (apartment) because they were leaving for a few days? no yes
20. During the past year, did you ask any of your neighbors to watch your home (apartment) because you were leaving for a few days?
 no yes did not leave for a few days
21. Have you received any printed materials to help you prevent crime?
 no yes
22. If yes to number 21, please check which ones you received and whether or not you used it.
- | Received | Did you use it? |
|---|--|
| <input type="checkbox"/> Block Map | <input type="checkbox"/> no <input type="checkbox"/> yes |
| <input type="checkbox"/> Home Security Checklist | <input type="checkbox"/> no <input type="checkbox"/> yes |
| <input type="checkbox"/> Operation Identification Brochure | <input type="checkbox"/> no <input type="checkbox"/> yes |
| <input type="checkbox"/> Operation Identification Stickers | <input type="checkbox"/> no <input type="checkbox"/> yes |
| <input type="checkbox"/> Neighborhood Watch Force Stickers | <input type="checkbox"/> no <input type="checkbox"/> yes |
| <input type="checkbox"/> Personal Safety Brochure | <input type="checkbox"/> no <input type="checkbox"/> yes |
| <input type="checkbox"/> What to do before the Burglar Arrives | <input type="checkbox"/> no <input type="checkbox"/> yes |
| <input type="checkbox"/> Watch Force Organizer (telephone book cover) | <input type="checkbox"/> no <input type="checkbox"/> yes |
| <input type="checkbox"/> Other | <input type="checkbox"/> no <input type="checkbox"/> yes |
23. Have you done anything in the past year to prevent burglary?
- no
 yes (if yes, please check what you did)
- locked the house (apartment) more often
 - joined a block club
 - installed new locks
 - pinned windows
 - became more watchful of my area
 - got a dog
 - installed an alarm
 - bought a gun
 - put up Community Crime Prevention Neighborhood Watch Force Stickers
 - put up Operation Identification Stickers
 - engraved property with Operation Identification number
 - joined Operation Identification
- Where? block meeting
 police department
 other
- (continued)

23. Continued

 had a premise security surveyBy the Minneapolis Police Department? no yesDid you do any of the recommended changes? no yes

If yes,

How much did the hardware cost? \$ don't knowHow much did the labor cost? \$ don't know other _____

24. Have the residents on your block ever met to discuss crime problems?

 no yes don't know25. If yes to number 24, did you attend? no yes

26. If yes to number 25,

How much do you think the meeting(s) got people involved in crime prevention?

 not at all somewhat very much

27. How much did the meetings influence you to improve security?

 not at all somewhat very much

28. After attending the block meeting and learning about crime in your neighborhood, are you:

 more fearful of crime now less fearful of crime now unchanged in your attitude toward crime

29. Were you aware that May 31, 1980, was officially declared Crime Prevention Day by the Mayor and City Council?

 no yes

30. If yes to number 29, how did you learn about it?

 from block captain from Community Crime Prevention from friend from T.V. from radio from newspaper

31. Did your block have any special activities on Crime Prevention Day?

 no yes don't know

32. If yes to number 31, what happened?

 block meeting block picnic block survey block clean-up Operation Identification engraving pinned windows secured basement windows put up house numbers alley survey other _____

Any other comments:



UNIVERSITY OF MINNESOTA
TWIN CITIES

Department of Criminal Justice Studies
314 Social Sciences
267 19th Avenue South
Minneapolis, Minnesota 55455

TO: Minneapolis Police Officers
FROM: Ms. Linda Heath, Ph.D. (phone 376-3245)
SUBJECT: Evaluation Questionnaire

I am evaluating services that have been provided by the Minneapolis Community Crime Prevention Program. You, along with many City residents, were selected to participate in the evaluation. You were selected because program services were largely delivered in the third and fifth precincts.

Please fill out the attached survey and return it to your shift commander as soon as possible.

Your participation in this study is voluntary. You may refuse to respond to any particular question without prejudice.

Since your survey cannot be traced, the responses are completely anonymous and confidential. Your responses will be combined with everyone else's and the study results will be determined from this large group.

Thank you very much for your anticipated cooperation.

POLICE SURVEY
for
Evaluation of Community Crime Prevention
by the
University of Minnesota
Department of Criminal Justice Studies

1. How much difference do you think it would make in the amount of crime if people joined together to prevent crime from happening on their block?

1	2	3	4	5
Big Increase in Crime	Moderate Increase	No Difference	Moderate Decrease	Big Decrease in Crime

2. Have you attended any Community Crime Prevention block club meetings? no yes

If yes, how would you rate the project's staff ability of presenting crime prevention information.

unsatisfactory satisfactory excellent

3. How important is it to police work for patrol officers to attend block meetings?

of no importance somewhat important very important

4. How much do you think the Community Crime Prevention Program has helped to increase citizen involvement in crime prevention and reporting?

no effect a little a lot

5. How much difference do you think the Community Crime Prevention Program made in reducing the opportunity for residential burglary?

none a little a lot

6. What factors indicate a difference to you between areas served by Community Crime Prevention and areas that have not been served? (See Map)

Factor	Served	Unserved	No Difference	Don't Know
More "Crime in Progress" calls	_____	_____	_____	_____
More "Suspicious Activity" calls	_____	_____	_____	_____
More accurate calls for service	_____	_____	_____	_____
More positive contacts with residents	_____	_____	_____	_____
More physical security improvements	_____	_____	_____	_____
More resident help with investigations	_____	_____	_____	_____
Watch Force Stickers	_____	_____	_____	_____
People talking about Community Crime Prevention	_____	_____	_____	_____
More invitations to block meetings	_____	_____	_____	_____

7. How has your attitude toward residents in the areas you patrol changed during the past year?

1	2	3	4	5
Become Much Worse	Become Somewhat Worse	No Change	Improved Somewhat	Improved Greatly

8. What crime prevention strategies would you like to see stressed more/less?

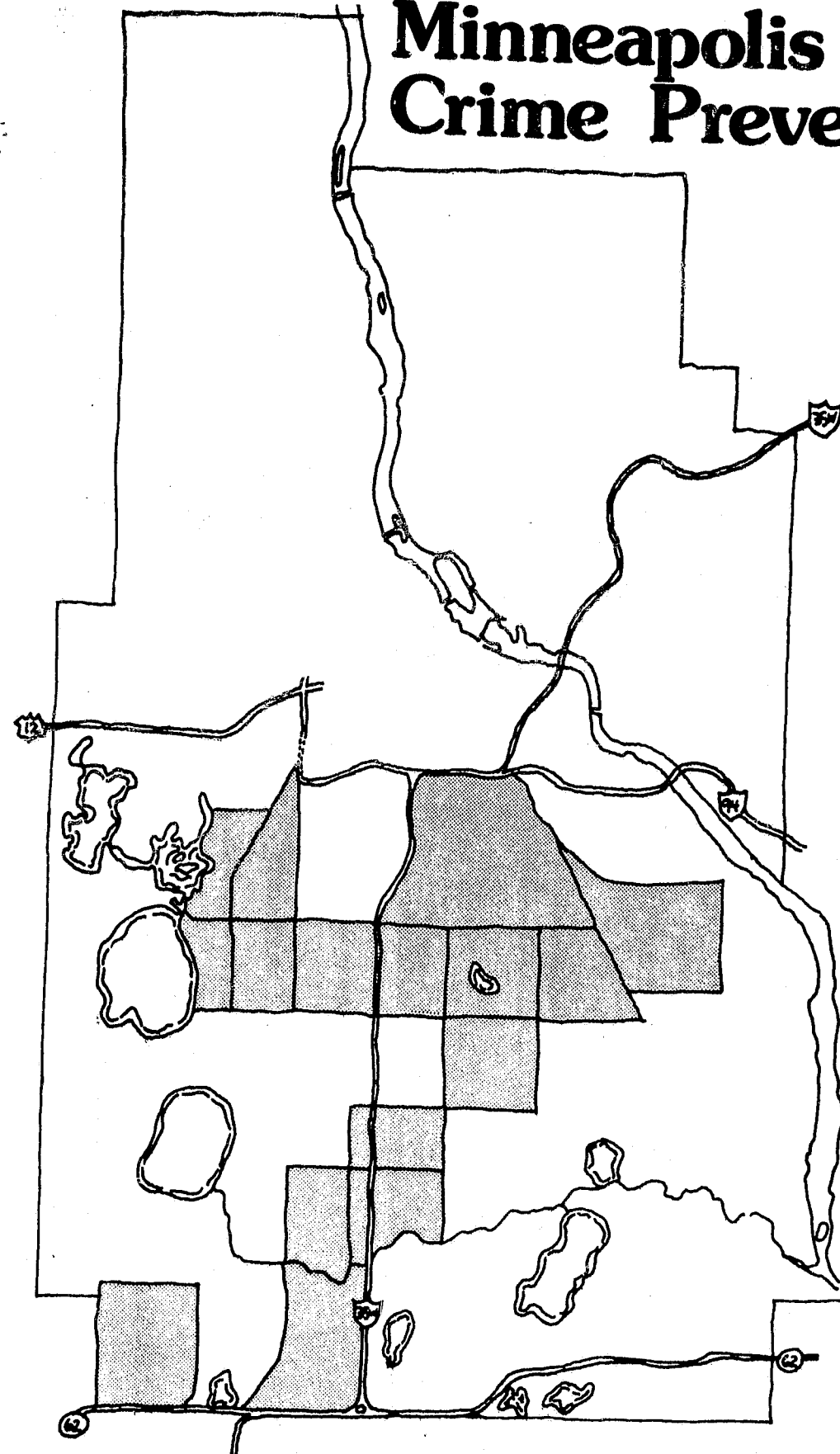
	More	Less	O.K. as is
Operation I. D.	_____	_____	_____
Physical Security	_____	_____	_____
Neighborhood Watch	_____	_____	_____

9. Are you a:

_____ Patrolman
 _____ Sargeant
 _____ Lieutenant

10. Any additional comments or suggestions you may have.

Neighborhoods Serviced by Minneapolis Comm. Crime Prevention



- Armatage
- Bancroft
- CARAG
- Central
- Corcoran
- East Isles
- ECCO
- Field
- Fuller
- Longfellow
- Lowry Hill East
- Lyndale
- Phillips
- Powderhorn Park
- Regina
- Windom

Commercial Burglary Questionnaire

Survey #

Business Name: _____ Address: _____

Your Name: _____ Your Position: _____

Survey #

Please answer all questions below. Your responses will be kept strictly confidential.

Burglary is defined as entry to or remaining in a building without permission with intent to commit a crime.

- Using this definition, how many times was this business burglarized in the past 6 months? (Write number _____).
- How many burglaries did this business report to the police in the past 6 months? (Write number _____).
- Do you feel there are actions this business could take to reduce its chances of being burglarized?
 - Yes
 - No

If Yes, what do you think could be done? _____

What prevented your business from taking such actions? _____

- Has this business taken any new action in the past 6 months to prevent burglary?
 - Yes
 - No

If Yes, please check all you have done in the past 6 months only.

DOORS

- _____ Locked business door(s) more often.
- _____ Installed new lock(s) on door(s).
- _____ Pinned door hinges.
- _____ Repaired strike plate(s) on door(s).
- _____ Installed latch guard(s) on door(s).
- _____ Replaced door(s).
- _____ Installed break-resistant glazing in door(s).

(CONTINUED ON REVERSE SIDE)

Commercial Robbery Questionnaire

Survey #

Business Name: _____ Business Address: _____

Your Name: _____ Your Position: _____

Survey #

Please answer all questions below. Your responses will be kept strictly confidential.

Robbery is defined as the taking of property with the use of or threat of force.

- Using this definition, how many times was this business robbed in the past 6 months? (Write number _____).
- How many robberies did this business report to the police in the past 6 months? (Write number _____).
- Do you feel there are actions this business could take to reduce robbery?
 - Yes
 - No

If Yes, what do you think could be done? _____

What has prevented your business from taking such actions? _____

- Has this business taken any new action in the past 6 months to prevent robbery?
 - Yes
 - No

If Yes, please check all you have done in the past 6 months only.

PHYSICAL MODIFICATION

- _____ Improved visibility within the business.
- _____ Improved visibility from exterior to interior of business.
- _____ Improved exterior lighting at night.
- _____ Improved interior lighting at night.
- _____ Restricted places of entrance to and exit from business.
- _____ Enclosed cashier(s) or cash register(s).
- _____ Installed new or additional cash register(s).
- _____ Improved security of cash register(s).
- _____ Installed new alarm system.
- _____ Installed mirrors to survey customer area.
- _____ Installed cameras to survey customer area.
- _____ Attached a height indicator strip on exit door frame.
- _____ Installed a safe.

(CONTINUED ON REVERSE SIDE)

4. WINDOWS (continued)

- _____ Permanently closed unused window(s).
- _____ Pinned window(s).
- _____ Installed window lock(s).
- _____ Installed break-resistant glazing in window(s).
- _____ Installed bars or grill work over window(s).

LIGHTING

- _____ Improved exterior lighting at night.
- _____ Improved interior lighting at night.

MISCELLANEOUS

- _____ Improved system of key control.
- _____ Got a guard dog.
- _____ Installed a burglary alarm or alarm system.
- _____ Bought a gun.
- _____ Hired guard(s) to watch the business when unoccupied.
- _____ Began to secure storage area(s).
- _____ Began to secure display cases.
- _____ Joined Operation Identification.
- _____ Marked property with Operation Identification Number.
- _____ Put up Operation Identification Stickers.
- _____ Put up other sticker(s) (specify which _____)

- _____ Requested a Premise Security Survey from Minneapolis Police Department or Community Crime Prevention.
- _____ Had a Premise Security Survey performed
By Minneapolis Police Department or Community Crime Prevention _____yes _____no
- _____ Did you make any recommended changes? ___Yes ___No

OTHER (please describe)

5. What do you hope to learn at the Seminar on Commercial Burglary? _____

4. PHYSICAL MODIFICATION (Continued)

- _____ Posted signs regarding limited amount of cash on hand.
- _____ Put up signs warning of alarm system.

PROCEDURAL MODIFICATION

- _____ Reduced amount of cash kept in register(s)
- _____ Reduced amount of cash kept in the business overnight.
- _____ Began to stagger bank deposit times.
- _____ Increased frequency of bank deposits.
- _____ Increased frequency of deposits into business's safe.
- _____ Began to keep "marked" or "bait" money in cash register(s) or cash box.
- _____ Changed cash handling procedures for evening and night hours.
- _____ Added staff.

OTHER (please describe)

5. What do you hope to learn at the seminar on Commercial Robbery?

Survey #

Business Name: _____ Business Address: _____

Your Name: _____ Your Position: _____

Please answer all questions below. Your responses will be kept strictly confidential.

Survey #

Shoplifting is a type of theft. Theft is defined as intentionally taking, concealing, or retaining possession of the property of another without their consent with intent to permanently deprive the owner of possession.

1. Using this definition, approximately how many incidents of shoplifting have been observed in this business in the past 6 months? (Write number _____).
2. How many times has someone working in this business stopped persons suspected of shoplifting in the past 6 months? (Write number _____).
3. How many incidents of shoplifting did this business report to the police in the last 6 months? (Write number _____).
4. How much would you estimate this business lost due to shoplifting in the past 6 months? (Write estimated amount \$ _____).
5. Do you feel there are actions this business could take to reduce shoplifting?
 - a. Yes
 - b. No

If Yes, what do you think could be done? _____

What has prevented your business from taking such actions? _____

6. Has this business taken any new action in the past 6 months to prevent shoplifting?
 - a. Yes
 - b. No

If Yes, please check all you have done in the past 6 months only.

Employee Theft Questionnaire

Survey #

Business Name: _____ Business Address: _____

Your Name: _____ Your Position: _____

Survey #

Please answer all questions below. Your responses will be kept strictly confidential.

Employee theft is defined as the unlawful taking or transfer of an employer's property with the purpose of benefiting the employee or another not entitled to the property.

- Using this definition, how many times are you certain employee theft occurred in this business in the past 6 months? (Write number _____).
- How many times do you suspect other incidents of employee theft occurred in this business in the past 6 months? (Write number _____).
- How many incidents of employee theft did this business report to the police in the past 6 months? (Write number _____).
- Do you feel there are actions this business could take to reduce employee theft?
 - Yes
 - No

If Yes, what do you think could be done _____

What has prevented your business from taking such actions? _____
- Has this business done anything ^{new} in the past 6 months to prevent employee theft?
 - Yes
 - No

- _____ Improved system of key control.
- _____ Improved records of shipments sent and received.
- _____ Improved inventory records.
- _____ Increased investigation of "overages" and "shortages" on cash register(s).
- _____ Increased investigation of damaged merchandise claims.
- _____ Increased "spot checks" of deliveries, inventories, billing slips, refunds, returns, and/or register tapes.
- _____ Limited employee access to high value or easily concealed merchandise.

(Continued on Reverse Side)

6. (Continued)

PHYSICAL MODIFICATIONS:

- _____ Posted signs indicating that shoplifters will be prosecuted.
- _____ Reduced height of display shelves and/or racks.
- _____ Arranged aisles to create greater visibility from cash register(s) to customer area.
- _____ Improved visibility so customers can be seen by at least one employee upon entry to the business.
- _____ Installed mirrors to survey customer area.
- _____ Installed cameras to survey customer area.
- _____ Improved lighting to eliminate dark or shadowed parts of customer area.
- _____ Installed locking display cases to hold merchandise.
- _____ Began to anchor display merchandise.
- _____ Installed electronic detection device(s).

PROCEDURAL MODIFICATIONS:

- _____ Limited number of items on display.
- _____ Began to alternate hangers on merchandise racks.
- _____ Improved orderliness of aisles, tables and/or shelves.
- _____ Improved monitoring of dressing rooms.
- _____ Began using non-transferable price tags or marking.
- _____ Increased existing employees' surveillance of customers.
- _____ Increased number of salespeople in sales area.
- _____ Hired or added security guard(s).
- _____ Began to check customer packages at the entrance to the business.
- _____ Began to inspect customer packages at the exit from the business.
- _____ Increased prosecution of shoplifters.
- _____ Began to teach employees about the prevention of shoplifting.

OTHER (please describe) _____

7. What do you hope to learn at the Seminar on Shoplifting? _____

WORTHLESS CHECKS QUESTIONNAIRE

Survey #

Business Name: _____ Business Address _____

Your Name: _____ Your Position: _____

Survey #

Please answer all questions below. Your responses will be kept strictly confidential.

A worthless check is defined as a check or order for the payment of money which at the time of issuance the writer did not intend to pay.

1. Using this definition, how many worthless checks did this business receive in the past 6 months? (Write number _____)
2. How many worthless checks did this business report to the police in the past 6 months? (Write number _____)
3. Do you feel there are actions this business could take to reduce the number of worthless checks it receives?
 - a. Yes
 - b. No

If Yes, what do you think could be done? _____

What has prevented your business from taking such actions? _____

4. Does this business have a check acceptance policy?
 - a. Yes
 - b. No

If Yes, briefly describe that policy _____

Is this policy posted for customers to see?

- a. Yes
- b. No

How often is this policy followed in the operation of the business?

- a. Always
- b. Often
- c. Sometimes
- d. Rarely
- e. Never

(Continued on Reverse Side)

5. (Continued)

- _____ Limited accumulation of cash in register(s).
- _____ Established a new policy that receipts be given for all purchases and returns.
- _____ Improved screening of potential employees.
- _____ Improved supervision of employees.
- _____ Limited hours employees are left in business without supervision.
- _____ Made each function of the business the responsibility of only one employee.
- _____ Began to discuss employee theft as part of training new employees.
- _____ Set up a way for employees to have more input into business decisions.
- _____ Increased employees' responsibilities.
- _____ Began using participatory management techniques.
- _____ Increased benefits offered to workers.
- _____ Tried to improve example set by management (by reducing or eliminating unethical or illegal business practices).
- _____ Fired employee suspected of theft.
- _____ Prosecuted employee suspected of theft.
- _____ Other (Please describe _____)

6. What do you hope to learn at the seminar on Employee Theft?

Please answer questions 5 - 15 using a scale of "0" to "10" with "0" meaning that statement is never true and "10" meaning that the statement is always true. See the diagram below:

0	1	2	3	4	5	6	7	8	9	10
Never True					True Half of the time					Always True

- _____ 5. Checks from outside the metropolitan area are accepted.
- _____ 6. Third party checks are accepted.
- _____ 7. Picture identification is required of those paying by check.
- _____ 8. Two pieces of identification are required of those paying by check.
- _____ 9. Checks with sequence numbers below 500 are accepted.
- _____ 10. Phone number are required on checks.
- _____ 11. Customers who want to write checks for more than the amount of purchase are allowed to do so.
- _____ 12. Employees initial the checks that they accept at the time of the transaction.
- _____ 13. Checks are verified through a check verification service.
- _____ 14. Cameras are used to photograph those writing checks.
- _____ 15. Other security measures are taken to insure that checks are valid.

(SPECIFY: _____

 _____.)

16. Which of the following have you done in the past 6 months to recover funds from a worthless check?

- _____ Made a list of those who passed worthless checks.
- _____ Resubmitted check to bank.
- _____ Contacted or attempted to contact person who wrote check.
- _____ Referred check to a collection agency.
- _____ Called Police.
- _____ Took Legal Action.
- _____ Did nothing.
- _____ Other (SPECIFY _____
 _____.)

(Continued on Next Page)

17. Approximately how much has this business lost due to worthless checks in the past 6 months? (Write answer _____)

18. What do you hope to learn at the Seminar on Worthless Checks?

 _____.

Form 1 (People Who Have Had Premise Survey)

Section A

1. Were you the person who requested the Premise Survey

- 1. Yes
- 2. No

2. What was the reason the survey was requested?

(Write answer) _____

3. Were you present when police conducted the survey?

- 1. Yes
- 2. No

If yes, go to Section B

If no, go to question #4

4. Did the person who was present when the survey was performed discuss the recommendations with you?

- 1. Yes
- 2. No

Section B

If there are 2 or more "no" answers (#2) in the boxes above STOP Questionnaire and ask to talk with person who was pre-present when the premise survey was performed. If this is not possible get that person's name and phone number and call back later.

5. How did you first learn about Premise Security Surveys?

- | | |
|----------------------------------|---------------------|
| 1. At Block Meeting | 5. Through Friend |
| 2. Through Block Captain | 6. Through relative |
| 3. Through neighbor on block | 7. Through roommate |
| 4. Through neighbor not on block | 8. Through police |
| 9. Other (Specify) _____ | |

(TO BE FILLED OUT BY INTERVIEWER BEFORE CALLING)

A. Address of person being interviewed _____

B. Neighborhood person interviewed lives in _____

C. Date P.S.S. requested _____
 Date P.S.S. was sent to police _____
 Date P.S.S. was completed _____

What type of dwelling do you live in? (Check one)

- _____ Single Family
- _____ Duplex
- _____ 3-4 Family
- _____ Apartment

Have you ever had a Premise Security Survey of your home conducted by the Minneapolis Police?

- 1. Yes (If yes use Form I)
- 2. No (If no use Form II)

If there are 1 or more "Yes" answers (#1) in the boxes above, CONTINUE Questionnaire with question #5.

6. Did the survey inform you of security techniques that were new to you? If so, which ones (write answer).

1. Yes
2. No

7. Did you make any of the security changes recommended on the pre-mise survey form?

1. Yes
2. No

If Yes, go to question 8

If no, go to section C

8. Did you have any assistance in making these changes?

1. Yes
2. No

If Yes, go to question 9

If no, go to question 10

9. Who gave you this assistance

- | | |
|--------------------|--------------|
| 1. Block Volunteer | 5. Locksmith |
| 2. Relative | 6. Carpenter |
| 3. Friend | |
| 4. Caretaker | |

7. Other (specify) _____

10. Approximately how much money did you spend for materials in making improvements listed on the premise security survey form? (write answer)

11. Approximately how much money did you spend for labor in making improvements listed on the premise survey form? (write answer)

12. Did you complete the top three recommendations on the premise survey form?

1. Yes
2. No
3. Don't know
4. There were not three recommendations on the form

If yes, or there were not three recommendations on the form, go to section C.

If no, or don't know, go to question 13.

13. Do you plan to make the top three recommended changes in the future?

1. Yes
2. No

If yes, go to question 14

If no, go to question 15

14. How soon do you think you will make the top three recommended changes?

1. Within one month
2. Within three months
3. within six months
4. Within one year
5. Don't know
6. Other (specify) _____

15. What was your major reason for not making the top three recommended changes so far?

1. Don't believe changes are necessary
2. Not enough time
3. Not enough money
4. Need assistance
5. Need tools
6. Need instructions
7. Changes are someone else's responsibility
8. Other (specify) _____

Section C

- ____ 16. Since having the Premise Survey, have you made any changes in the security of your home that were NOT listed on the survey form?
1. Yes (specify) _____
 2. No
- ____ 17. We are exploring the possibility of developing services to aid residents in making the changes listed on the premise survey form. What kind of assistance would be useful to you? (Circle all applicable responses)
1. Money for materials
 2. Money for labor costs
 3. Information on where to purchase materials
 4. Information on how to make changes
 5. Training in how to make changes
 6. Tools
 7. Working with property owner
 8. Other (specify) _____
- ____ 18. Within the past year, do you think crime in your neighborhood has increased, decreased, remained the same?
1. Increased
 2. Decreased
 3. Remained the same
- ____ 19. Do you percieve burglary in your neighborhood to be very high, high, moderate, low, or very low?
1. Very high
 2. High
 3. Moderate
 4. Low
 5. Very low
- ____ 20. Please state whether you strongly agree, agree somewhat, disagree somewhat, or strongly disagree with the following statement: "The physical security of my home provides me with good protection from burglary."
1. Strongly agree
 2. Agree somewhat
 3. Disagree somewhat
 4. Strongly disagree
- ____ 21. Since you had the Premise Survey are you, more fearful of burglary, less fearful of burglary, or unchanged in your attitude?

- ____ 21. 1. More fearful of burglary
2. Less fearful of burglary
3. Unchanged in your attitude toward burglary
- ____ 22. Is your general attitude toward the police very favorable, somewhat favorable, somewhat unfavorable, or very unfavorable?
1. Very favorable
 2. Somewhat favorable
 3. Somewhat unfavorable
 4. Very unfavorable
- ____ 23. Has your attitude toward the police improved, worsened, or remained the same since you had a Premise Survey?
1. Improved
 2. Worsened
 3. Remained the same
- Please say whether you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the following aspects of the Premise Survey.
- ____ 24. The officers knowledge of physical security
- ____ 25. The officers ability to explain his recommendations
- ____ 26. The amount of time that passed between your request for the survey and the completion of the survey
- ____ 27. Overall, was the Premise Survey useful or not useful to you?
1. Useful
 2. Not useful
- ____ 28. Do you have any other comments about the Premise Survey? (write answer) _____

- Code
1. Very satisfied
 2. Somewhat satisfied
 3. Somewhat dissatisfied
 4. Very dissatisfied

Section D Now I would like to ask you a few questions about your participation in other Crime Prevention activities.

- ____ 29. Do you belong to Operation Identification?
1. Yes
 2. No
- ____ 30. Do you and your neighbors practice the Watch Force principle of watching out for each other?
1. Yes
 2. No

31. Have you ever attended a Block Club meeting conducted by the Community Crime Prevention staff?

- 1. Yes
2. No

If yes, go to question 32

If no, questionnaire ends

At most Block Club meetings, Community Crime Prevention staff discusses at least four types of information: a) Facts about burglary. b) Home security. c) Citizen involvement in crime prevention. d) Role of the police in the community. Would you say you were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with these aspects of the meeting. I'll name them again:

32. Facts about burglary

Code

33. Home security

34. Citizen involvement in crime prevention

35. The role of the police in the community

- 1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Not discussed at meeting

36. Should any of these topics be improved?

- 1. Yes
2. No

If so, which one (s) _____

37. Should any of these topics be eliminated?

- 1. Yes
2. No

If so, which one (s) _____

38. Would you like to see any additional information presented at Block Club meetings that is not presently covered?

- 1. Yes
2. No

If yes, specify _____

Have you used any of the following printed materials distributed at your Block Club meeting?

39. Block map

Code

40. Suspect and vehicle description form

41. Home security checklist

- 1. Yes
2. No
3. Did not receive

42. Should any of these materials be revised?

- 1. Yes
2. No
3. Don't know

If so, which one (s) _____

43. Should any of these materials be eliminated?

- 1. Yes
2. No
3. Don't know

If yes, which one (s) _____

44. Would you like to receive any additional printed information that is not presently distributed at Block Club meetings?

- 1. Yes
2. No

If so, specify _____

END OF SURVEY

This is the end of the questionnaire. Thank you for your time and feedback about Premise Security Surveys, and crime prevention activities you have been involved in.

END