

PORTLAND POLICE BUREAU
PUBLIC AFFAIRS UNIT
CRIME PREVENTION SECTION

CITIZEN RESPONSE TO BURGLARY INFORMATION BROCHURES:
A FOLLOW-UP STUDY

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SUMMARY

- 654 citizens in the East Precinct service area were sent burglary information brochures in 1982. 275 of these citizens were randomly selected to participate in a telephone interview study conducted 12 months later.
- 191 (69%) of these 275 survey participants stated that they had read the brochures; 68% (N=130) of these 191 people indicated that they had improved the security of their homes as a result of reading the brochures.
- Only 4% of the 275 citizens surveyed said that they had not read the brochures; another 12% noted that they had not received any brochures and 15% did not remember receiving the brochures or had no response to the question.
- The most frequently cited methods of home security improvements were: installing locks (32%), pinning/securing windows (19%), and screening or barring windows (13%).
- 32% (N=61) of the 191 people who had read the brochures stated that they had made no improvements in security in response to the brochures. The most frequently given reasons were; security was okay (30%), never got around to it (24%), and too costly (17%).
- Few of the people making security improvements indicated that they had security questions which were not answered in the brochures. Similarly, few people telephoned the Crime Prevention offices to have questions answered.

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The City of Portland Police Bureau offers a number of crime prevention programs to the citizens of the city. One of these programs is the Residential Security Survey Program. In this program a representative of the Police Bureau "surveys" a home or apartment to determine security risks, and then makes recommendations to improve security on the dwelling. These recommendations typically include better locking devices for doors and windows, strengthening door frames, improving lighting, and changing landscape features in order that neighbors and passers-by are better able to observe suspicious activity at the house.

The Police Bureau's three Precinct Crime Prevention Units conduct the majority of the Residential Security Surveys. In 1983 almost 2,800 surveys were conducted in the City of Portland. Past studies have found that a majority of people comply with the security recommendations. For example, one study¹ found that of 104 randomly selected city-wide security survey participants, 72% complied in all or in part with the major recommendations made in the Residential Security Survey. A second study² reviewed 1,236 security surveys conducted by East Precinct in 1981. Results found a partial and total compliance rate of 64%. In addition both studies found a decrease in burglary rates for participants in the program.

It has been estimated that a security survey takes approximately 30-45 minutes to conduct. Added to this work time would be the travel time to the survey site. Given the total amount of time then involved in a security survey, a question often asked is "how effective would a brochure dealing with basic home security be in helping citizens assess the security of their homes." The purpose of this study was to address that question.

PROCEDURE

In 1982 the East Precinct Crime Prevention Unit had a backlog of security survey requests. To handle this backlog, approximately 654 citizens were sent a letter (see Appendix A) in October, November, or December, 1982 explaining that a limited personnel situation had prevented the unit from responding to their security survey requests. Accompanying the letter was a series of 5 brochures (see Appendix B) dealing with basic home security.

Approximately 12 months later, 275 of the 654 citizens were randomly selected for a follow-up study.³ This follow-up study consisted of a brief telephone interview asking (a) whether the person read the brochures (b) what security improvements were made as a result of reading the brochures (c) if there were questions not answered in the brochures (d) whether the Police Bureau was contacted to answer these questions and (e) if nothing was done, why was this. A copy of the questionnaire used may be found in Appendix C.

As indicated on the questionnaire, survey responses were never read to the participants. For example, participants were simply asked what security improvements had been made. Possible answers such as "install locks" or "screen/bar windows" were not suggested to the person, and appeared only on the questionnaire in order to facilitate data collection.

To insure an unbiased selection process, a 3-Callback procedure was used during the interview process. Once a name was randomly selected for interviewing, three attempts were made to contact the person. These Callbacks were made at different times of the day as well as different days in some cases. This procedure would allow individuals with various work, shopping, etc. schedules to participate in the survey.

RESULTS

Survey responses for each question were coded and entered into the Portland Police Bureau's mainframe computer system (IBM 4341). A series of Statistical Analysis System (SAS) programs were utilized to analyze the data.

A frequency analysis of responses to each survey question was performed and these results may be found in Table 1.

TABLE 1
Survey Results

<u>Question</u>	<u>Number</u>	<u>Percent</u>
1. Did you read the brochures?		
Yes	191	69%
No	11	4%
Did not receive brochures	32	12%
Didn't remember/No response	41	15%
Total	275	100%
2. As a result of reading the brochures, did you improve the security of your home?		
A. Improved security	130	68%
Did nothing	61	32%
Total	191	100%
B. If you improved the security, what did you do? (Multiple responses based on 130 respondents)		
Screen/bar windows	31	13%
Pin/secure windows	44	19%
Install locks	74	32%
Install outdoor lights	9	4%
Change landscape	3	1%
Install alarm system	8	3%
Replace/reinforce door, window, or door jamb	16	7%
Other	44	19%
Didn't remember	5	2%
Total	234	100%
3. Were there questions not answered in the brochures?		
Yes	8	6%
No	96	74%
Didn't remember/No response	26	20%
Total	130	100%
4. Did you call Crime Prevention to have any questions answered ?		
Yes	5	4%
Questions answered in Crime Prevention meeting	6	5%
No	95	73%
Requested another Security Survey	8	6%
Didn't remember/No response	16	12%
Total	130	100%
5. If you did nothing to improve security, why not? (Multiple responses based on 61 respondents)		
Security was okay	21	30%
Too costly	12	17%
Never got around to it	17	24%
Didn't understand brochures	1	2%
Other	19	27%
Total	70	100%

Table 1 cont'd.

	<u>Number</u>	<u>Percent</u>
6. Respondent's age		
Less than 20	3	1%
20-29	11	4%
30-39	61	22%
40-49	16	6%
50-59	26	10%
60-69	47	17%
70-79	47	17%
80-89	25	9%
90-99	5	2%
Refused	34	12%
Total	275	100%

Of the 275 survey respondents, 191 (69%) indicated that they had read the brochures mailed to them. Only 4% (N=11) of the people said that they had not read the brochures. Another 12% (N=32) however said that they had not received the brochures, and an additional 15% of those surveyed did not remember reading the brochures or had no response to this question. A crosstabulation analysis of this question and "age" of respondent was also performed. That is, for each of the 4 different responses (e.g., "yes", "did not receive brochure", etc.) to Question //I the age distribution of the respondents was also listed. Age was found to be fairly evenly distributed among all answers. Only in the age group 90-99 (N=5) were a majority of the respondents found to indicate that they did not remember receiving the brochures.

Of the 191 individuals who said that they had read the brochures, 130 (68%) indicated that they had also improved the security on their homes as a result of reading these brochures. The remaining 61 (32%) respondents said that they had not done anything regarding home security improvement in response to the brochures.

The 130 individuals who said that they had improved the security were asked what security measures they had taken. As seen in Question #2B nearly 1/3 of the security improvements were the installation of locks. Another 19% of the improvements included pinning or similarly securing the windows, and 13% of the improvements consisted of installing metal screen or bars over the windows. An additional 7% of the changes included replacing or reinforcing the door, door jamb, or window. Installing an alarm system was the type of security improvements made in 3% (N=8) of the cases. A small number of cases (N=12) included the installation of outdoor lights or changing the landscape. Other types of improvements accounted for 19% of the changes. These improvements ranged from installing a fence to adding security chains to the door.

In general, the survey results found that the brochures answered many of the respondents' security questions. As seen in Question #3, only 8 of the 130 people who had improved their home security as a result of reading the brochures indicated that they had questions which were not answered in the brochures. Similarly only 1 of the 61 people who had done nothing to improve the security of their homes stated that this inaction was due to not understanding the brochures. As a footnote however, 7% (N=9) of these 130 respondents did not remember if they had any questions. Seventeen people (13%) had no response to this question. Crosstabulation analysis of this question and "age" found the survey responses distributed among all age groups.

Just 5 of the 130 respondents who stated that they had improved the security on their homes as a result of reading the brochures said that they had called the Crime Prevention offices to have such questions answered. See Question #4. An additional 6 people noted that they did have questions answered at neighborhood crime prevention meetings. There were also 8 requests for another security survey. The response categories also appeared to be distributed throughout many age groups. For example, those individuals who requested another security survey had the following age profile: 30's = 3; 50's = 1; 70's = 2; and 80's = 2.

The 61 individuals who stated that they had read the brochures but had not improved the security of their homes were asked why this was the case. Almost 1/3 of the responses given indicated that no action was taken because the security was okay (see Question //5). Monetary cost was a factor listed 17% (N=12) of the time. Of interest, nearly 1/4 of the reasons given involved "never getting around to it". As previously mentioned, only 1 person indicated that unclear brochures were a problem in improving security.

Survey participants gave a number of other reasons (N=19) why nothing was done. Several elderly respondents stated that medical problems (N=3) and inability to install the materials themselves (N=3) were the primary factors. Other responses ranged from "didn't think that a burglary would happen again" to "burglaries will occur regardless of what you do".

Finally, survey participants who had DONE NOTHING for reasons other than "security was okay", "cost", and "never getting around to it" were asked whether they would have done something if they had met with someone from the Police Bureau in their home to discuss home security. Only 1 person said "yes".

Demographics with respect to age for all of the 275 people surveyed found that 43% of the respondents were younger than 60 years, and 45% were older than 60. Twelve percent of the sample did not want to give their age. For the 130 people who

had improved their security as a result of reading the brochures, 48% were younger than 60 and 41% were 60 years or older, with 11% of this group refusing to give their age. A similar age breakdown was found for the 61 individuals who had not improved the security on their home after reading the brochures.

According to the City of Portland census information, the percent of individuals 60 years of age and over for this East Precinct area is 21-22%.⁷ Because individuals requesting residential security surveys are a self-selecting group, the group demographics would not be expected to coincide with the census data. The demographic data thus indicate that individuals 60 years and over participate in the residential security survey program at a higher rate than would be expected from the number of elderly citizens residing in the area.

DISCUSSION

191 survey participants out of the total sample of 275 stated that they had read crime prevention brochures mailed to them. These brochures were distributed in lieu of a residential security survey requested by these citizens. Of these 191 individuals, 130 (68%) respondents stated that they had improved the security on their homes as a result of reading the brochures.

This value of 68% agrees closely with previous studies of security survey compliance rates. Partial and total compliance rates with survey recommendations were found in those studies to range from 64%-72%.

Although the current study cannot be considered an exact replication of these previous studies, the current study and the previous security survey compliance studies all used, however, the same experimental methodology: telephone interviews. While no site visits were made to confirm the reliability of the survey participants¹ answers in these studies, preliminary data in a study of commercial security compliance rates⁵ found during site visits that the degree of compliance agreed closely to what had been reported during the telephone interview.

In summary, 130 respondents stated that they had improved the security on their homes as a result of reading the burglary information brochures. The most frequently cited method of security improvement was the installation of locks (32%). By contrast, 61 people said that they had done nothing to improve the security of their homes after reading the brochures. The most frequently given reasons for this decision were (a) security was okay: 30% and (b) never got around to it: 24%. In general, age of survey participant seemed to be a factor only in this part of the study. Those individuals who stated that security improvement was not possible due to medical problems or inability to install the materials were all over 60 years of age.

Finally, survey respondents indicated that they had few questions which were not answered in the brochures. Relatedly, few people stated that they had actually called the Crime Prevention offices to have questions answered.

REFERENCES

1. Stangier, 3. and Beedle, S. Evaluation of the Residential Security Survey Program. Portland Police Bureau, Crime Prevention Division, Portland, Oregon. Rockville, Maryland: National Criminal Justice Reference Service, 1981.
2. A Security Survey Compliance Study at East Precinct. Portland Police Bureau, East Precinct Crime Prevention Unit, Portland, Oregon, 1982.
3. A sample of 275 from a population of 654 achieves a sampling error of $\pm 5\%$.
4. 1983 Neighborhood Information Profiles. Office of Fiscal Administration, Services Research Division, Portland, Oregon, 1983.
5. Beedle, S. Evaluation of the Commercial Security Survey Program. Portland Police Bureau, Crime Prevention Section. In preparation.

Telephone interviewers for this project: Ruby Allen; Annamay Freeman.

APPENDIX A

COVER LETTER



CITY OF
PORTLAND, OREGON

BUREAU OF POLICE

Ronald

Mildred A. Schwab, Commissioner
R.Still. Chief of Police
1111 S.W. 2nd Ave.
Portland, Oregon 97204

Due to limited personnel within the Portland Police Bureau and our volunteer resources, we have been unable to answer your request for a security survey.

However, your request has not gone unnoticed. We are contacting everyone in our backlog in this manner with the hope of helping you expedite the security of your home.

If after reading the enclosed material, you still have questions, please call us at 248-5696.

Sincerely,

Gene H. Mahar
Officer, Crime Prevention

APPENDIX B

BROCHURES

1



Police Emergency: 911

Portland Police Bureau
"Sworn To Protect, Dedicated To Serve"



BURGLARY FACTS AND THE NEIGHBORHOOD WATCH CONCEPT

Dear Resident:

Burglary can be a very traumatic experience to the victim. The effects are often dramatic and long term. Your Police Bureau is doing everything that it can to solve crimes. However, we cannot significantly reduce crime without your help. as you learn how to protect your home and your neighbors, you will discover that these steps can also help us. The concepts of Home Security and Neighborhood Watch go hand-in-hand. This information has been prepared to provide you with crime prevention techniques and concepts. When you finish with it, don't throw it away! Invite your neighbors to learn to help keep our city a safe place to live.

Facts About Burglary

- Oregon law defines burglary as: the act of entering or remaining unlawfully in a building or domicile with intent to commit a crime therein.
- This act costs us over \$3 million per year in loss of property alone, not to mention the cost of repairs or the feelings that come from having your residence violated.
- To effectively use crime prevention techniques, it is important that you know the following:
- 1 Most burglaries in your neighborhood are probably being committed by youths 18 and under.
 - 2 Burglars can be male or female.
 - 3 Most burglars are not skilled professionals.
 - 4 Burglars do take advantage of easy targets.
 - 5 Burglars usually take anything that can be readily converted to cash and has no identifying marks or numbers.
 - 6 The most popular times for residential burglaries are weekday daylight hours.
 - 7 In over 1/3 of Portland burglaries, there is no forcible entry. Someone simply didn't lock all doors and windows. They made their possessions easy targets.
 - 8 Many burglars are seen_____
 - 9 Most burglars enter through windows.

Neighborhood Watch

At least ten times more arrests come from neighbors reporting suspicious circumstances to the police than from routine police patrol. If every person who saw something suspicious in their neighborhood would call the police, far more arrests would be made. Neighborhood crime prevention will occur when neighbors decide they will get involved. Neighborhood Watch has proven itself to be one of the most effective and cost efficient crime prevention programs in the country. Neighborhood Watch is simple - neighbors watch out for neighbors, reporting suspicious circumstances to the police. By anticipating crime before it happens and adopting sound preventive techniques, we can work together in reducing the opportunity for it to take place. To find out how to start a block watch, contact Neighborhoods Against Crime at 243-7394 or the Portland Police Bureau Crime Prevention Detail at 796-3126.

THIS BLOCK
PROTECTED BY



NEIGHBOR
WATCH



Police Emergency: 911

Portland Police Bureau
Sworn To Protect, Dedicated To Serve



CALLING THE POLICE

Calling the Police

Most people will see a situation that involves a crime or a potential crime and many of those same people won't recognize it. It's impossible to list every example of when you should call the 911 Police Emergency Number, but the following are a few common situations where you should:

- 1 Someone trying to enter a neighbor's home by a window or a side door.
- 2 A strange car left running and parked in the street.
- 3 Someone shouting "Help," "Fire," or "Rape."
- 4 Shots, alarms, or windows being broken.
- 5 Someone tampering with a neighbor's car.
- 6 Someone with a Weapon.
- 7 Someone entering or leaving a business after hours.
- 8 Someone carrying items of value from a neighbor's home.
- 9 Someone who appears to be moving household items late at night.
- 10 An elderly or disabled person who appears neglected, frightened or confused.
- 11 When in doubt, call us.

What Should You Do When You Call:

when calling remain calm! Remember, the information you provide is a determining factor in the apprehension of the suspect. State your name, address and telephone number, and the time and location of the incident.

Be sure to stay on the line while the information is being written down by the complaint operator. Don't hang up until you are told that all the necessary information is complete. If you observe suspects and/or vehicles, try to give a complete description.

The police will only have the information you give them. Answer their questions and tell them only what you know. Give complete and concise answers.

What Do We Do When You Call Us?

Emergency calls are handled by police-trained operators. When you report a crime, they will determine if your case required a police officer to report to the scene of the incident.

Many times, the actual presence of police is not necessary. Those are generally non-felony matters where neither the suspect nor any evidence of the crime will be secured at the scene and where the victim is not seriously injured or in continuing danger. Those are cases in which our personnel can provide you with just as much help over the telephone.

The Portland Police Bureau has instituted the following guidelines to determine situations in which a police vehicle will come to the scene of an incident:

- The immediate protection of life, property or the public peace.
- A probability that physical evidence valuable in a future prosecution may be obtained.

The possible presence of the suspect or the probability that timely on-the-scene investigation will aid in identifying the suspect.

- The magnitude of the crime or incident entails substantial injury or loss to the victim.

For example, a police officer may come to your home, but in many situations all he/she will be able to do is fill out a report. The officer's presence at the scene would not contribute to the welfare of the victim or further the solution of the crime. Service in that kind of case

can be provided just as effectively by our telephone staff. They are informed as to the situations in which this reporting procedure is appropriate.

Remember that although an officer may not always personally come to the scene of the incident, once you've reported the incident, the Portland Police Bureau initiates work on your case.

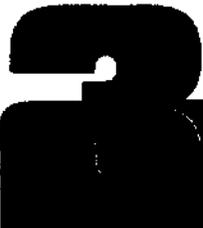
What If It's Not An Emergency?

For all other police business, call the individual department that can respond to your particular need. These departments are listed on this page as well as in the telephone book white pages under "Portland City of — Police Bureau."

POLICE EMERGENCY ONLY	911
Auto Records	796-3041
Auto Impounds	796-3041
Auto Theft	796-3041
Bicycle Detail	248-5677
Chaplain	796-3091
Chief's Office	796-3000
Crime Prevention Unit	796-3126
Crime Prevention Unit - Desk	796-3126
Commercial Crime Prevention	796-3130
Elderly Programs	796-3133
Media Officer	796-3135
Sexual Assault Prevention	796-3139
Statistical Analysis	796-3141
Detective Division - Desk	796-3400
Assault	796-3479
Burglary/Larceny	796-3410
Child Abuse	796-3434
Crime Analysis	796-3497
Fence	796-3450
Fraud	796-3456
Fugitive/Missing Persons	796-3446
Homicide	796-3479
Robbery	796-3466
Sex Crimes	796-3434
Special Services	796-3434
Vehicle Theft	796-3491
Drugs & Vice Division	796-3246
Identification Division	796-3382
Intelligence	796-3277
Internal Investigations,	
Complaints Against Police	796-3236
Justice Center Coordinator	796-3020
Parking Violations	248-3890
Patrol Support Division - Desk	796-3161
Canine Unit	289-8870
Community Juvenile Officers	796-3170
Mounted Patrol Unit	289-6870
Reserve Coordinator	796-3168
Street Crimes Unit	796-3169
Personnel Division	796-3200
Planning & Research Unit	796-3341
Precincts -	
Central - 1111 S.W. 2nd Avenue	796-3097
East - 4735 E. Burnside	248-5696
North - 7214 N. Philadelphia	248-5720

Calling the police: continued

Property Room -	348-5677
Public Information Officer	796-3010
Records Unit	796-3041
Sunshine Division - 687 N. Thompson	297-1294
Traffic Division - Desk - 4735 E Burnside	248-5688
Accident Information	248-5688
Hit & Run	248-5693
Safety Education	248-5719



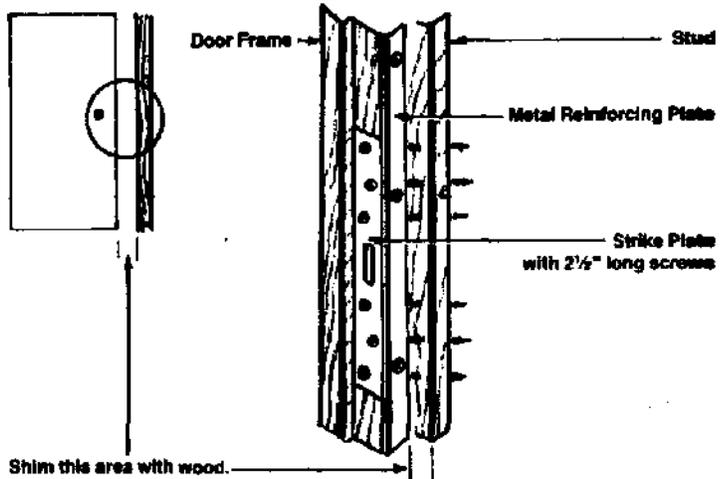
Police Emergency: 911
Portland Police Bureau
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BASIC HOME SECURITY DOORS AND LOCKS

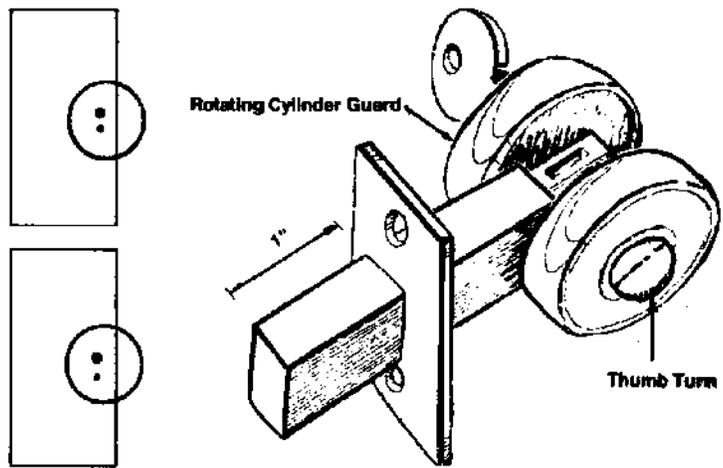
Door Frames, Hinges and Strike Plates

Properly securing all exterior door frames is critical. Minimum security standards include using 2 1/2" long screws on the hinges and strike plate. The strike plate should have at least 4 screw holes. Newer homes have gaps between the door frame and the stud that should be filled with wood or metal.



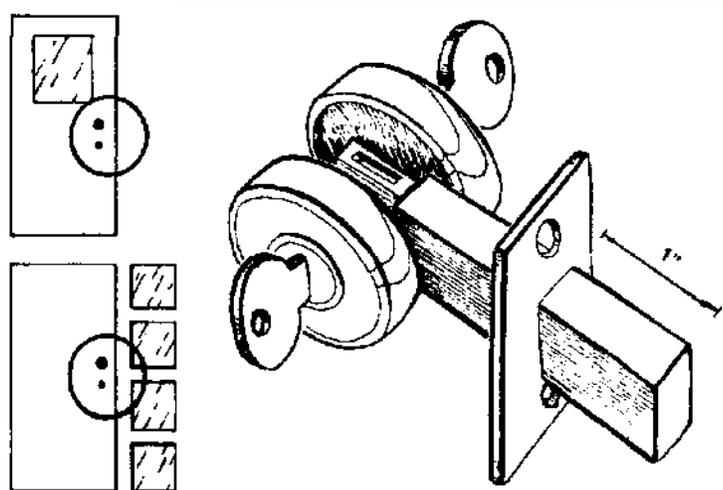
Solid Doors

Recommended doors are solid wood or metal (not hollow sounding). The hollow core door is not an exterior door. Solid core doors with no glass within 30 inches of the doorknob need a deadbolt lock that is 1" long and has an exterior that is tapered and free floating (turns easily). The interior of this lock has a thumb turn.



Doors With Glass

If there is glass within 30 inches of the doorknob or there is a recommended solid core is not possible, then you should use a double cylinder lock that has the same features as the above lock, except the key is operated on both sides. Keep the key in the door while you are home for emergency exits.

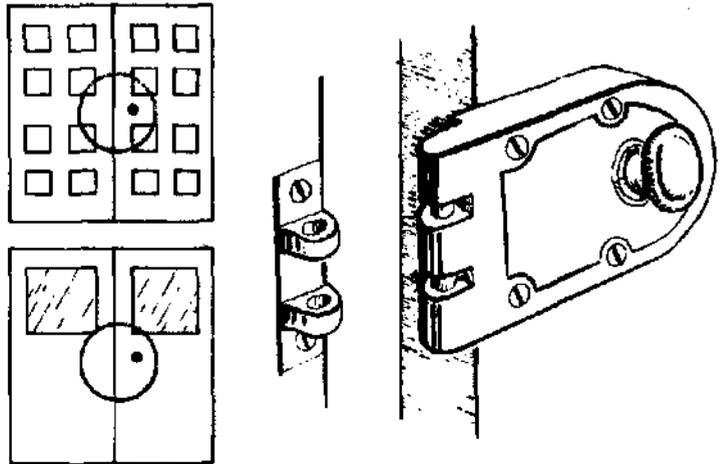


The Code of Building State Building prohibits the installation of double cylinder deadbolts in residences. The Portland Police Bureau no longer recommends the installation of these locks.

Basic Home Security-Doors and Locks: continued

Double Doors

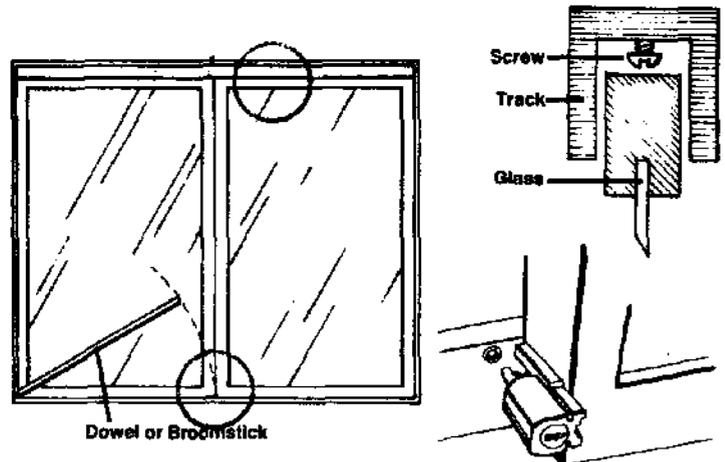
Double doors should have one side locked at all times by heavy duty flush or surface bolts that go into metal strike plates. Add a vertical deadbolt — these are available in single or double cylinder versions.



Sliding Doors

Sliding doors need special attention. Make sure it can't be lifted out of the track while in the closed half of the frame. If it can, drill 2 holes in the top of the frame and screw in sheet metal screws until the door just passes underneath. Also, there are many different types of secondary locks available from your local hardware store. You should add at least one to your sliding door.

You should also lay a wooden stick, similar to a broom handle, in the door track so that the door will not slide open when forced.



Miscellaneous

We have shown the most common doors and the basic security recommendations. However, we realize there are many variables that a brochure cannot address. Generally, you should make your door and door frame as secure as possible. Usually, the weakest part of your door is the door frame. You may need to add a 5/8" sheet of plywood to a basement door, or a cross-bar or many other options. Be creative in matching your resources to your needs — many times you already have the materials at your house.



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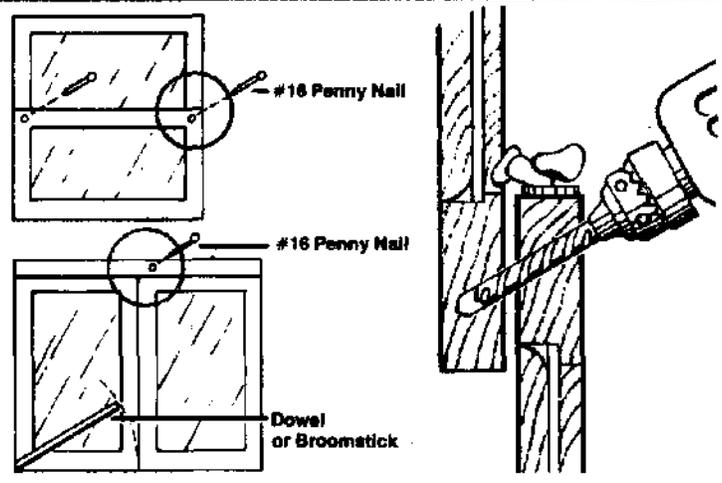
BASIC HOME SECURITY

WINDOWS, ALARMS, LIGHTS AND MARKING YOUR PROPERTY

Sash Windows

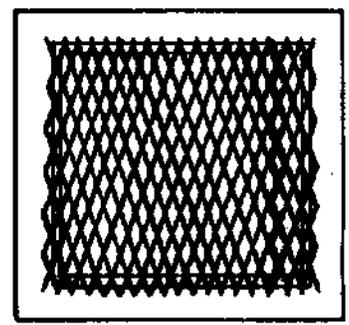
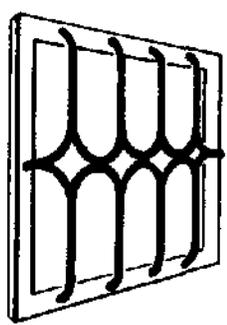
sash windows are easily secured by drilling a downward sloping hole through the top rail of the lower window and half way into the bottom rail of the top window. Drill a 1/6" diameter hole and insert a 16 penny nail.

Treat sash windows the same as sliding glass doors. If a broom stick is used, make sure it fits tightly.



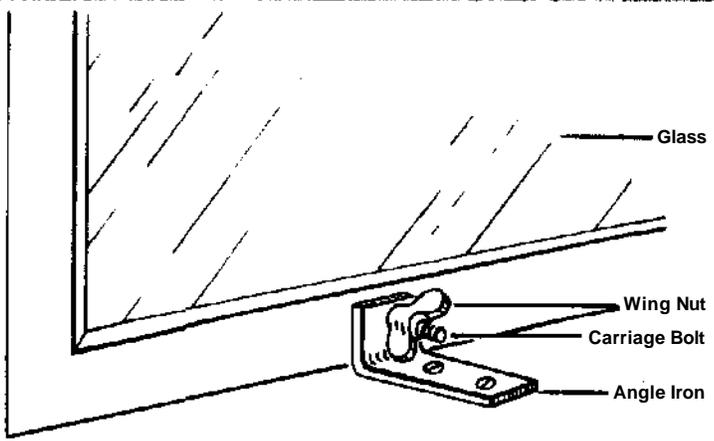
Unoccupied Rooms With Basement Windows

unoccupied rooms with basement windows can be covered with wood, 18 gauge expanded metal screen bolted on the outside, ornamental grills, or water pipe anchored by pipe hangers, occupied rooms in basements need one window per room that can open for emergency exit. Water pipe can be installed to allow this, as will many commercially made bars.



Casement Windows

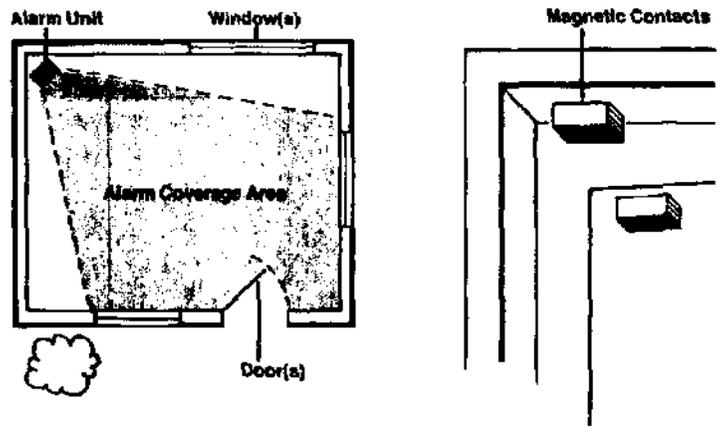
Casement windows often have a combination handle and crank. Make sure the gears aren't worn. Back out a screw on the handle so that it can't be opened. The drawing shows a piece of angle iron screwed to the sash and a carriage bolt with a wing nut attached to the window.



Basic Home Security—Windows, Alarms, Lights, and Marking Your Property: continued

Alarm Systems

Installation of an alarm system is a personal decision each resident must make, considering what is to be protected vs. the cost of the system. Multnomah County requires an alarm user permit for alarms that are intended to solicit police response. There are many alarm systems that are reasonably inexpensive for the average home owner. We encourage the use of alarms when possible, but shop carefully. For more detailed information, ask for our alarm brochure or contact the Crime Prevention Detail at 248-4126.



Marking Your Property

Marking your property means you engrave your Driver's Licence or Department of Motor Vehicle Identification Number on at least one place on moveable property. Don't forget kitchen appliances or items of value in your garage.

Social Security Numbers are not recommended. Driver license information is available 24 hours a day.

Antiques, jewelry and other items that would be damaged or lose value if engraved should be photographed. A complete description should be recorded on the photograph.

Engravers are available to check out at libraries and police precincts.

All factory serial numbers on your property should be recorded and kept in a file or safe location for reference if an item is stolen.

Property should be engraved even if it has a factory serial number.

Oregon

Driver's License Number

OR I23456DL

Lighting and Noise Systems

Have lights that automatically come on at dark and go off at daylight.

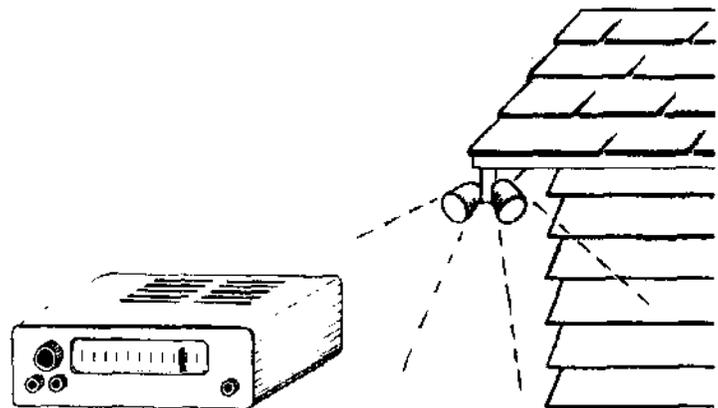
Have a light at doors and corners of the house.

Have inside lights, T.V. or radio attached to timers to come on while you're not home. Noise scares burglars away.

Lights + Noise = Safer House

Lights can be used as a communication system between neighbors.

Arrange signaling systems with your neighbors when possible.





Police Emergency: 911
Portland Police Bureau
 "Sworn To Protect, Dedicated To Serve"



BASIC HOME SECURITY

WHAT TO DO WHEN YOUR HOUSE IS UNOCCUPIED.

YOUR HOME SECURITY CHECKLIST.

When Your House is Unoccupied for a Short Period — Even For Minutes

- 1 Make certain all windows and doors are locked before departure. An empty garage advertises your absence, so closes the doors.
- 2 A residence which presents a lived-in appearance is a deterrent to burglars.
- 3 Never leave notes which can inform a burglar that your house is unoccupied.
- 4 When going out at night, leave one or more interior lights on and perhaps have a radio playing. 24 hour timers may be purchased that will turn lights on and off during your absence.
- 5 Do not leave door keys under flower pots or doormats, inside an unlocked mailbox, over the doorway, or in other obvious places.

When on Vacation — A Day or More

- Discontinue milk deliveries by phone or in person ahead of time. Do not leave notes.
- Do not discontinue newspaper deliveries. Have a trusted neighbor collect them for you.
- Arrange for lawn care and have someone remove advertising circulars and other debris regularly. On the other hand, several toys left scattered about will create an impression of occupancy if that is normal.
- Notify the post office to forward your mail or have a trustworthy person pick it up daily. Apartment house tenants could also heed this hint as mail receptacles are a give-a-way when no one is home.
- Inform neighbors of your absence so they can be extra alert for suspicious persons. Leave a key with them so your house may be periodically inspected. Ask them to vary the positions of your shades and blinds.
- Have the telephone temporarily disconnected or forwarded. Burglars may try calling to find out whether anyone is home.
- When you leave, do not publicize your plans. Some burglars specialize in reading newspaper accounts of other people's vacation activities.

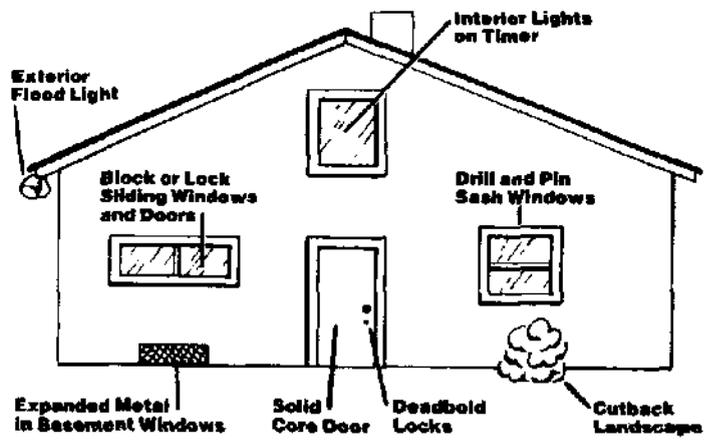
- C If you find a door or window has been forced or broken while you were absent — Do not enter. The criminal may still be inside. Use a neighbor's phone immediately to summon the police.
- 3 Do not touch anything or clean up if a crime has occurred. Preserve the scene until the police can inspect for evidence.

Is Your Home Secure?

Use This Checklist to Determine How Secure Your Home Is Against Burglars

Yes	No
-----	----

- 1 Are all exterior doors solid core construction ?
- 2 Is the door frame solid?
- 3 Do all exterior doors have the proper deadbolts installed?
- 4 Does your front door have a peephole installed?
- 5 Are your sliding glass doors secured with at least two locks?
- 6 Are your windows secured with at least two locks?
- 7 In an unoccupied basement, are windows protected by expanded metal screens?
- 8 Do you have a timer that turns your lights on and off when you are not home?
- 9 Do you have exterior flood lights that are automatically controlled?
- 10 Is your landscaping properly trimmed to prevent someone from hiding outside?
- 11 Is your property engraved with your driver's license number? Are serial numbers recorded?
- 12 Is your garage door secured with a garage door opener or padlock?
- 13 Are your garage windows secured?
- Are your house numbers visible from the street?
- Do you know what to do if you find an intruder in your house?
- 14 Do you know your neighbors and watch your neighborhood for crime?



APPENDIX C

QUESTIONNAIRE

TIME: 1st Callback 2nd Callback 3rd Callback

DATE:

HOME SECURITY COMPLIANCE QUESTIONNAIRE

Portland Police Bureau, Crime Prevention - 796-3126

Name: _____ Person answering questionnaire is:
_____ same name as above _____ other family/household member

Hello, my name is _____. I'm calling on behalf of the Portland Police Bureau, Crime Prevention Office. Last _____ you received several brochures on home security from the Police Bureau. I'm calling to find out if these brochures were helpful to you.

- 1. Did you read the brochures?
 Yes (GO TO NUMBER 2)
 No, why not? _____ GO TO #6
 Did not receive brochures; offer to send them and obtain mailing address (STOP SURVEY)

- 2. As a result of reading these brochures, what specifically did you do to improve the security on your home? (DO NOT READ LIST) (IF DONE NOTHING go to #5)
 screen/bar windows
 pin or otherwise secure windows (specify) _____
 install locks (specify type of locks) _____
 install outdoor lights
 change landscape (specify) _____
 other _____

- 3. Did you have any questions about home security that were not answered in the brochures?
 Yes (specify) _____
 No

- 4. Did you call the Police Bureau Crime Prevention office to have any home security questions answered?
 Yes _____ Requested another security survey
 No

(GO TO #6)

- 5. IF NOTHING DONE, why not? (DO NOT READ LIST)
 Security was okay _____ Didn't understand brochures (d)
 Too costly _____ Didn't agree with brochure recommendations (e)
 Never got around to it _____ Other (specify) _____ (f)

(If d, e, or f above, then ask):

Would you have done something if you had met with someone from the Police Bureau in your home to discuss your security?

- Yes (explain)
- No (explain)

- 6. Finally, for analysis purposes, what is your age? _____

THANK YOU!!!