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## The Secure Program: Safety Enhanced Communities Utilizing Resident Endeavors - Final Report

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# The SECURE Program

Safety Enhanced Communities Utilizing Resident Endeavors

## Final Report

An Evaluation Conducted by  
The Center for Urban Research and Learning  
Loyola University Chicago  
for  
The Illinois Housing Development Authority

Richard Block, Project Director

Adriana Gonzalez

Laura Herrin

David Katz

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# The SECURE Program

Safety Enhanced Communities Utilizing Resident Endeavors

A Final Evaluation Conducted by  
The Center for Urban Research and Learning  
Loyola University Chicago

## Evaluation Team

Richard Block, Project Director  
Adriana Gonzalez, Research Assistant  
Laura Herrin, Research Assistant  
David Katz, Research Assistant

Presented to  
The Illinois Housing Development Authority  
*Revised September 24, 1999*

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## Executive Summary

### SECURE: An Experiment in Crime Prevention in Affordable Housing

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The CURL evaluation of SECURE I was a pre and post change study of changes in crime prevention hardware in four privately owned affordable housing complexes in Chicago. SECURE I crime prevention changes and the project's evaluation were funded by the mortgage holder, the Illinois Housing Development Authority. The research had four components.

1. Interviews with management and janitors prior to, during and after completion of SECURE changes.
2. Surveys with tenants prior to and after SECURE changes were made to the property.
3. Videotaping of each project prior to, during, and after completion of SECURE changes.
4. Continuous monitoring of crimes known to the police at project addresses, in a 500 foot buffer, and in a 1000 foot buffer from 1996 through 1998.

#### **What was learned from the SECURE I evaluation?**

The Secure Evaluation used several methodologies and data sources. These conclusions are based upon the summary of surveys, interviews with respondents, recorded observations and police records.

1. The residents and management and the neighborhood surrounding each complex is very different and, therefore, the SECURE changes and their effects differ.
  2. SECURE changes were most successful in converting semi-public to semi-private space though improved doors and locks, and non-duplicable keys. However, changes that decrease crime risk may also increase other risks. Issuing a single key to elderly residents of The Pines may have increased their health risk.
  3. Television surveillance of public places, streets, and alleys is no substitute for human surveillance by guards or residents, but in high drug crime areas, human surveillance, especially by residents, may be dangerous.
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4. Changes in security must be carefully thought out before implementation. The SECURE changes in neighborhoods with high levels of gang activity and drug dealing may have resulted in threats or actual retaliation. Retaliation was evident at Northpoint.
  5. Beware of raising expectations too high. Security changes in an apartment complex cannot improve the general character of a neighborhood.
  6. In neighborhoods where fear is very high, it is unlikely that tenants or community residents will participate in crime prevention programs.
  7. Natural Surveillance consists of both physical changes and attitudinal changes that result in neighbors looking out for one another. Physical changes are much easier to produce than changes in attitude, but without both components, crime is unlikely to be reduced by altering environmental design.
  8. All four projects were positively effected by the general downward trend in crime. Three complexes clearly benefited from changing neighborhood conditions. The Northpoint neighborhood visibly deteriorated during the evaluation period.

- a. Overall, residents of the four secure projects felt safer both during the day and at night in their apartment, in the complex, and in their neighborhood after SECURE changes were made than before.

- b. The least protected areas are those in which residents feelings of safety increased the most from the pre change to post change survey.

- c. SECURE residents recognized that management had made changes to enhance the safety of their apartments. From January 1997 to the first interview, 15% of residents recognized that the management had made changes to increase security. At the time of the second interview, 57% percent recognized these changes in 1998.

- d. The residents themselves were also more likely to make changes to enhance their own security. In the seven months prior to the first interview, 7% of residents had made changes to make their apartment more secure. In the eight months prior to the second interview, 17% had made changes to increase security.

- e. SECURE residents were more likely to be very satisfied with their neighborhood after SECURE changes (31.6%) then before (18.9%), and they were less likely to be very dissatisfied with their neighborhood (8.4%) than before (19%).

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## Foreword

This report describes a collaborative project between the Illinois Housing Development Authority (IHDA) and the Center for Urban Research and Learning (CURL) at Loyola University Chicago. The project, entitled Safety Enhanced Communities Utilizing Resident Endeavors (SECURE), is designed to evaluate the effectiveness of physical security improvements in affordable housing developments. The project began in August of 1997 and was completed in December of 1998.

The research team for this study consisted of community residents and university faculty and students (a list of participants is located in Appendix A). Without their dedicated efforts, this project could not have been completed successfully.

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## Introduction

The focus of the SECURE program was to address the growing security needs and concerns among residents who live in transitional neighborhoods with relatively high crime rates. The SECURE project studied four affordable housing developments in the Chicago area. The housing developments that participated in the program were The Pines of Edgewater, Northpoint, Diversey Square, and Park Apartments.

IHDA selected the participating developments based on location, ability to implement the program, neighborhood characteristics, and management capacity. The four developments are geographically dispersed throughout Chicago and each is situated in a unique neighborhood setting. Each development submitted a proposal describing the security concerns at the property and how they planned to address these problems. In addition, the developments were to create a local partnership including the active participation of residents, the integration of local community policing strategies (CAPS), and **the** collaboration with an existing neighborhood organization to promote safety. In return, IHDA provided funding for physical security improvements at each of the four participating developments. The security upgrades included hardware, such as lighting, fencing, metal doors, and monitoring equipment. The total grant amounts to \$435,000, serving a total of 885 units.

CURL's responsibility was to conduct a comprehensive research evaluation of the SECURE program. The evaluation determined the impact of the security improvements in creating a safer environment and reducing residents' fear of crime.

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## **Evaluation Methods**

The SECURE program was based on the premise that a combination of community partnerships and physical security improvements will reduce crime and increase residents' feelings of safety in and around their apartment buildings. The purpose of this evaluation is to determine the effectiveness of these strategies. The evaluation is based on a pre-post research design, in which measures taken before security changes were made are compared to measures taken after changes were made. Four different research methods were used to measure the impact of the security changes: interviews with property managers and janitors, interviews with residents, videotape documentation, and geographic crime analysis.

The use of multiple research methods allows us to measure the effects of the security changes from several different points of view. Each method takes a different perspective—that of the property management, that of the residents, that of the police, or that of the evaluation team. Interviews with residents and management provide information on community perceptions of safety. Police crime data show where crimes occur around each property. Videotapes document the physical conditions of the property and the surrounding neighborhood. The combination of all these information sources provides a more complete picture than any source alone. Each method is described in more detail below.

### **Interviews with Property Management**

The evaluation team met on site with the property managers and janitors of each development periodically throughout the course of the project. During our initial visits,



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property managers discussed their concerns about security in their properties. They talked about how they decided on the proposed security changes, and how these changes would address specific security problems. The managers also recommended residents or community members who they thought would make good interviewers for the project. These recommendations were the primary source for recruiting interviewers to the project.

Janitors are in a unique position to observe security problems in their buildings—they know exactly when doors, gates, or windows are broken; they are often the first to spot graffiti or other vandalism; they spend time walking around their property and often know well who hangs out in the area. The janitors gave detailed observations about crime and incivilities in their properties and in the surrounding neighborhoods. Some of the janitors have worked at the same property for many years; several are property residents themselves.

On subsequent visits, property managers and janitors discussed changes in the community, incidents with problem tenants, and their observations about the effects of the security changes.

### **Resident Interviews**

Face-to-face interviews with residents of each property were conducted both before and after the security changes were made. Apartments were chosen at random from management lists of currently occupied apartments. Within each apartment, an adult (18 **years old** or older) was randomly selected to be interviewed.

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Community residents were trained, supervised, and paid by CURL to conduct the interviews. Most of the interviewers conducted interviews in the development where they live.

The primary languages spoken by residents in this study include English, Spanish, Russian, and Korean. To accommodate this diversity, the survey was translated into each of these languages, and bilingual interviewers (some non-residents) were recruited to conduct the interviews.

The first round of interviews took place in September and October 1997; the second round took place from mid-August through early November 1998. In the second round of surveys, the interviewers returned to all of the apartments surveyed in the fall of 1997 and attempted to re-interview the same resident. These interviews were supplemented with interviews of residents who had not been interviewed in 1997. The primary purpose of the second interview was to assess whether or not the residents felt safer in and around their apartment building after the security changes were made.

### ***The Survey Design***

The survey was designed to provide information about residents' sense of security, perceptions and fear of crime, and their awareness of and involvement in local crime prevention activities (e.g., neighborhood watch groups). It was divided into five main sections: perceptions of safety, criminal activity, victimization, crime prevention activities, and demographics. The survey instrument consisted of 105 questions, approximately one third of which were open-ended. The survey used in the 1998 interviews was modified slightly from the one used the previous year—some questions

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which did not provide useful information were dropped, and some questions were added based on factors discovered to be important during the course of the study. Both survey instruments are included in Appendix B.

### ***Interviewer Training***

Prior to each round of interviews, the evaluation team trained residents and community members in face-to-face interviewing techniques. The session covered topics such as interviewing protocol and appropriate use of the survey instrument. The training of residents and involvement in multiple stages of the research process is in keeping with CURL's focus on true community:university collaboration. Residents trained in interviewing skills have the capacity to participate in potential future research projects with IHDA, CURL, or other organizations. In his work with the Chicago Housing Authority, Dr. Arthur Lurigio found that this type of resident involvement not only results in excellent interviews, but builds marketable skills for residents. The manual used in the interviewer training sessions is included as Appendix C of this report.

### ***The Interview Process***

Each interviewer was given a list of randomly selected apartments to visit. The interviews averaged thirty minutes in length and took place in the residents' apartments. The respondents were assured confidentiality and could stop the interview at any time. They were also told that they could decline to answer any questions that made them feel uncomfortable, and that they could call CURL if they had any concerns about the survey. The majority of the residents were cooperative and agreed to participate in the survey.

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### ***Data Entry***

After each round of surveys, several of the interviewers participated in the data entry process. The evaluation team held data entry training sessions at the Center for Urban Research and Learning to teach the interviewers how to enter the survey data into the computer. Computing resources at CURL were used to complete the task. Like the training in interviewing techniques, the data entry training helps residents build marketable skills and involves them in the research process. The manual used in the data entry training sessions is included as Appendix D of this report.

### **Videotape Documentation**

The evaluation team, accompanied by a property manager or janitor, videotaped the exterior and surrounding areas of each development. The videotapes document the physical condition of each property and the security measures in place before the improvements were made. This visual record served as a baseline for comparison to videotaping done during and after the implementation of security changes. Also, the videotapes provide verification that proposed security improvements were indeed made.

In addition, those who walked around the property with the evaluation team provided great insight about the apartment buildings and surrounding neighborhoods. The evaluation team learned about **the** enduring issues and **the** recent problems that each development has confronted. Overall, the videotapes provide a useful tool to assess the changes that occurred as a result of improved security.

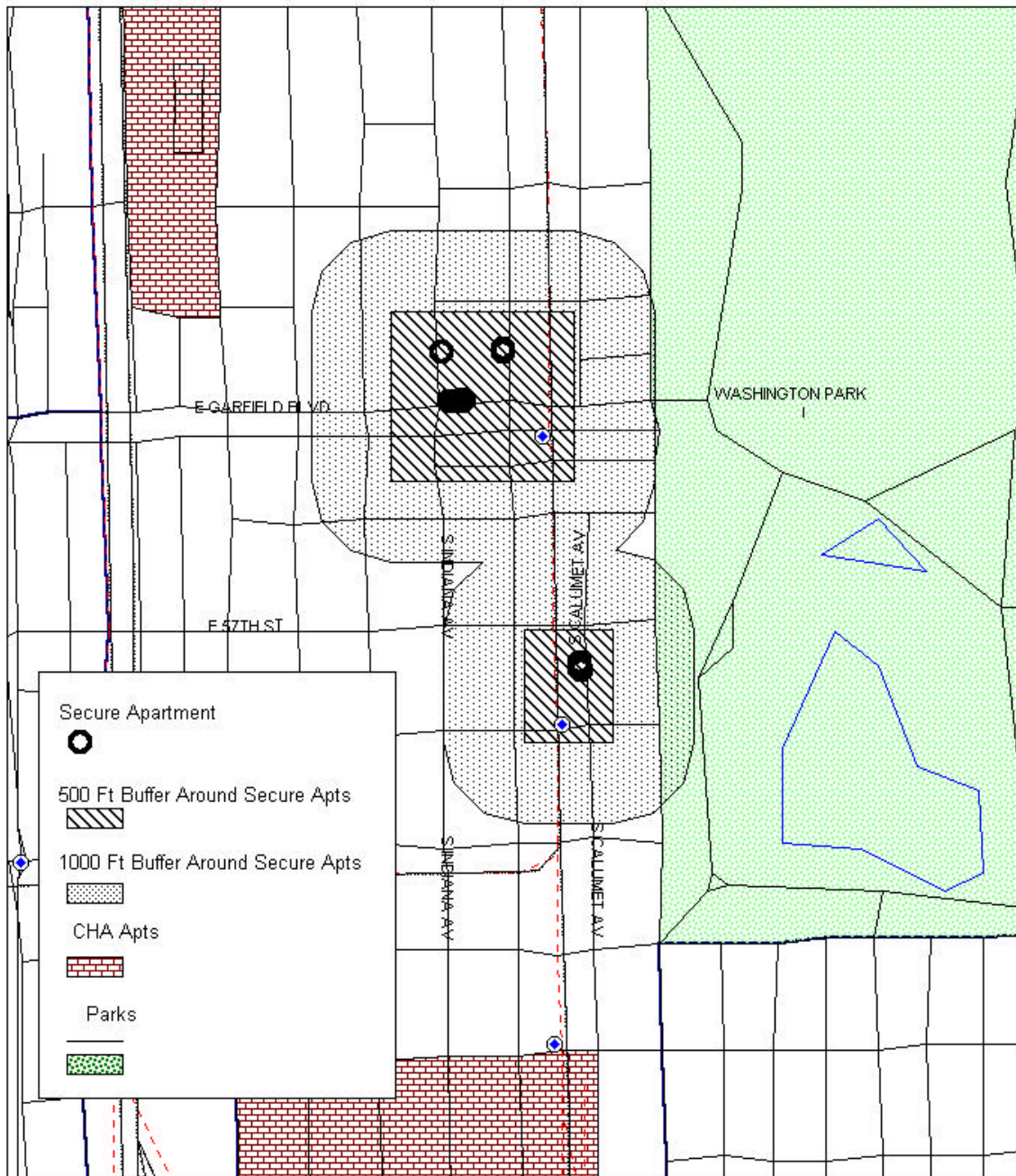
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## **Geographic Analysis of Crime**

In addition to measuring changes in residents' fears and perceptions of crime, the pattern of crimes known to police in and around each development was documented. Using reports of all incidents known to the police since 1996, patterns of burglary, robbery, and drug-related incidents in and around each property were mapped and analyzed through the use of Geographic Information System (GIS). Analysis of crime location enabled the evaluation team to identify the types of crimes most prevalent among the different properties, and relate these to the implementation of SECURE funded changes.

The crime map analysis looked at three different geographic levels—crimes occurring in the properties themselves, crimes occurring within 500 feet of the property, and crimes occurring between 500 and 1000 feet of the property. Map One demonstrates this technique for Park Apartments. Three separate crime tabulations were made: incidents occurring in or at a Park Apartments address, incidents occurring within an approximate 500 foot buffer of Park Apartments but not at Park, and, finally, incidents occurring between 500 and 1000 feet of Park Apartments. Using this technique it is possible to determine if crime trends in the SECURE apartment complexes reflected or were different from trends in the surrounding neighborhood.

# Map One



**Comparison Buffer Zones Around Park Apts**

Center for Urban Research and Learning: Loyola University

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## APPROACHES TO CRIME PREVENTION

Physical space can be divided into three different levels—public, semi-public, and private<sup>1</sup>. Public areas are those where anyone can travel freely, including streets, sidewalks, parks—the neighborhood as a whole. Semi-public areas are those to which access is somewhat limited, such as the courtyards, hallways, and stairwells of apartment buildings. Access to private areas, such as the inside of apartments, is the most strictly controlled. Effective crime prevention strategies must address security needs at all three levels.

At the private level, the doors and windows of individual apartments must be adequately secured. This is the last line of defense against intruders, and is particularly important in cases where other building residents may be potential offenders.

At the semi-public level, entry gates, vestibule doors, and other common entryways must be secure. This is the focus of the SECURE program—upgrading physical security and lighting in property common areas. Another critical aspect of security at the semi-public level is surveillance by security guards, janitors, and (perhaps most importantly) residents. Watching for signs of trouble, and intervening when they arise (whether directly or by calling the police), is a simple but effective crime prevention measure.

Crime prevention at the public level involves cooperation between residents, property managers, neighborhood organizations, and police. Strategies that address neighborhood-level problems are the most likely to produce lasting results. Even

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<sup>1</sup> This division is derived from Oscar Newman's concept of 'Defensible Space' as presented in his most recent work: *Creating Defensible Space*, U.S. Department of Housing and Urban Development, Office of Policy Research, Washington, DC, April 1996.

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‘disadvantaged’ neighborhoods can effectively reduce crime through community partnerships and a willingness to take action. Early findings from an ongoing study of Chicago neighborhoods indicate that even in the most troubled communities, the more residents are willing to intervene, the lower the crime rate in the area.<sup>2</sup>

### **Management Styles**

There are a wide range of property management styles, shaped by such factors as overall management strategy and available resources. Management styles differ in their approaches to problem-solving—some approach problems only at the property (private and semi-public) level, while others include the neighborhood (public) level in their problem-solving strategies. These different management styles have important consequences for crime prevention.

A community-oriented management style seeks to solve problems by forming alliances with community organizations and police, and by encouraging resident involvement. This style of management thrives in communities where neighborhood associations, community policing, and other community-based organizations are active. The community-oriented approach to crime prevention involves working with local neighborhood associations, block clubs, community policing, and other area property managers. Community-oriented managers also encourage as much resident participation as possible in the process of dealing with crime (and other problems) on a neighborhood level.

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<sup>2</sup> Findings from the Harvard School of Public Health’s *Project on Human Development in Chicago Neighborhoods*, as cited in Warren Friedman (1998) “Volunteerism and the Decline of Violent Crime.” *Journal of Criminal Law and Criminology*, Vol. 8, No. 88.



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A property-oriented management style, on the other hand, focuses on activity within and immediately around the property itself. This style tends to develop in areas where resident participation and community organizations are limited. Without such resources, property-oriented complexes must find alternative ways of dealing with crime-related problems. The property-oriented approach to crime prevention consists of isolating the property from the surrounding neighborhood. Using a combination of physical barriers, such as fences and gates, and surveillance, adherents to this approach seek to displace criminal activity and loitering from the area immediately surrounding the property. Another strategy is for property managers and local authority figures to negotiate with problem individuals on where undesirable activities can take place.

Most properties are not entirely community- or property-oriented, but fall somewhere in between. Some properties strive to be more community-oriented, but lack the knowledge or available resources to do so—the management cannot collaborate with neighborhood organizations if none exist.

### **Preventing Crime**

The most effective crime prevention strategies combine physical security measures, resident involvement, and partnerships with community organizations and police. Hardware improvements alone may succeed in displacing crime from a single location, but fail to address crime and disorder problems on the neighborhood level. If the level of problems in the neighborhood remains high, it is likely that these physical security improvements will eventually be defeated or destroyed. Likewise, community organizing can help to reduce crime in the neighborhood overall, but may leave poorly

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secured buildings at high risk. Combining these strategies is the best way to reduce opportunities for crime.

## **Pre and Post SECURE Changes**

Analysis of the data revealed both similarities and significant differences between the four properties. In some respects, residents in all of the properties have similar concerns about crime and safety. However, the varying security arrangements and neighborhood conditions at each location result in some concerns that are unique to each development.

A total of 209 surveys were completed in the first round of interviews; 156 surveys comprise the second round. The evaluation team attempted to survey enough respondents at each property to provide a representative sample of the resident population. The number of surveys completed at each property is as follows:

Table 1

<b>PROPERTY</b>	<b>1997</b>	<b>1998</b>
The Pines of Edgewater	48	45
Northpoint	85	43
Diversey Square	33	29
Park Apartments	43	39
<b>TOTALS</b>	<b>209</b>	<b>156</b>

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## **Overall Results**

The properties involved in the SECURE project are physically similar complexes located in four very different neighborhoods. The proposed security changes in the four developments were quite similar. Changes consisted mostly of ‘target hardening’ with improved locking systems, fences, and gates, as well as better lighting and, in some cases, video cameras. These hardware improvements are focused on keeping criminals outside of the property.

All of the complexes consist of multiple renovated buildings embedded in, rather than isolated from, the surrounding neighborhood. Most of the buildings are three-story walk-ups, many with courtyards. The Pines also includes a mid-rise elevator building occupied mostly by elderly tenants. All four developments are within short walking distance of rapid transit stations.

Diversey Square, The Pines, and Northpoint have been subsidized housing for many years. Some residents of these complexes have lived in them for ten or more years, and vacancies are few. Park Apartments, by contrast, was semi-abandoned prior to its rehabilitation three years ago—no resident has lived in the development for more than three years. Vacancies and turnover at Park were quite high during the beginning of this project, but have declined somewhat over the past several months. Turnover in Park management was also a problem in the early stages of SECURE—the complex had three different on site managers during the first three months of our evaluation—but the management has remained stable since February of 1998.

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## **Enhancing Feelings of Safety and Reducing Victimization**

### ***Survey Results***

SECURE changes were mainly intended to enhance safety and reduce fear in private and semi public places—in apartments and in public areas of each complex. Overall, residents of the four SECURE projects felt safer both during the day and at night in their apartment, in the complex, and in their neighborhood after SECURE changes were made than before. While not all of these changes were statistically significant, residents felt safer in 1998 than in 1997, especially at night. Prior to the SECURE changes, most residents felt very safe in their apartment during the day (Chart 1). Feelings of daytime safety increased only slightly after SECURE changes (Chart 2). Fewer respondents felt very safe in their housing complex during the day. However, the likelihood of feeling very safe increased (27.0% vs. 30.9%) and feeling unsafe decreased following secure changes (20.0% vs. 16.5%). Many SECURE residents did not feel safe in their neighborhood even during the day (Chart 3). However, the percentage of residents who felt very safe increased from 19.2% to 31.1% with SECURE changes and the percentage that felt very unsafe declined from 11.6% to 7.4%. Residents did feel safer in their neighborhood following SECURE changes, but the relationship of this positive change to SECURE changes is unclear, because it is unclear how these changes would have affected the community as a whole.

Residents feel safer in their own apartment than in other areas of the housing complex or in their neighborhood, and they feel safer during the day than at night. The least protected areas are those in which residents feelings of safety increased the most from the pre change to post change survey. The proportion of respondents who feel safe

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in their neighborhood at night increased from 6.6% to 12.4% and the proportion who felt very unsafe declined from 25.4% to 12.4% (Chart 4). Residents were also likely to feel safer in their own apartment at night following SECURE changes. Overall, the percentage feeling very safe in their own apartment at night increased from 39.9% to 47.4%, while the percentage feeling very unsafe decreased from 7.9% to 3.3% (Chart 6). The implementation of SECURE was designed to increase safety by tighter control of entry. This should have resulted in a reduction in nighttime safety concerns. These fears have declined with SECURE changes.

Fear of crime is strongly related to personal victimization. Over the four SECURE complexes, feelings of safety increased over time. Is this linked to a decline in crime risk? Once again, burglary risk is more likely than other crimes to be affected by the changes implemented by SECURE. Prior to implementation of SECURE, 8.4% of respondents reported that their apartment had been broken into since January 1997 (about 7 months). After implementation of SECURE, 1.3% indicated that their apartment had been broken into (about 8 months). In addition, fewer residents reported signs of break-in attempts following SECURE than prior to these changes (2.1% vs. 11.3%). Coinciding with this decline in self reported victimization, residents were also less likely to perceive break-ins to be a big problem (8.4% vs. 3.8%) and more likely to perceive break-ins to be no problem at all (77.7% vs. 85.6%).

SECURE residents recognized that management had made changes to enhance the safety of their apartments. From January 1997 to the first interview, 15% of residents recognized that the management had made changes to increase security. At the time of the second interview, 57% percent recognized these changes in 1998. Coinciding with

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these changes, the residents themselves were also more likely to make changes to enhance their own security. In the seven months prior to the first interview, 7% of residents had made changes to make their apartment more secure. In the eight months prior to the second interview, 17% had made changes to increase security. SECURE changes that were designed to increase safety in mostly semi-public places were matched by residents' changes to increase safety in their own private places.

Less optimistically, the SECURE project had little effect on community participation or neighboring. Residents were only slightly more likely to have participated in community crime prevention programs. Neighboring did not increase and fewer residents participated in complex-sponsored programs in the months prior to the second interview than prior to the first interview. SECURE II should work harder to strengthen the ties between residents and their community and to actively involve residents in crime prevention programs.

SECURE residents were more likely to be very satisfied with their neighborhood after SECURE changes (31.6%) than before (18.9%), and they were less likely to be very dissatisfied with their neighborhood (8.4%) than before (19.%). However, they were slightly less likely to be satisfied with the property itself. Prior to SECURE changes, 54.1% of residents stated that they were very satisfied with their apartment. Afterwards, 43.2% were very satisfied. While self-reported victimization is down, feelings of safety have improved, and residents are more satisfied with their community, after SECURE changes residents were less satisfied with their own apartment complex. Written comments indicate that some of this decrease in satisfaction was related to crime, especially gangs and drugs, and some was related to declining maintenance and

disagreements with management. Apparently, the changes made under SECURE did not have a sufficiently positive effect on residents to result in an increase in their satisfaction with their apartment complex.

Chart One

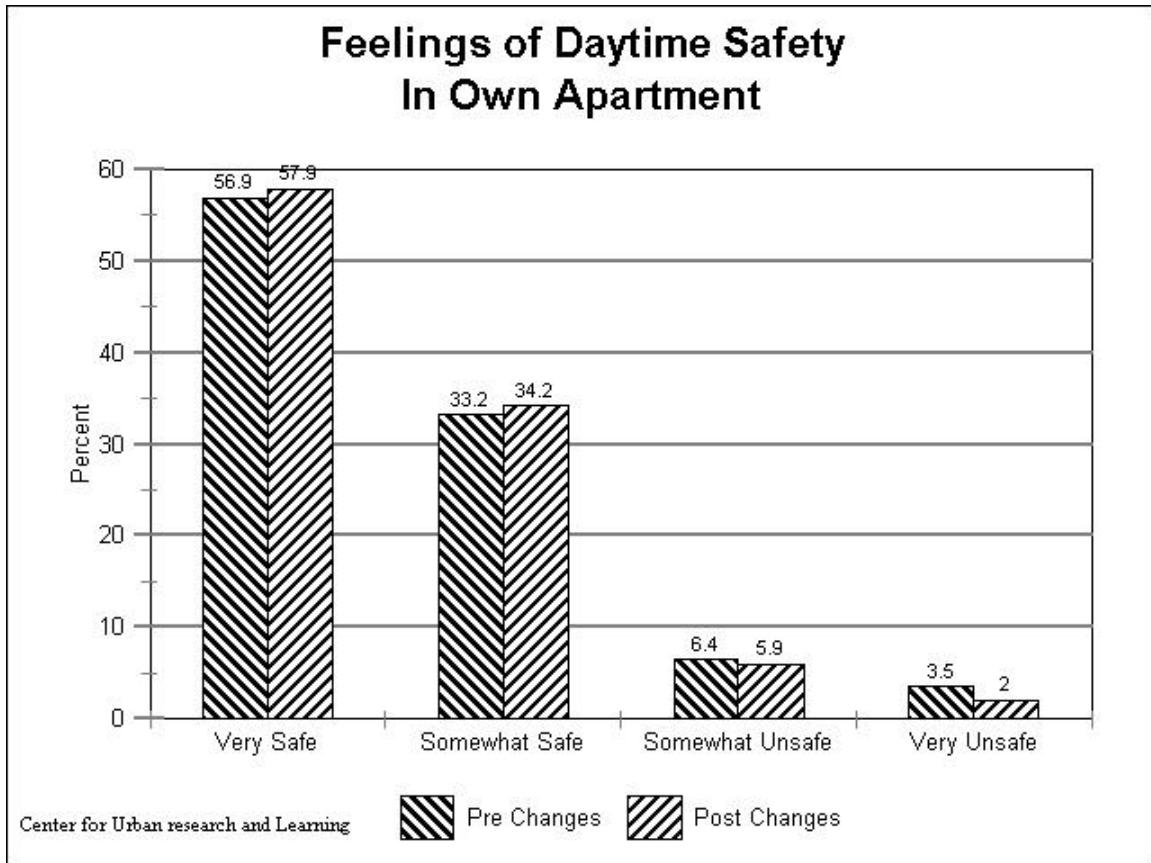


Chart Two

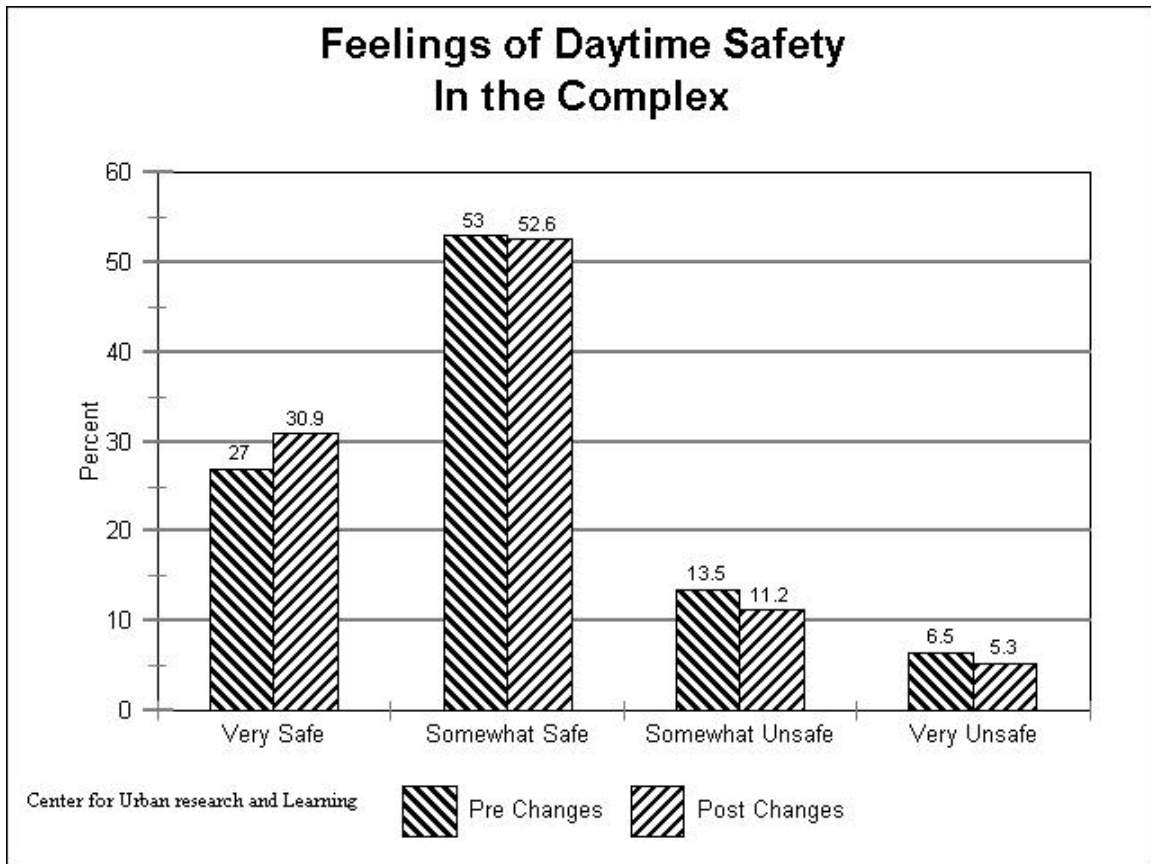




Chart Three

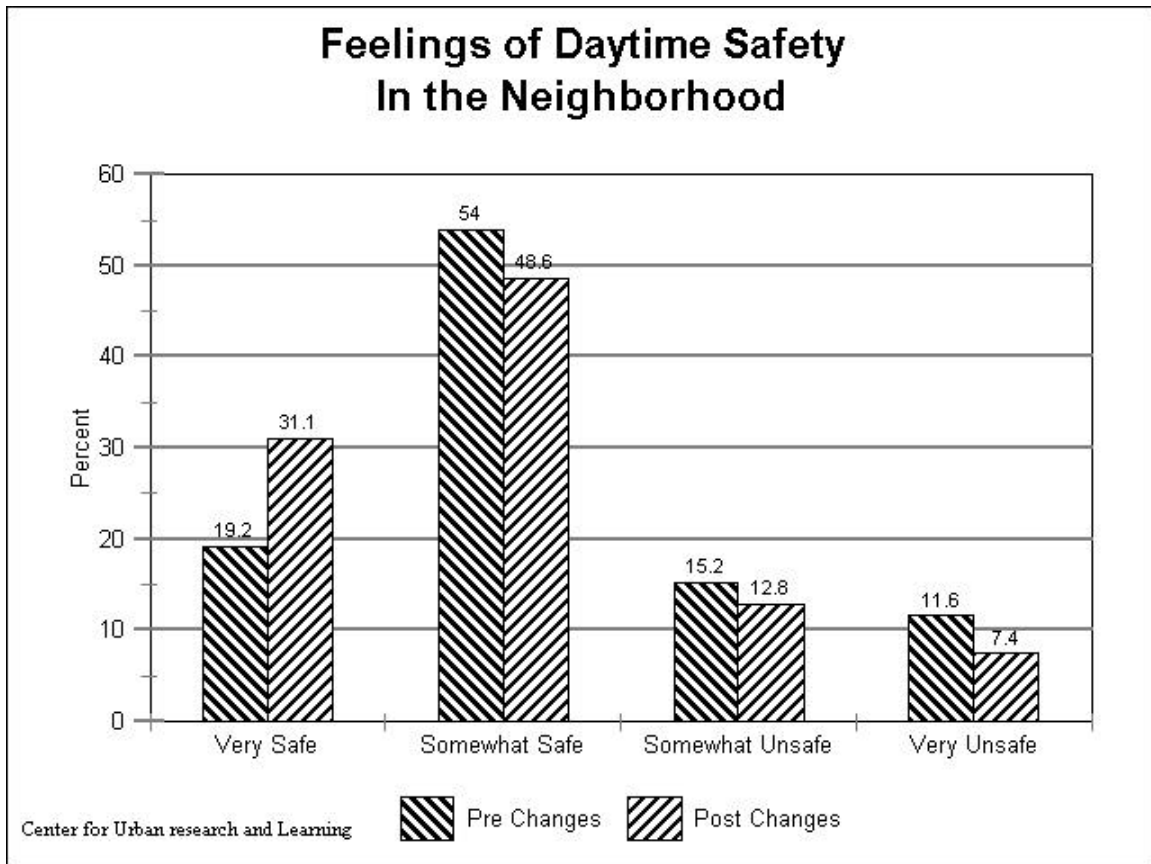


Chart Four

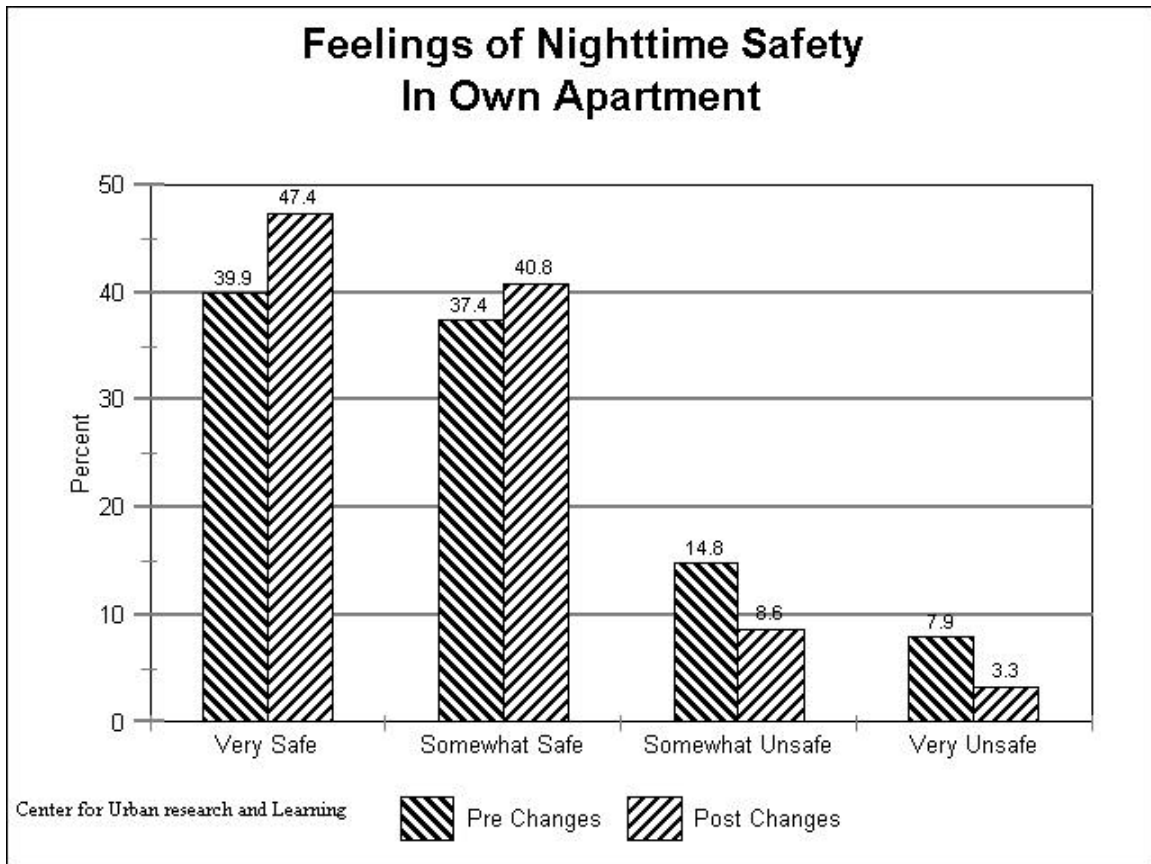


Chart Five

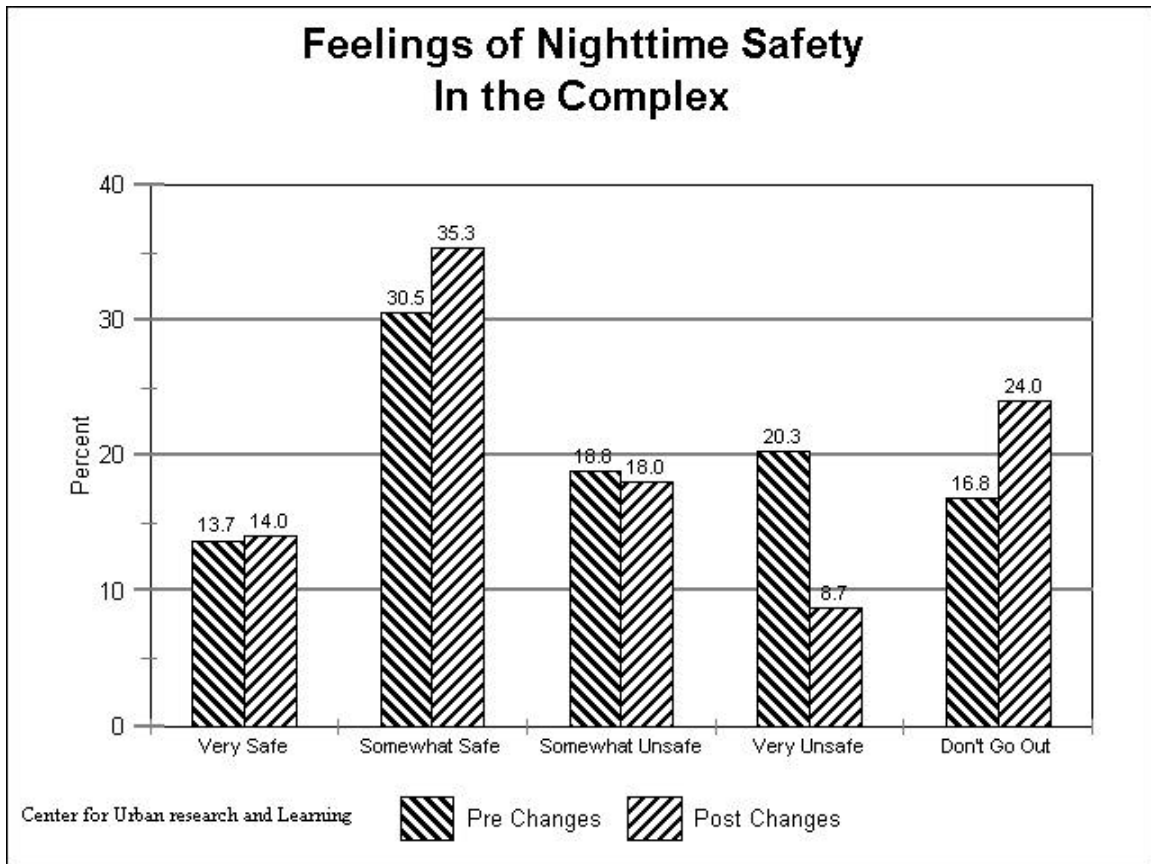
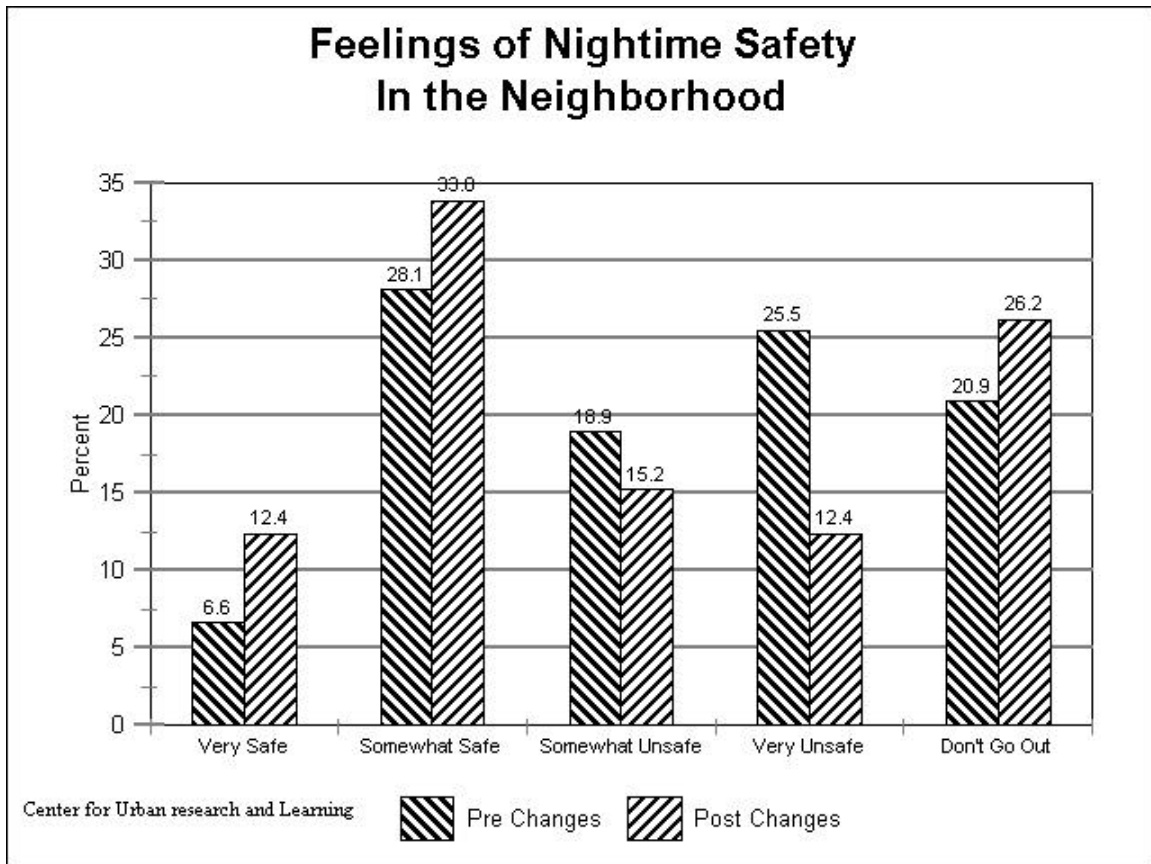


Chart Six



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### *Crimes Known to the Police*

Respondents felt safer in their apartment, in their complex, and in their neighborhood after SECURE changes, especially at night, and they were less likely to report being victims of burglary. However, these changes are not mirrored in incidents known to the police. As discussed above, CURL was able to compare trends over time in and near the SECURE complexes with those in their immediate surroundings (a 500 foot buffer) and those slightly further away (a 1000 foot buffer).<sup>3</sup> Quarterly counts of police-recorded incidents of burglary, robbery, and drug crimes for the four complexes separately and overall are found in Appendix E. The effects of SECURE changes should begin to appear in the first quarter of 1998, and should reach a peak in the second quarter, when most changes were fully implemented.

Charts 7-9 trace the count of incidents for each quarter from January 1996 through September 1998. They illustrate that, as a whole, the neighborhoods around the four complexes have continuing high levels of police-recorded drug crime and robbery. The number of drug-related incidents close by the complexes sometimes exceeded the number further away, despite the much smaller area encompassed in the close by area. There is no clear trend up or down in either robbery or drug-related crimes known to the police for complex addresses, for nearby addresses, or for those further away. Once at home, residents of SECURE complexes are able to isolate themselves somewhat from the surrounding community. There are few instances of robbery or drug-related incidents at complex addresses. Perhaps reflecting the same trend as in the resident survey, levels of

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<sup>3</sup> We had originally proposed comparing SECURE complexes to specific control apartments; this proved infeasible because there were no comparable apartments nearby two complexes (Park and Diversey Square) and because security changes were ongoing at the comparison apartments near Northpoint.

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burglary may be declining at or near the SECURE complexes.

Chart Seven

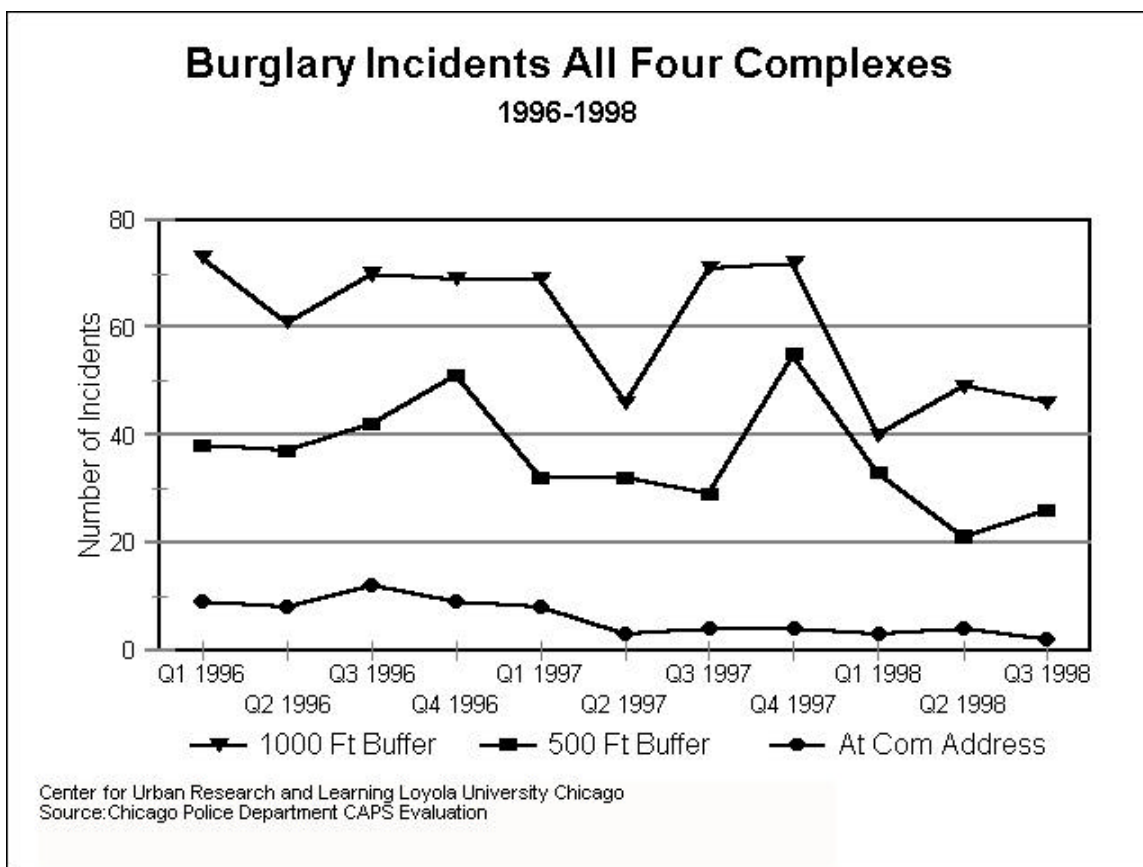


Chart Eight

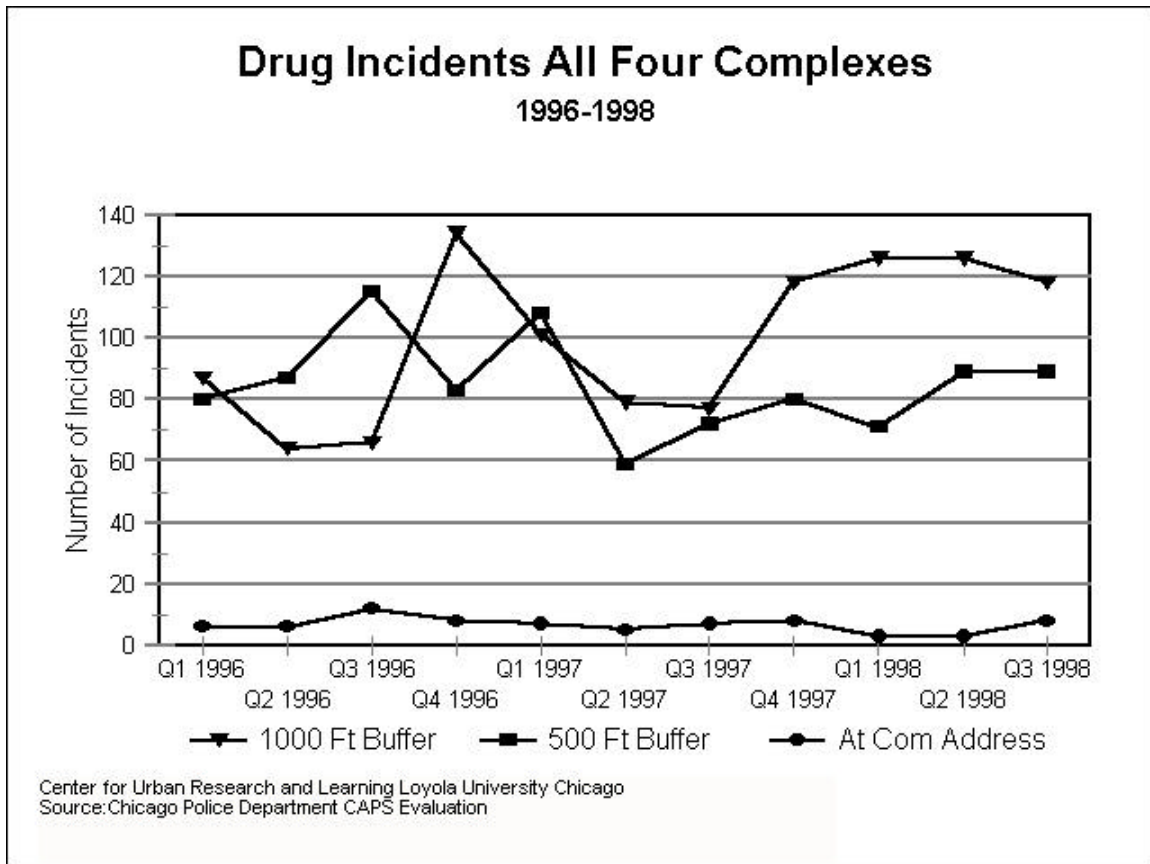
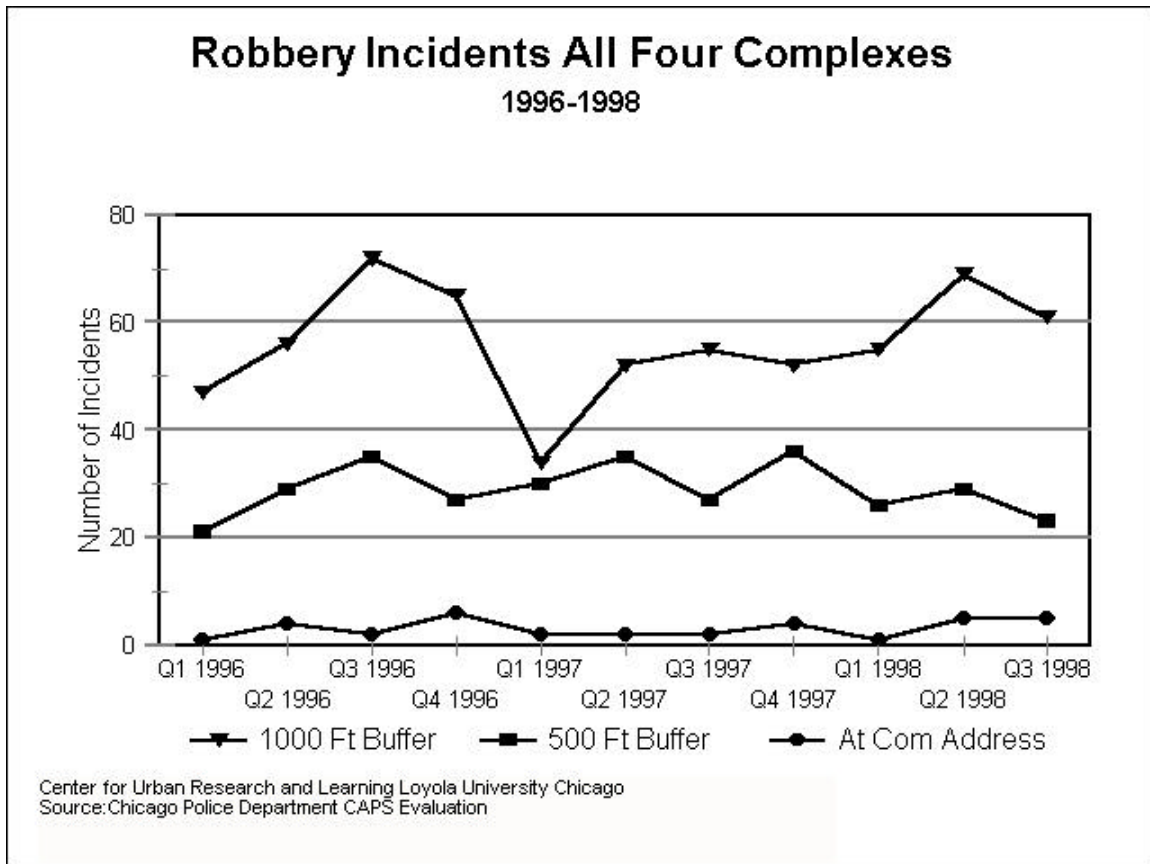




Chart Nine



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## Overall Trends

Taking the four SECURE complexes as a whole residents report:

1. Greater feelings of safety in their apartment, the complex, and in the neighborhood especially at night.
2. Self-reported burglary and attempted burglary victimization have declined.
3. They are no more active in community crime prevention than before SECURE changes.
4. They are aware of management changes in safety precautions and have made additional changes themselves.
5. SECURE residents were more satisfied with their neighborhood after SECURE changes were made, but they were slightly less likely to be satisfied with their apartment complex.
6. There is little evidence that SECURE changes have had much impact on incidents known to the police.

## The Four SECURE Complexes

While the age and physical structure of the four SECURE complexes is quite similar, residents, neighborhood environments, and management styles are very different. Diversey Square is predominately Hispanic, **and is located** in a gentrifying neighborhood of single family houses. Most large buildings are managed by Hispanic Housing Corporation, which has an almost parental management style. Park Apartments are located in a very desolate, predominantly black neighborhood with a severe drug problem. Management does not have much experience in affordable housing. As the

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SECURE project began, resident managers changed at a bewildering speed. The current manager sees her role as securing and stabilizing the complex and is unconcerned about the surrounding community. The Pines is an ethnically **predominately senior** mixed complex, located in a gentrifying neighborhood, and is managed by a very large corporation. Northpoint is a predominately black complex, located in an isolated area on Chicago's northern edge. Drug dealers are very active in the neighborhood. The management would like to become more active in the community, but is not quite sure how to do it.

Each SECURE complex has a different mix of residents, a different crime problem, and different management style. While the first section of this report grouped the complexes together, they can also be treated as four separate experiments. The following sections of the report consider each complex individually.

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## **The Pines of Edgewater**

The Pines of Edgewater is located on Winthrop and Kenmore Avenues in the Edgewater area on Chicago's north side. The buildings were originally constructed in the 1920's and were rehabbed during the late 1970's and early 1980's. The complex consists of eight buildings with 217 apartment units located on property spread over 16 city blocks. It includes mid-rise elevator buildings (figure 1), walk ups, and some courtyard buildings, with rapid transportation nearby. Pine trees identify each of the buildings in the development, which is managed by Habitat Corporation.

The resident population is a mix of families and elderly people, with a cross section of racial and ethnic groups. Residents between the ages of 29 and 50 are the largest population group; the second largest group is over fifty, and the third largest group is under 18. The Pines has a large White population (52%) which includes many Russian immigrants. Thirty-one percent of the residents are Black, and 15% are Asian (mostly Korean immigrants). Many of the elderly residents do not speak English and many others speak English as a second language. The majority of the household heads are women.

The area around The Pines has had many condominium conversions in the last few years, but the area still has significant problems with drug dealing. In fact, there are several drug rehabilitation centers nearby. Most buildings around the northern section of The Pines are especially problematic, with relatively high levels of drug dealing, prostitution and gang crime.

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## Pre-Security Changes

At The Pines, 90% of the respondents indicated that they were somewhat or very satisfied with living at the property. Their satisfaction level with the neighborhood was slightly lower at 78%. **Residents** tended to see crime problems as residing outside the complex.

Safety is clearly an issue for residents of The Pines. While sixty-three percent said they felt very safe in their apartments during the day, only 32% felt very safe around the property during the day, and a mere 18% felt safe in the neighborhood during the day. Nearly half the residents (44%) indicated that either they felt very unsafe leaving their apartments at night or that they simply didn't go out at all. Twenty-six percent of Pines' residents felt 'very unsafe' in the neighborhood at night while even more (46%) said they simply don't venture out beyond the property at night. Also, 64% told us they avoided certain areas in the neighborhood due to fear of crime. This level of insecurity is undoubtedly due in part to the large proportion of elderly people living at The Pines.

Twelve percent of respondents at The Pines reported being victims of crime since January 1, 1997—the same percentage as the overall sample. Only 21% knew of other victimizations in or near The Pines during this same time period. Also, of all the properties, respondents at The Pines had the lowest levels of perceived problems within the property and in the immediate surrounding area. All of this suggests that residents of The Pines did not perceive a high level of crime in or around the property itself, but instead saw the problems residing in the neighborhood.

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## **Interviews with Management**

The first interview with management at The Pines took place during February, 1998. Issues concerning the community, residents and management were discussed. Management reported that they planned to install the proposed keycard system by March and complete all security changes by June of 1998. They explained that they experienced complications while installing security cameras. The Pines sought to install cameras in each senior building. These cameras would allow the residents to monitor access to the building from the street, but the Chicago Cable Company refused to assist without each resident subscribing to basic cable. This created a problem since most residents are unable to afford this additional expense.

Management explained that the change in Section 8 Housing laws affected The Pines significantly. Section 8 subsidies had been primarily property-based, but are now available through individual vouchers which are transferable to different properties. This change enabled many residents to move to alternative housing. The Pines management reported that some residents have “negative rent”—that is, residents have their rent subsidized and receive a monthly allowance for utilities. Nonetheless, it was reported that one resident was evicted due to a lease violation. In addition, drug paraphernalia was found in a laundry room. As a result, the laundry room hours have been limited.

## **Changes**

The Pines of Edgewater proposed six changes, dealing mostly with hardware improvements. The Pines sought to install cameras in each senior building that would allow the residents to monitor access to the building from the street. They also wanted to

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install key card access systems, purchase a portable camera/recorder, and buy a piano for the senior buildings. In addition, they planned to develop at least one computer room for the residents so that children could participate in after school activities. The Pines wanted to use the balance of funds on security improvements such as additional lighting around the buildings and fencing where needed.

The Pines made some security improvements, but were unable to accomplish everything that was planned. The keycard system and the security lighting were installed, and the portable camera/recorder was purchased. In addition, resident involvement was promoted by organizing “Resident-Only CAPS” meetings. However, due to insufficient funds, the fencing was cancelled. An attempt to install cameras in each senior building was made, but the cameras required a connection to a television. This would have been possible through the Chicago Cable Company, but the company required residents to subscribe to cable in order to receive the service. Because the residents are on very low, sometimes fixed incomes, this was not an option for most residents.

### **Neighborhood changes**

The Pines’ neighborhood is changing gradually. Some condominiums are being developed in the area. A nearby building which had been declared a public nuisance is now up to code. Two former hotels (one being the Belle Shore nearby on Bryn Mawr) are being converted into Single Room Occupancy (SRO) apartments. The management of these buildings have instituted drug screening for applicants to reduce the number of ‘problem tenants’ often associated with SROs.

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## Post-security Changes

At The Pines, there was a significant increase in the percentage of residents that indicated being very satisfied with the neighborhood. Satisfaction with living in the property also improved slightly.

Residents felt safer in their apartment during the day; an additional 20% felt 'very safe' in comparison to last year. Not one person indicated they felt unsafe in their apartments during the day. The same pattern of responses occurred when residents were asked how safe they felt around the property. There was a 20% increase in those who said they felt 'very safe' around the property during the day and a significant increase of 38% in those who felt 'very safe' in the neighborhood during the day.

There was a 19% increase in how safe residents felt in their apartments at night. However, there was an increase in residents who indicated they felt unsafe around the property at night. In fact, over 63% indicated they stayed home at night to avoid crime, in comparison to 27% during the first round of interviews.

Residents reported a significant decrease in actual crimes occurring in the buildings and on the property. All residents indicated there were 'no problems' with robberies, compared to 63% that stated there were 'no problems' during the first round of interviews. Also, all residents indicated there were 'no problems' with break-ins, compared to 96% making the same statement during the first round. Again, all residents indicated there were 'no problems' with pick-pocketing, compared to 69% during the first round **of interviews**.



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### ***Crimes Known to the Police***

The number of police-recorded incidents of burglary, robbery, and drug crimes was tracked at The Pines and in its environs from January 1996 to September 1998 (see Appendix E). During that time the number of burglaries generally declined within the 1000 foot and 500 foot buffers. While the number of burglaries at The Pines remained low throughout the time period, three of the four burglaries recorded for all the complexes in the second quarter of 1998 were at The Pines. Only three police-recorded robberies occurred at or outside The Pines buildings from January 1996 through September 1998. Robberies may have trended downward in the environs of The Pines in the last two quarters of the project. During 1996, ten drug-related incidents occurred at The Pines addresses. None occurred in the first three quarters of 1998. The number of incidents in the 500 foot buffer may have declined, while the number in the 1000 foot buffer may be increasing. For the most part, The Pines residents remained isolated from a fairly high level of crime in the surrounding community. Management was apparently able to solve some drug-related problems in 1996. There is little evidence that SECURE changes resulted in declines in police-recorded crime at The Pines.

### ***Interviews with Management***

In June of 1998, the first meeting with management was held after the security changes were made. Management informed us that ‘probes’ were installed at various locations around the property to monitor security guards. The guards must walk by each probe in a predetermined order and pass their wand device near it. This sends a signal to a receiver that generates a computer-printed report. This report shows where the guards

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were at specific times. This is an excellent method to ensure that security guards are doing their rounds throughout the property.

Management stated that the keycard system was installed because locks had been repeatedly broken. This has not occurred since the keycard system was installed. Residents received one keycard per leaseholder and one for each child over 13 years of age. Management said residents protested because they did not receive extra keycards for younger family members and visitors. This is especially problematic for the elderly who are visited by caregivers. Some residents faked the loss of their keycard with the intent of receiving an additional one. Residents were not aware that keycards reported as 'lost' are deleted from the system. This is due to the unique ID number on each keycard. This tracking system, along with a \$50 replacement charge for lost keycards, deters residents from faking keycard loss.

One of the focuses for management was resident participation. They invited a police officer as a guest speaker to The Pines. He spoke to residents about crime prevention, accompanied by a Russian translator. The Pines also held a CAPS meeting on-site.

Janitors expressed proudly that the improvements in lighting have been beneficial in increasing safety. The mid-rise building has dramatically improved due to changes in lighting and landscaping; residents are not afraid to sit in the common area at night anymore since it is well lit. Lighting has also discouraged individuals from gathering in front of entryways and has caused others that slept on property grounds to move away. The trash problems have decreased and the amount of loitering has reduced near some buildings.

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In September of 1998 the second meeting was held with management; issues with problem tenants and the effectiveness of security changes were discussed. Management described a recent incident involving a young man who was a guest of a tenant. The guest was seen smoking pot on a back porch of the property. As a routine procedure, a letter was sent to the tenant suspected of creating the problem. In addition, one of the tenant's sons was dealing drugs in a different building at The Pines. As a result, management evicted the tenants. Management informs us that many problems have been addressed due to pressure CAPS puts on them. CAPS is very active in the community.

There was some discussion about property-based Section 8 Housing at The Pines. Management stated that in general, utilities are cut off most often for those residents whose rent is subsidized. Many receive a check each month to help cover their utility costs. As a result, 90% of units have phones and loss of service is not common.

## **Conclusion**

Over all, The Pines residents indicated a higher satisfaction of the neighborhood and property during the day. At night, residents felt much safer in their apartments and slightly higher in the neighborhood. In comparison to the first round of interviews, 38% of the residents felt safer, 63% felt about the same, and not one person felt less safe. The Pines might consider ways of increasing resident participation beyond CAPS meetings. Also, providing an additional keycard to elderly residents who are regularly visited by caregivers could *improve* the safety of those residents.



Figure 1. Pines mid-rise elevator building where many of the elderly residents live. This building has a sitting area where a large amount of lighting was installed.



Figure 2. Pines neighborhood overview.



Figure 3. Pines rear courtyard

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## THE PINES OF EDGEWATER

### DEMOGRAPHICS:

#### Age Structure

AGE	Number	Percent
18-28	4	2%
29-39	34	16%
40-50	26	12%
51-60	37	17%
61-70	38	18%
71-80	55	26%
81+	20	9%
	214	

#### Race

Race	Number	Percent
White	113	52%
Black	68	31%
Native American	1	.5%
Asian	32	15%
Hispanic	4	2%
	218	

Male	Female
78 (36%)	136 (64%)

#### Family Size

Family Size	Number	Percent
1	102	48%
2	66	31%
3	25	12%
4	10	5%
5	8	4%
6	2	1%
7	1	.5%
8	0	0%
	214	

#### Do you feel safer now? (compared to a year ago)

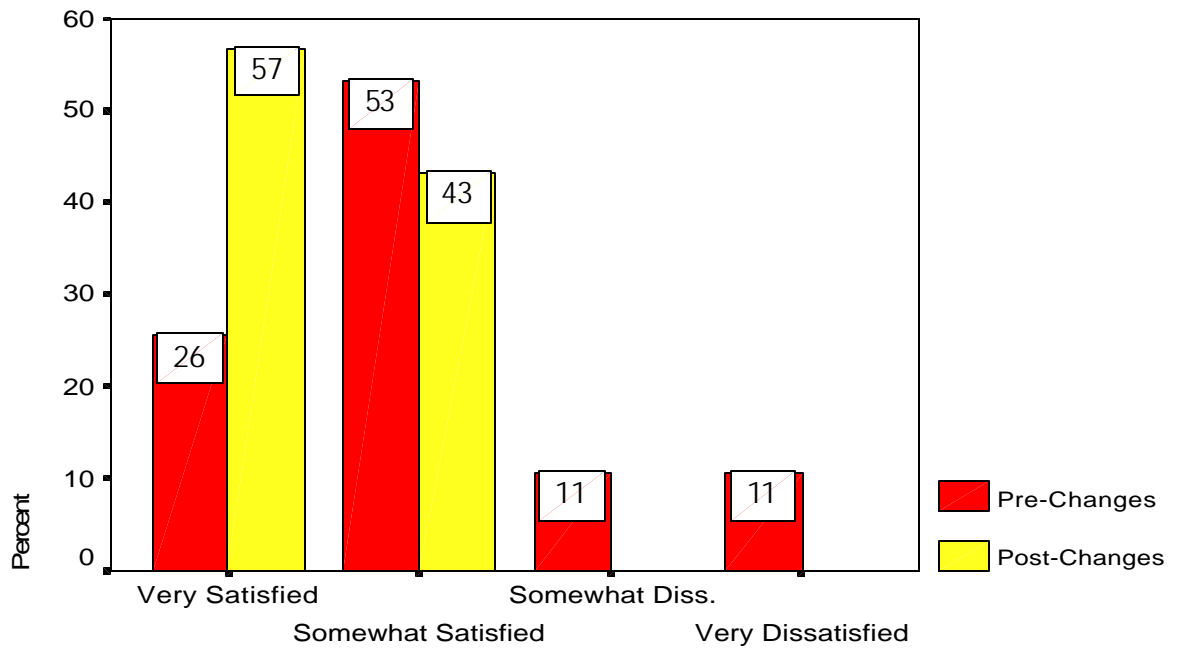
Safer	37.5%
About the Same	62.5%
Less Safe	0%

#### Break-ins

1997	1998
2	0

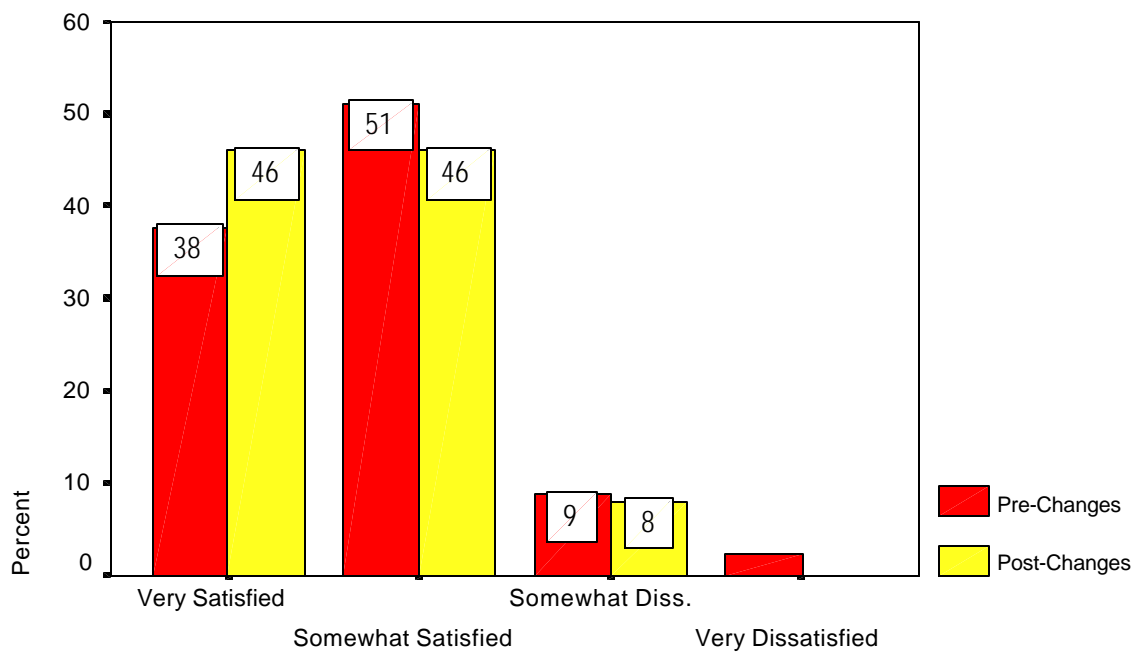
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## Neighborhood Satisfaction--The Pines



Neighborhood Satisfaction

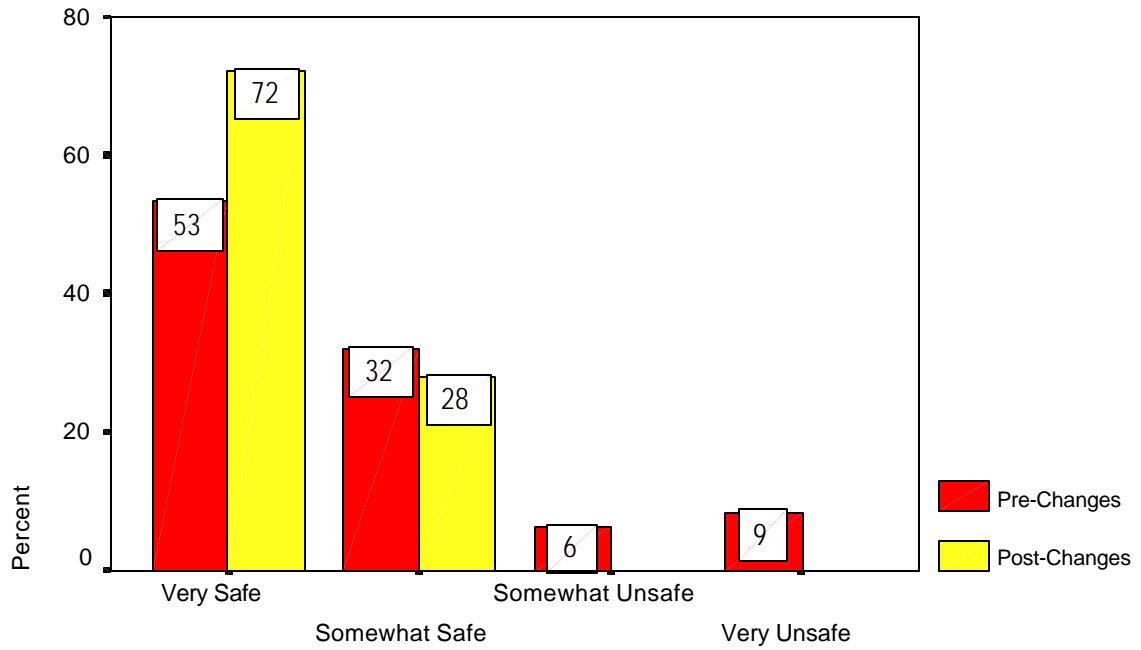
## Property Satisfaction--The Pines



Property Satisfaction

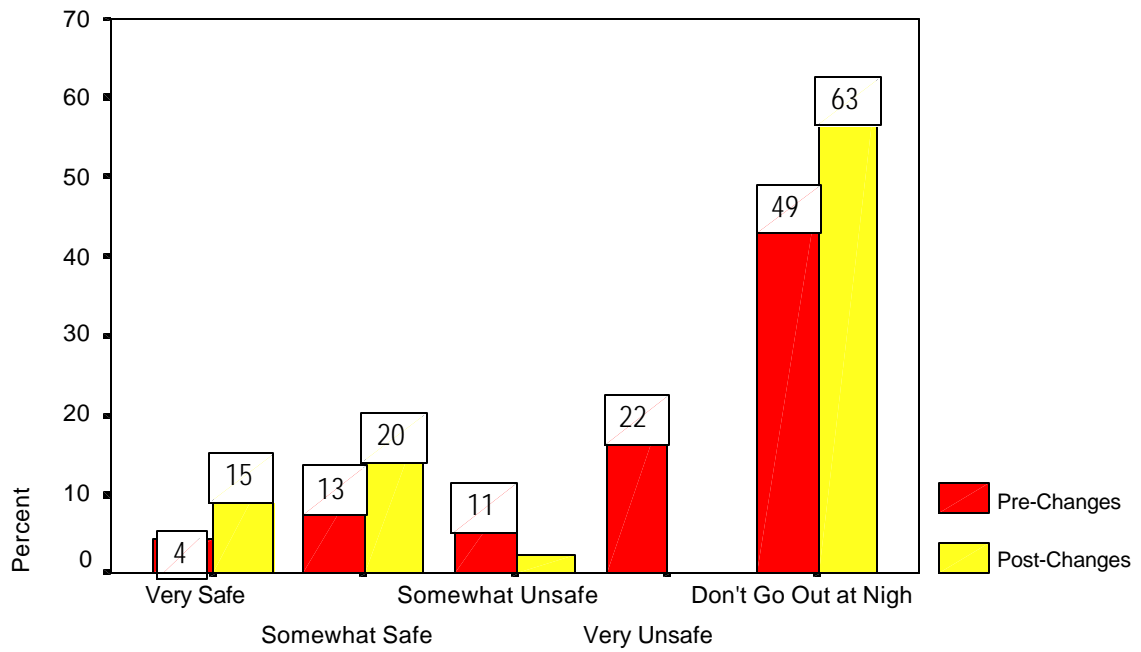
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## Safety in Apartment at Night-The Pines



Safety in Apartment at Night

## Safety in Neighborhood at Night-The Pines



Safety in Neighborhood at Night



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## Northpoint

Northpoint is made up of twelve buildings dispersed over several blocks in the North of Howard neighborhood. The structures are three-story walk-ups, many of which are courtyard buildings, containing a total of 304 units. The buildings were rehabilitated in the early 1980s.

Northpoint residents are mostly Black (87% of household heads), but twelve percent of the household heads are White, and seven percent are Hispanic (either White or Black). There are both individual and family households, with a fairly broad age distribution. The vast majority (81%) of Northpoint households are female-headed. Seventy-nine percent of the residents earn less than \$11,000 per year.

The North of Howard neighborhood is notorious for its high level of drug activity. Its close proximity to the suburbs makes it attractive to drug dealers—we saw several during our visits to the area. The neighborhood has been deteriorating for many years, most recently seen in the collapse of Peoples Housing, another apartment management company.

## Pre-Security Changes

Residents of Northpoint reported a significant amount of dissatisfaction with their neighborhood—60% said they were somewhat or very dissatisfied with the neighborhood as a place to live. By contrast, 79% said they were ‘very satisfied’ with the property as a place to live—the most positive response of the four properties prior to security changes.

An overwhelming 95% of respondents at Northpoint said they felt somewhat or very safe in their apartments during the day. Eighty-one percent said they felt safe

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around the property during the day, and 74% felt safe around the neighborhood during the day. While most (76%) said they felt safe in their apartment at night, only 44% felt safe around the property at night, and only 31% felt safe in the neighborhood at night. Many of the respondents at Northpoint indicated that they avoid certain areas in the neighborhood for fear of crime—this is consistent with our geographic analysis of crime, which indicates several ‘hot spots’ in the area.

Northpoint residents perceive a relatively moderate amount of problems with the property, but perceive more problems in the immediate area around their property than residents at any of the other three developments. However, only 9% of Northpoint residents reported having been personally victimized in 1997, and only 24% knew of other crimes committed in or near Northpoint during that year.

### **Changes**

Security changes at Northpoint included improvements to lighting, locks, and the addition of surveillance cameras. Exterior lighting was upgraded on all buildings, including courtyards and back porch areas. High-security Medeco locks were installed on all front and rear gates, as well as on all inner and outer vestibule doors. Medeco locks have non-duplicable keys, making it easy to control (and keep track of) who has keys to a particular lock. Two surveillance cameras were installed to watch the corner of Jonquil and Paulina, a street corner where drug dealing has been particularly problematic (figure 4). All physical security improvements were completed by early April 1998.

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## Neighborhood changes

The major change in the neighborhood surrounding Northpoint is the construction of the Gale Academy annex, completed before the beginning of the fall 1998 school term (figure 5). The school is immediately adjacent to several Northpoint buildings. Before the additional building was completed, classes were on a staggered schedule to accommodate the large number of students. Because of this, it was difficult for neighborhood residents to tell which children were supposed to be in school at any given time. A group of loitering young people could claim they were out of school legitimately. Now that the new building is open, all students are on the same schedule, so any kids hanging out during school hours are quite conspicuous.

Two ongoing projects will impact this neighborhood. The construction of the Gateway shopping center, several blocks away at the corner of Clark and Howard, will likely displace some of the drug dealing on Howard Street and bring more positive activity to the area. Construction of this shopping center has already begun.

Another project planned for the area is the expansion of Kiwanis Park. If this plan is implemented, it will result in the removal of several properties, and turning Ashland Avenue north of Howard into a cul-de-sac. Some of the properties targeted for redevelopment are trouble spots for crime in the neighborhood, especially a strip mall at the corner of Howard and Ashland (figure 6). This mall contains a pawn shop, a liquor store, and an adult bookstore, all types of businesses that attract criminal activity. One Northpoint resident told us that the worst thing about the neighborhood is the “rated X bookstore by the school and play area for kids.” **(The shopping mall has since been removed.)**

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## Post-Security Changes

Residents' feelings of safety at Northpoint did not improve overall. Only ten percent said they felt safer now than they did a year ago; 61% said they felt about the same, and 29% said they felt *less safe* now. Only 36% of residents were aware of the security changes (most are probably aware of the improvements, but do not see them as related to *security per se*).

Neighborhood satisfaction improved at Northpoint, but satisfaction with the property declined. While 80% of respondents said they were very satisfied with the property in the 1997 survey, only 52% felt the same way in 1998. There was a large drop in the number of respondents who say they stay home in order to avoid crime. However, these residents are not so willing to go out alone—21% more now say they travel with someone when venturing out into the neighborhood.

Selling drugs in the property was perceived as less of a problem at the time of the second survey, though most residents still see gangs and drug activity as major problems in the surrounding area. One respondent commented that the worst thing about living in Northpoint is “watching the surrounding [area] deteriorate.” Despite the improved locks, Northpoint residents identified intruders to the buildings as a bigger problem now. Many complained that Northpoint should improve its screening of tenants. Residents also perceived increases in loitering and graffiti in the neighborhood.

Security guards at Northpoint received poor ratings—half the respondents told us that Northpoint has no security guards (it does). The residents' opinions of area police were quite low on the first survey, and even worse on the second survey. In 1998, 46%

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of respondents said police were doing a poor job in the neighborhood, up from 34% in 1997.

The number of residents willing to be interviewed at Northpoint dropped from the first survey to the second—this may have been due to fear of retaliation. SECURE-funded video cameras were used by the police to document street drug dealing, resulting in several arrests. These cameras were immediately shot out and the janitor's car was vandalized in retaliation. Police-recorded crime has been stable or increasing in the neighborhood.

### ***Crimes Known to the Police***

The number of police-recorded incidents of burglary, robbery, and drug crimes were tracked at Northpoint and in its environs from January 1996 to September 1998 (see Appendix E). During that time the number of burglaries fluctuated within the 1000 foot and 500 foot buffers. The number of burglaries at Northpoint remained low throughout the time period. Robbery was a significant risk at Northpoint addresses and its environs. Three robberies were recorded in the second quarter of 1998. Drug dealing is endemic to the neighborhood around Northpoint. Drug-related incidents occurred at Northpoint addresses during every quarter of the study period. The number of drug-related incidents fluctuated at a high level throughout the study period, but the number slightly further away increased over time. While burglary is not a great problem at Northpoint, the surrounding neighborhood is severely affected by drug crimes and this environment affects Northpoint as well. There is little evidence that SECURE changes resulted in declines in police-recorded crime at Northpoint.

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### ***Interviews with Management***

One night in May 1998, Tactical Officers from the Chicago Police Department used Northpoint's newly installed surveillance cameras to watch the corner of Jonquil and Paulina. They witnessed drug dealing on the corner and made several arrests. The next morning, the two security cameras were shot (one camera remained functional), and one maintenance worker had his tires slashed. This strong resistance indicates that the drug dealers consider the cameras a threat.

Along with the installation of Medeco locks, which have non-duplicable keys, on all doors and gates, Northpoint instituted a \$50 fee to replace lost keys. This discourages tenants from faking key loss in order to receive extra keys. Management reports that this policy, along with the new locks, has effectively reduced loitering in the hallways.

Once physical security changes were completed, Northpoint management turned its attention to increasing resident involvement in crime prevention. They hired a new employee to organize a resident watch/patrol group, and they now hold weekly Resident Security Meetings, where residents are encouraged to call police about any problems and to attend local CAPS meetings. Management hopes that resident leaders will emerge to spearhead resident involvement in these programs.

Residents' fear and mistrust of police are major obstacles in this process. Many are reluctant to call because they fear retaliation from gang members. Police responding to a resident's call sometimes give away anonymity by knocking on the caller's door.

Another continuing problem is that many Northpoint residents cannot consistently pay their phone bills. Their phones are often disconnected, leaving them without any way to call police to report problems. Management estimated that as many as 50% of

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residents are without phone service at some time over the course of a year. Our survey results indicated only 14% with this problem, but residents may have been embarrassed to admit the problem to interviewers.

Northpoint also faces problems with several tenants who are former drug addicts in rehabilitation. Due in part to the easy availability of drugs in the area, these former addicts often lapse back into their old habits. They often get in debt to the drug dealers, who then take over the tenant's apartments as 'payment.' Northpoint is usually able to evict the dealers, but in the meantime they have ready access to the building. Typically, once the eviction notice is served, the apartments get destroyed.

## **Conclusion**

SECURE changes do not seem to have significantly reduced problems at Northpoint. While neighborhood satisfaction increased, residents' satisfaction with the property dramatically decreased. The incident with drug dealers shooting out security cameras and the police crime data suggest that problems in the area may be getting worse. Northpoint has a new contract for security guards with Tight Security, all of whom are off-duty police officers. The management hopes that the combination of the new guards, the security improvements, and an increase in resident involvement will stem the crime problems in the property and its immediate vicinity.



**Figure 4.** Security camera at Northpoint.



**Figure 5.** Gale School Annex near Northpoint, completed during the SECURE project.





**Figure 6. Strip mall near Northpoint containing a pawnshop, a liquor store, and an adult bookstore. The mall is a 'hot spot' of crime in the neighborhood.**



**Figure 7. Paulina Avenue, looking south from the Northpoint management office.**



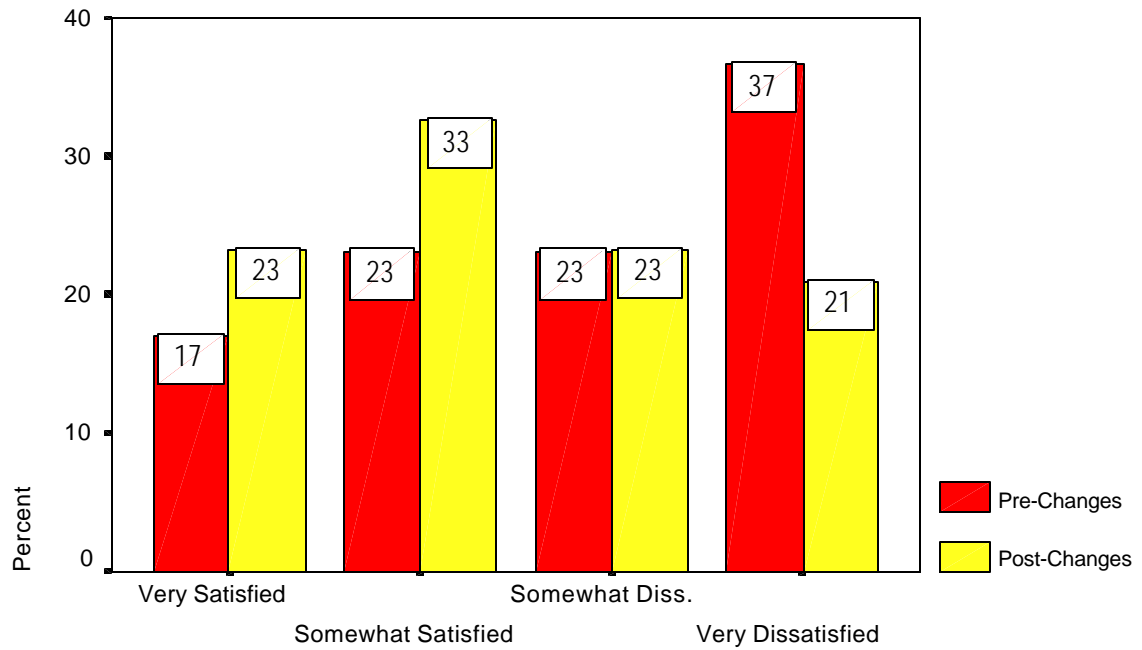
Figure 8. Northpoint building adjacent to Gale Elementary School.



Figure 9. Northpoint courtyard building.

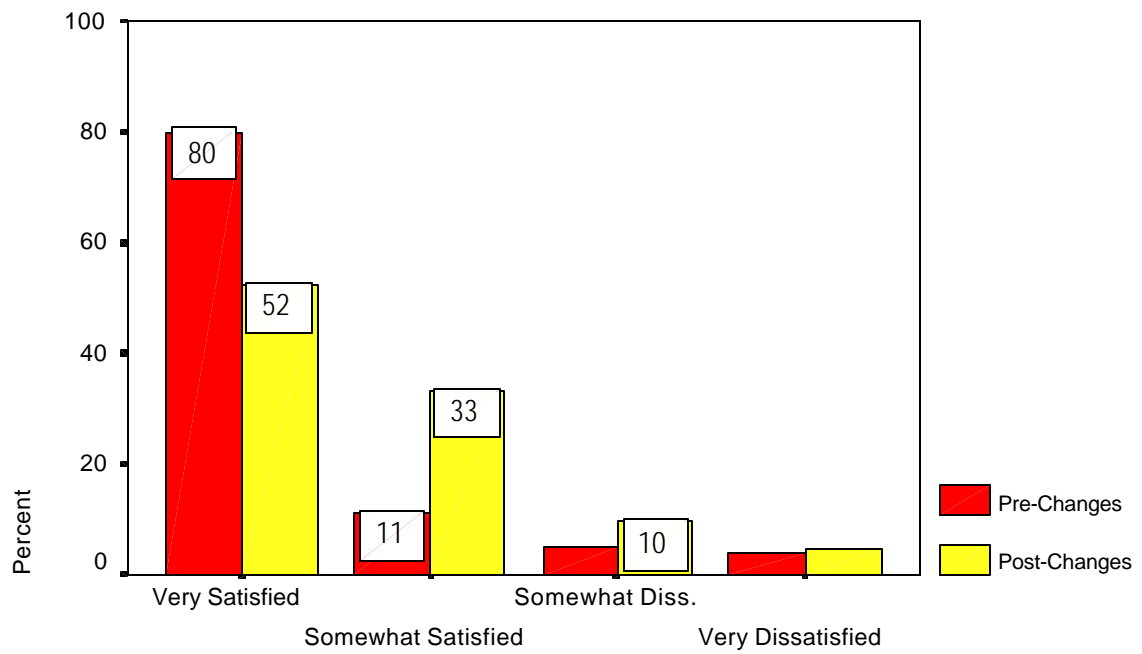
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## Neighborhood Satisfaction--Northpoint

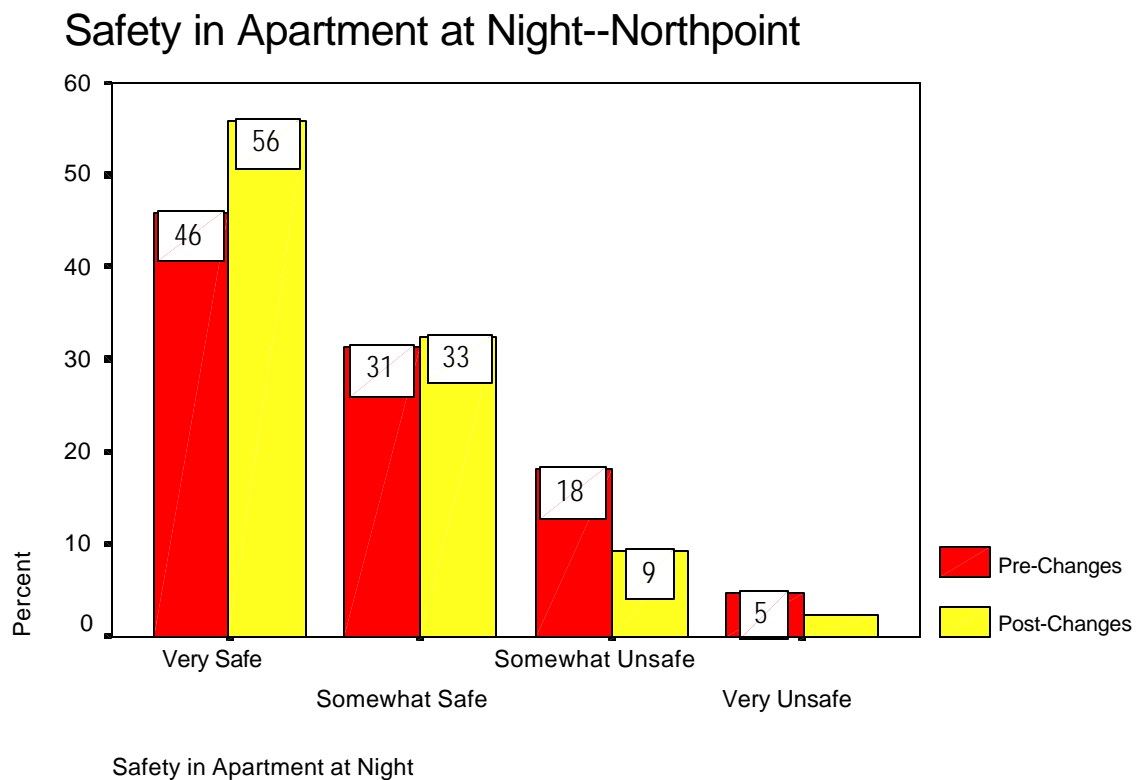
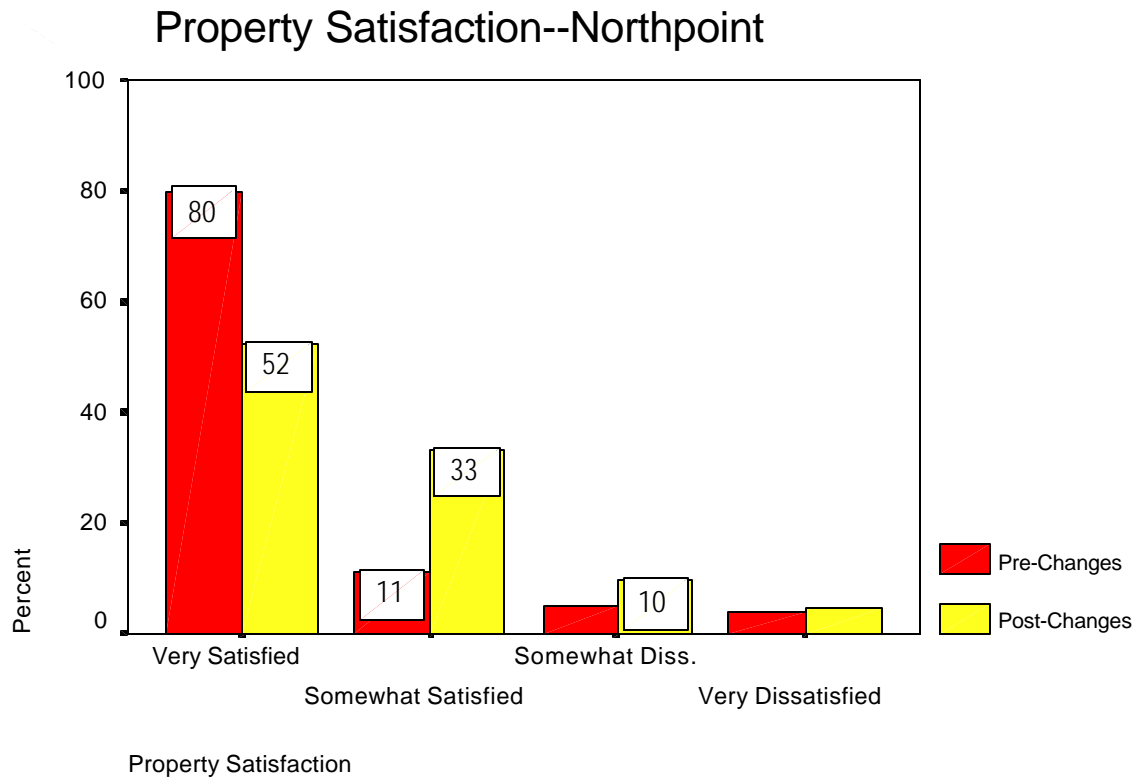


Neighborhood Satisfaction

## Property Satisfaction--Northpoint



Property Satisfaction



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## NORTHPOINT

### DEMOGRAPHICS

AGE	Number	Percent
18-28	33	11%
29-39	90	30%
40-50	67	22%
51-60	37	12%
61-70	30	10%
71-80	42	14%
81+	4	1%
	303	

Race	Number	Percent
White	35	12%
Black	265	87%
Native American	1	0.3%
Asian	2	0.7%
Hispanic	19	6%
	303	

Male	Female
57 (19%)	246 (81%)

Family Size	Number	Percent
1	119	39%
2	62	20%
3	78	26%
4	30	10%
5	9	3%
6	4	1%
7	1	0.3%
8	0	0%
	303	

Do you feel safer now? (compared to a year ago)	
Safer	10%
About the Same	61%
Less Safe	29%

Break-ins	
1997	1998
6	2



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## Diversey Square Apartments

Diversey Square consists of multiple renovated buildings located in the Logan Square neighborhood. Buildings are densely packed along Diversey, Spaulding, Sawyer, and Emmett Streets. They are three story walk-ups, some with courtyards and one with a playground (figure10). The apartments range from one to three bedrooms. Some garden apartments are geared toward tenants with physical impairments. All properties, including courtyard buildings, have two main entry ways. The property is clearly identified and differentiated with flagpole banners and similar lighting along with entry gates for each courtyard building (figures 11 and 12). Diversey Square Apartments are managed by Hispanic Housing.

Most of the household heads are Hispanic (77%), with an average of two to three people per apartment. Eighty-four percent of residents are females living alone or with children.

The complex is located in a Latino neighborhood that is rapidly gentrifying, with several family homes in the area and many buildings being converted into condominiums (figure 13). There is excellent shopping along Milwaukee Avenue and Logan Boulevard, which is only a block away. Shops range from clothing boutiques to grocery stores, and from restaurants to a pharmacy. Transportation is easily accessible, since the train station (Blue Line) and the Milwaukee Avenue bus stop are only a block away. Two elementary schools are in the immediate vicinity. The Logan Square Neighborhood Association is within walking distance of Diversey Square Apartments and is very active in the community.

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## Pre-Security Changes

Respondents at Diversey Square rated their satisfaction with both the neighborhood and the property as very high— 76% were somewhat or very satisfied with the neighborhood, and 94% expressed the same degree of satisfaction with the property. Diversey Square is the only development where *none* of the respondents said they were ‘very dissatisfied’ with either their property or their neighborhood. Some of this ‘satisfaction’, however, may be due to the fact that one of the interviewers at Diversey was a member of the management staff. Therefore, respondents may simply have given the most socially desirable response.

The level of concern with safety at Diversey Square is very similar to that at Northpoint. During the day, the vast majority (94%) at Diversey feels safe in their apartments, while 82% feel safe around the property and 76% feel safe in the neighborhood. At night, 79% feel safe in their apartments, 47% feel safe around the property, and 47% feel safe in the neighborhood. **Sixty-one percent** of Diversey Square respondents said they avoid certain areas in the neighborhood due to fear of crime.

Despite reporting a high level of satisfaction with the property, respondents at Diversey indicated the highest level of perceived problems in the property compared to The Pines, Northpoint, and Park Apartments. Diversey residents perceived a moderate level of problems in the immediate surrounding area. Fifteen percent said they had personally been victims of crime during 1997, and 36% said they knew of others who had been victimized in or near Diversey Square.

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### *Interviews with Management*

During the first meeting with managers of Diversey Square Apartments, the managers reported crime activity in the area and in the property. They also discussed the status of the security changes and residents' participation programs. Management reported a large amount of gang and drug activity in the area. Janitors mentioned that gangs (OA's and Cobras) sometimes vandalize the property with graffiti (figure 14). They stated that there had been no burglaries in the property. Management reported that when a crime incident occurred on the property or in the neighborhood, the residents were informed through flyers posted around the property. An incident occurred in which a senior citizen opened the door to a person claiming to be from maintenance. Fortunately, the husband of the elderly woman was home and was able to prevent the stranger from getting into their apartment.

Management reported that they attempt to remove **the** problem residents from Diversey. For example, a janitor suspected that one teenager who lived at the property was selling drugs. The teenager was always around the building, partly because he was on house arrest. Management banned him from visiting friends in buildings where he did not live, because he was considered a nuisance (management stated that they can ban anyone who is being a nuisance or creating problems). In December of 1997, Diversey Square evicted a person that was drug dealing. They said it was a long process because the person was receiving public aid. However, they were able to negotiate because the resident had a history of dealing drugs. Management also said they evicted two or three drug users. Even though they attempted to keep their property free of drug dealers and users, the younger mothers had boyfriends that were "gang-bangers" or drug dealers.



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Management planned to report them to neighborhood relations and the police department's narcotic division.

Management said that drug dealing was a constant problem in the neighborhood. They stated that drug dealing has been evident on Sawyer and Emmet and on the corner of Milwaukee Avenue and Logan Square on weekends. The nearby halfway house also creates many problems for Diversey. Management explained that when they worked actively with CAPS, drug dealers moved away from the area. However, as soon as they stopped for a moment, the drug dealers came back. Initially Diversey Square hosted CAPS meetings in their community room, but they stopped due to low turnout.

Management discussed the various programs currently available and the programs they plan to implement at no cost to the residents. Some of their programs include crime prevention for children (with plans to include teenagers) and GED classes. They want to recruit youth from the neighborhood as well as the property since the whole community affects Diversey Square. Management stated that involving the whole community "is the way to go." Diversey Square also plans to start a community learning center in response to welfare reforms that will affect their residents' income opportunities. This center would provide computer training for youth and prepare residents for employment. Diversey also works closely with neighborhood relations groups, including Logan Square Neighborhood Association, The Department of Aging, and Aspira.

Another set of programs is focused on assisting the elderly. Management contacts the Department of Aging to facilitate access to homecare assistance. The Department of Aging also sponsors a physical fitness program for residents. In addition, management provides group outings for elderly residents.

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During the meeting, janitors stated that the property was working on security changes and updates to improve safety. They replaced 14 doors and inside frames that were not locking well or were constantly broken. The janitors said that the new doors have glass, but are strengthened by metal frames. The doors also have a metal bar across the glass that prevents shattering. The intercoms were replaced as well, because the existing intercom wiring was attached to the old doors. Diversey Square planned to install an additional 22 doors and add lighting, fixtures and five gates on the ramp by spring. Janitors indicated that there was no vandalism yet on the new doors.

## **Changes**

Diversey Square proposed a combination of physical improvements and resident participation programs. The plan included 18 new metal doors, an intercom system, a new key system (non-duplicating), and five back yard gates. In addition, kitchen and bathroom window guards were in the plan and they planned to replace the exterior light system for all front entrances.

Resident participation programs consist of a computer learning center, education and support, and youth participation. The goal is to provide employment success skills, computer software skills, and GED preparation along with scholastic tutoring in science, math, and English through the computer learning center. Another objective is to provide workshops designed to educate and to provide counseling targeting drug and crime prevention. Youth participation will be acquired through gang awareness and drug prevention programs sponsored by the Chicago Police Department (such as CAPS) along with other community agencies.

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After completing the plan, Diversey Square replaced 18 vestibule doors and added Medeco lock cylinders with keys that cannot be duplicated. They also replace 14 intercom systems, five backyard gates, 12 light fixtures for front entrances, two light fixtures in the gangway, and two lights over courtyard gates.

According to Diversey Square, resident participation programs are well received. The Logan Square Neighborhood Association assisted residents in organizing a resident committee. Through this committee, residents are trained to report crime appropriately to the police and to management. This committee also works with management to report lights that are out and other conditions that may be a nuisance to the community. Residents are informed by fliers about CAPS meetings and are encouraged to participate. Residents and members from the community were invited to participate in GED classes offered by Diversey Square. There are currently 14 students in the program.

Youth programs have been established through a contract with Build **Incorporated**, a youth community service organization. They provide an after school program one day per week, as well as workshops on drug prevention, counseling, weekend trips with parents, guest speakers, and after school tutoring. Tenants also participated in the annual “Say Yes to Life, No to Gangs” calendar. These calendars were distributed to all residents.

In August, 1998, Diversey Square Apartments had their annual “Taste of Diversey Square”. Food and entertainment was provided at no cost. Most of the participants were children, women, and the elderly.

Diversey Square accomplished the majority of the proposed hardware changes and resident participation program activities. Kitchen and bathroom window guards were

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the only proposed hardware items not replaced due to budget reasons. The computer learning center had not yet been created; therefore, workshops for computer software skills, resume writing, and employment success skills were not provided.

### **Post-Security Changes**

Respondents at Diversey Square rated their satisfaction with the neighborhood as slightly higher than last year. They also expressed a high degree of satisfaction with the property, which was at an identical rate to last year's survey (94%). Diversey Square is the only development where *none* of the respondents said they were 'very dissatisfied' with either their property or their neighborhood during the first *and* second round of interviews. After the first round of interviews were completed, it was concluded that some of this 'satisfaction' may have been due to the fact that one of the interviewers at Diversey was a member of the management staff. Therefore, respondents may have simply given the most socially desirable response. The majority of the second round of interviews, however, was conducted by a non-resident. These results may disprove the assumption that respondents gave the most socially desirable response.

There was a slight improvement from the first round of interviews regarding how safe residents felt in their apartment, how safe they felt around the property, and how safe they felt in the neighborhood during the daytime. There was a slight improvement in residents that felt 'very safe' at night in their apartments. There was a significant increase (from 9.4 % to 20.4%) of residents that felt 'very safe' around the property while those who felt 'somewhat unsafe' at night decreased slightly. However, the number of

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residents who said they “don’t go out at night” increased 5.7% from the first round of interviews.

Due to the changes by Diversey Square to increase the residents’ feelings of safety, 33% felt safer than last year, 52% felt about the same, and 15% felt less safe. Survey results indicated that break-ins significantly decreased. Seventy-one percent indicated that there were ‘no problems’ with break-ins (compared to 39% from last year) while those who believed there were ‘some problems’ with break-ins decreased considerably. However, in the second round of interviews *none* of the residents indicated that someone attempted to break-into their apartments. One resident expressed her feelings of safety in the following manner: “We have no problems with our neighbors. We are satisfied with our building. No one breaks in.”

During the second round of interviews, residents were asked: “What is the worst thing about the neighborhood?” Over half of Diversey Square respondents expressed concern about gangs and drugs. However, 30% indicated that gang activity in the area was a ‘big problem,’ compared to 26% in the first round of interviews. Residents that perceived having ‘some problems’ with gang activity decreased considerably from 55% to 22%. In addition, there was a significant increase in the number of residents who perceived neighborhood gang activity as ‘no problem’.

### ***Crimes Known to the Police***

The number of police-recorded incidents of burglary, robbery, and drug crimes were tracked at Diversey Square and in its environs from January 1996 to September 1998 (see Appendix E). During that time, the number of police-recorded burglaries

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fluctuated at a fairly low level within the 1000 foot and 500 foot buffers. The number of burglaries at Diversey Square remained low throughout the time period. One was recorded in the first three quarters of 1998. Twelve police-recorded robberies occurred at or outside Diversey Square buildings from January 1996 through September 1998. There is no clear trend for robberies at complex addresses or in the environs of the complex. However, the relatively high level of robbery at Diversey Square probably reflects the relatively high level in the community. Diversey Square and its neighborhood remained relatively free of police-recorded drug crimes throughout the study period. Throughout the study period, burglary and drug-related crimes were not major problems at Diversey Square or its neighborhood. Robbery remained a neighborhood problem. The already low levels of police-recorded crime at Diversey Square are unlikely to have been affected by SECURE changes.

### ***Interviews with Management***

Interviews with management and janitors were very informative about the community and resident's reaction to changes. Janitors informed us that some graffiti had been scraped onto the metal parts of the new doors. Management is looking into finding either a paint that is more resistant or doors that are made from stronger material. Since keys that cannot be duplicated were distributed to tenants, management decided to charge residents \$15 for key replacement. They feel the price is high enough to discourage faking a lost key.

Management emphasized that they treat Section 8 tenants just like market rate tenants, implying a sort of 'self-fulfilling prophecy' approach. In other words, if the

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residents receive good quality amenities, they will take care of the property. If the management gives them junk, residents will treat it that way.

Management suspects some tenants of dealing drugs in their buildings. Management reported between five and eight problem tenants. Some are dealing drugs while others are probably involved in prostitution. Management is having difficulty getting rid of problem tenants. Management stated that they have a new contract with Tight Security. The security guards will work all weekend (Friday evening through Monday morning, on 24-hour patrols). Management is also considering installing video cameras for security. They inform us that in the last six months, there have been three shootings in the area. Diversey works closely with Logan Square Neighborhood Association (LSNA) to resolve problems in the community and within the complex. Diversey has a resident committee that meets regularly and coordinates with LSNA. Management also informs us that a member of management always attends CAPS meetings to address issues of concern. Four residents have participated in CAPS meetings.

## **Conclusion**

Diversey Square focused on resident participation in addition to making hardware changes to improve security. In the second round of interviews, residents' feelings about the neighborhood increased while property satisfaction remained about the same. Residents' feelings of safety in their apartment at night also remained about the same as the first round of interviews. There was no clear trend to residents' feelings of safety in the neighborhood at night. Some felt safer and others felt less safe than the first round of

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interviews. Overall, 31% of residents felt safer than last year, 55% about the same, and 14% felt less safe. Because there was a fairly low level of crime at the beginning of the SECURE project, Diversey Square did not see a dramatic change in resident's feelings of safety or in police-recorded crime after SECURE changes were in place.





**Figure 10.** Diversey Square's courtyard building where a new gate was installed. This is the only building with a playground.



**Figure 11.** Diversey Square buildings on Diversey Avenue. The property is clearly identified with banners marked 'Hispanic Housing'.





**Figure 12. Diversey Square buildings on Diversey Avenue.**



**Figure 13. A Diversey Square building on a side street adjacent to a series of single family homes.**





Figure 14. One of Diversey's janitors showing a side building covered with graffiti.



Figure 15. A three-story courtyard building. To enter one must get through the gate.





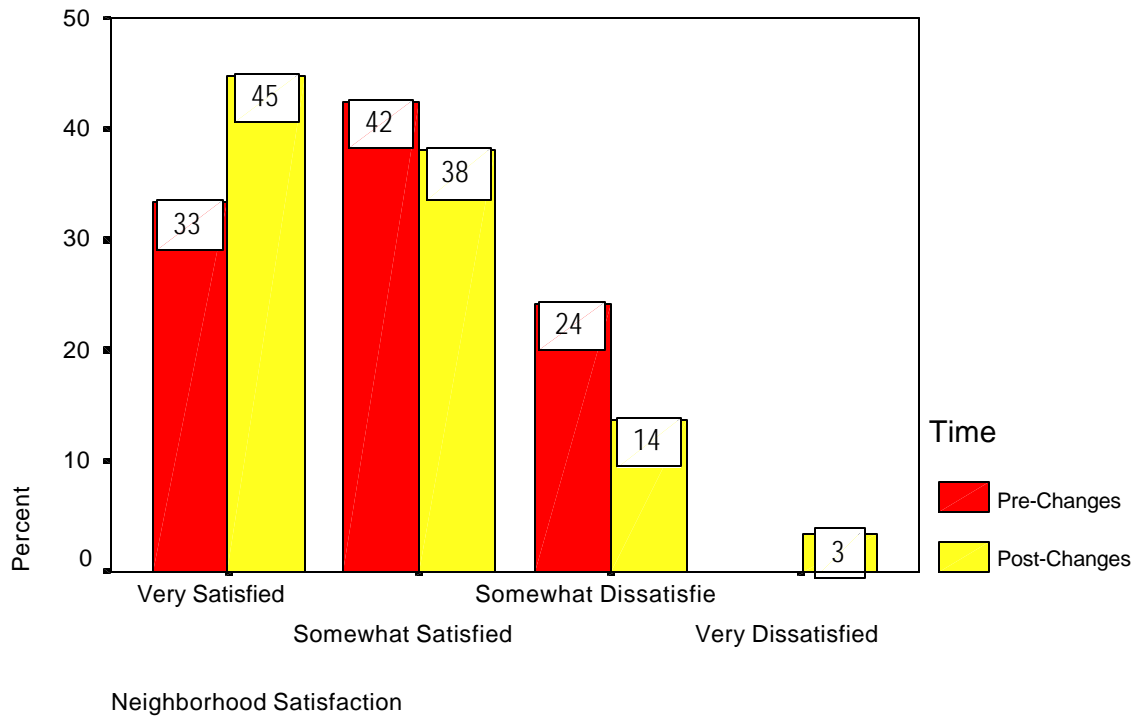
**Figure 16.** A condensed group of DSA buildings on a side street. Further north there are single family homes.



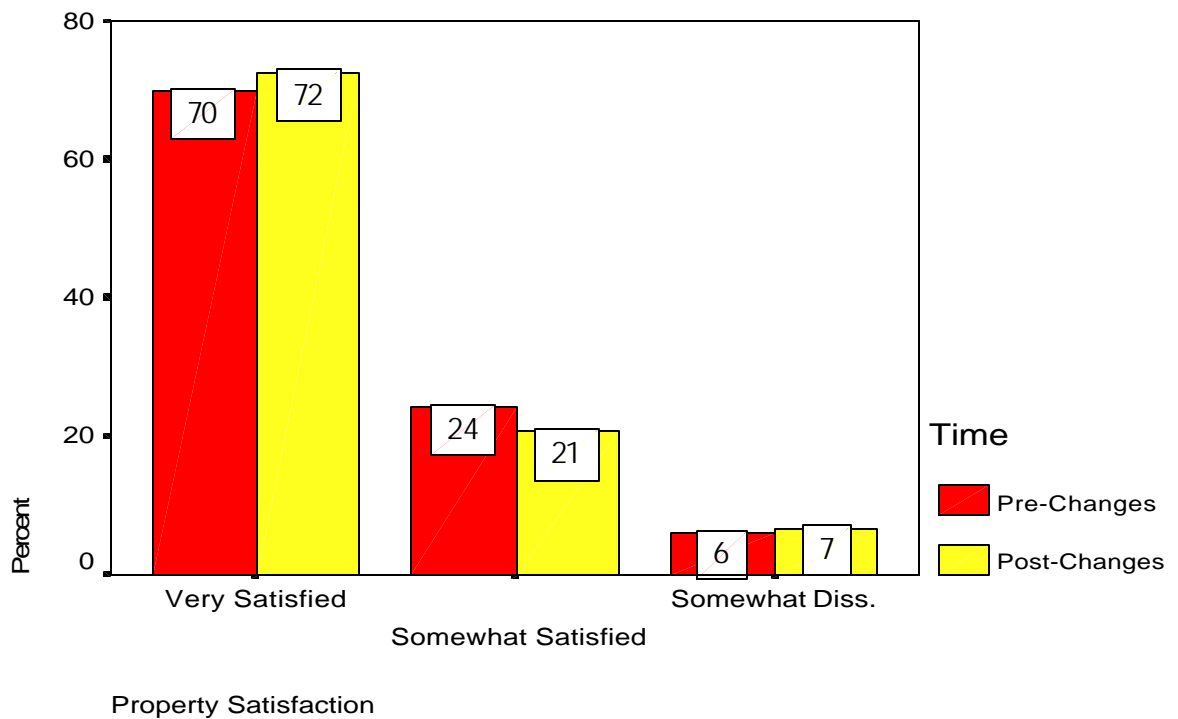
**Figure 17.** Courtyard building on Diversey Avenue. The gate and the intercom are very effective in keeping intruders out.

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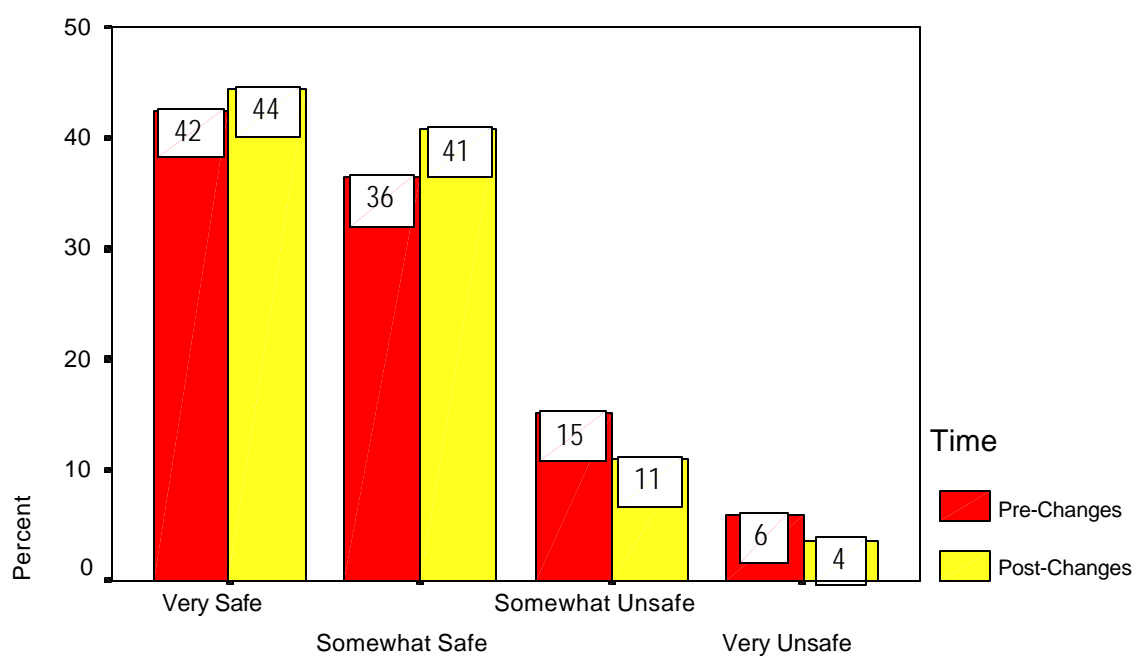
## Neighborhood Satisfaction--Diversey Square



## Property Satisfaction--Diversey Square

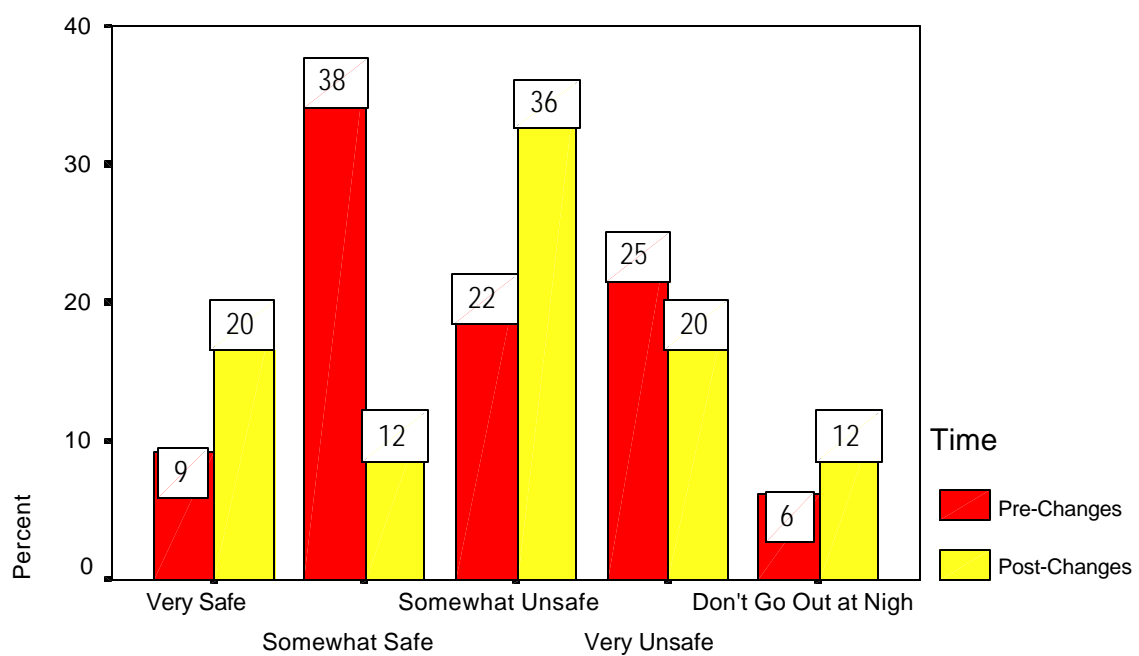


## Safety in Apartment at Night-Diversey Square



Safety in Apartment at Night

## Safety in Neighborhood at Night-Diversey Square



Safety in Neighborhood at Night

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**DIVERSEY SQUARE  
DEMOGRAPHICS:**

**Age Structure**

AGE	Number	Percent
18-28	16	7%
29-39	50	21%
40-50	48	20%
51-60	46	19%
61-70	34	14%
71-80	34	14%
81+	14	6%
	242	

**Race/Ethnicity**

Race	Number	Percent
White	212	88%
Black	28	12%
Native American	0	0%
Asian	0	0%
Hispanic	185	77%

Male	Female
39 (16%)	202 (84%)

**Family Size**

Family Size	Number	Percent
1	90	37%
2	82	34%
3	36	15%
4	23	10%
5	5	2%
6	4	2%
7	0	0%
8	1	.4%
	241	

**Do you feel safer now?**  
(compared to a year ago)

Safer	31%
About the Same	55%
Less Safe	14%

**Break-ins**

1997	1998
1	0

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## **Park Apartments**

Park Apartments consists of four buildings, with a total of 120 units, located just west of Washington Park. Three of the buildings are clustered together on Garfield Boulevard, while the fourth is a few blocks away on Calumet Avenue. The structures were rehabilitated just three years ago, so there are no long-term residents. There has been a fairly high turnover of tenants at Park, and a lot of turnover in management as well. These conditions make it difficult to develop the kind of neighboring that is beneficial to crime prevention. The management has been stable since February of 1998, and the resident turnover has begun to decline. Park Apartments has three janitors, all of whom are residents of the property (one janitor has lived there since before the buildings were rehabilitated).

The tenants are nearly all Black, mostly single-parent households, with many children. Most residents at Park are relatively young (66% of household heads are under 40), and nearly all (88%) are female.

Park is located in a neighborhood with heavy drug dealing and gang activity. The area consists largely of vacant lots, abandoned buildings, closed shops, and other spaces that have no formal ‘guardians’ (figure 18). Such spaces harbor drug dealing and other criminal activity. Drug dealers were highly visible during our visits to the area. The few remaining businesses nearby include a factory, a McDonald’s, and several liquor stores.

Park Apartments was extremely insecure before the SECURE project began. During our first visit to the property in October of 1997, we found virtually all common entryways completely open and accessible (figures 19 and 20). Many of these doors showed evidence of having been repeatedly broken. A large portion of the fence along



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the rear of the property had been destroyed (figure 21). Many of the SECURE changes at Park were designed to address these problems. The Park building on Calumet is in much better condition, and has fewer problems overall (figure 23)

### **Pre-Security Changes**

Residents at Park expressed significantly higher fear of crime and perception of problems than any of the other properties. Overall, they perceived a higher level of problems within the property than in the surrounding neighborhood.

A mere 3% of respondents at Park said they were ‘very satisfied’ with the neighborhood as a place to live—much lower than the other three properties. However, 66% of Park respondents were ‘somewhat satisfied’ with the neighborhood. The same pattern appears with respect to property satisfaction—again only 3% said they were very satisfied with the property, but 77% were somewhat satisfied. It may be that the residents of Park are those most able to cope with that sort of difficult environment.

Similar patterns appear in the responses to questions about safety. Only 13% of Park respondents said they felt ‘very safe’ in their apartments during the day—compared to between 60% and 70% at each of the other three properties. Though few felt ‘very safe,’ 68% of Park respondents said they felt ‘somewhat safe’ in their apartment during the day. Sixty-eight percent felt at least somewhat safe in the property during the day, and 73% felt the same level of safety in the neighborhood during the day. The marginal differences between feelings of safety in the apartment, property, and neighborhood indicate that residents did not feel much safer within Park Apartments than they did in the neighborhood at large.

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The pattern is the same for safety at night. While a fair number of Park residents report feeling ‘somewhat safe’ at night in their apartments, in the property, and in the neighborhood respectively, very few say they feel ‘very safe’ in any of these places at night. This contrasts significantly with the other three properties, where at least a moderate number of respondents reported feeling ‘very safe’ at night.

Only about one third of the respondents at Park said that they avoid certain areas in the neighborhood in order to avoid crime, compared to about 60% in other properties. This finding suggests that problems in the area are so widespread that there are no specific ‘danger spots’ to avoid.

Surprisingly, respondents at Park did not perceive significantly more problems than any of the other developments within their property or in the immediate area. Nor did residents of Park report a higher level of personal victimization overall. However, 60% said they knew of others who had been victimized in or near Park during 1997. More specifically, break-ins were a big concern. Of those respondents who said they knew of crimes occurring in or near the property, *all of them* mentioned break-ins (some knew of other crimes as well). Further, 18% of respondents at Park reported that they had personally been victims of one or more break-ins, a significantly higher percentage than any of the other properties.

## **Changes**

Physical security changes at Park included improvements to doors, locks, lighting, fencing, and gates, and the addition of security cameras. Common entryways were upgraded with better doors, door frames, and Medeco locks (figure 25). Exterior lighting

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was added in many spots. The fence on the rear of the Garfield Boulevard site was upgraded from chain link to wrought iron (figure 22) . Heavy duty closers were installed on existing wrought iron gates. Six surveillance cameras were installed at various locations around the Garfield Boulevard buildings.

Shortly after these changes were completed in May 1998, Park Apartments discontinued its security guards. This makes it difficult to determine the effect of the SECURE changes. While one type of security was enhanced, another was removed. This action implies that management sees the hardware improvements as a replacement for the guards.

### **Neighborhood Changes**

The neighborhood surrounding Park is changing as well. Many of the buildings in nearby Robert Taylor Homes are being vacated. This may displace some of the drug dealing from the public housing project into more populated parts of the neighborhood. It also brings a new pool of potential tenants to Park—several former Robert Taylor tenants are now living in Park Apartments.

### **Post-Security Changes**

Neighborhood and property satisfaction remained virtually the same at Park. While eleven percent said they felt safer now than a year ago, the same number said they felt less safe now. More residents at Park (85%) were aware of the SECURE changes than at any other property. This is likely due to the high visibility of the changes—the physical condition of the common entry doors was so poor in 1997 that residents could

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not help but notice the improvements. A few residents made security improvements to their individual apartments as well.

Although SECURE changes did not improve feelings of safety at Park overall, there is some evidence that they reduced some specific problems. While 18% of respondents reported their apartment had been broken into in 1997, *none* reported break-ins or attempted break-ins in 1998. Shootings and graffiti in the property were perceived as much less of a problem now, and selling drugs in the property was seen as somewhat reduced.

However, many respondents told us that ‘young people controlling the building’ was a big problem—significantly more so than in 1997. A number of residents complained of young people hanging out and blocking the entryways to the buildings.

Some neighborhood-level problems declined as well. Park residents perceived shootings in the area as much less of a **problem after secure improvements**. Fear of robbery in the neighborhood also seems to be reduced—many more residents now say they carry their valuables with them (rather than leave them at home) when they venture out into the neighborhood.

Park residents’ opinion of police has significantly worsened. While only three percent rated police as doing a poor job in 1997, 48% gave police a poor rating in 1998. Residents were also acutely aware of the disappearance of the security guards—when asked to rate the performance of the security guards in their property, 92% responded that they had no guards.

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### *Crimes Known to the Police*

The number of police-recorded incidents of burglary, robbery, and drug crimes were tracked at Park Apartments and in its environs from January 1996 to September 1998 (see Appendix E). During that time the number of burglaries generally declined within the 1000 foot and 500 foot buffers. In 1996, burglary was a very serious problem at Park Apartments. Of the 37 burglaries that occurred at any SECURE address, 32 occurred at Park. Given that fewer than 100 apartments were occupied at the time, this is a remarkably high level. The number of burglaries began to decline in the first quarter of 1997. In the second and third quarters of 1998, no burglaries occurred at Park. There is also a very large decline in burglaries in the neighborhood. It is likely that most of the decline in 1998 is attributable to the closing of the three southernmost high rises of Robert Taylor homes, but some may be due to SECURE changes. Only four police-recorded robberies occurred at or outside Park Apartments buildings from January 1996 through June 1998. Robberies in the neighborhood surrounding Park fluctuated throughout the study period at a level that was comparable to the other complexes. As at Northpoint, drug dealing was quite obvious and pervasive in the neighborhood. However, fewer drug-related incidents were recorded at Park addresses. The level of drug crimes fluctuated in the surrounding neighborhood, but was always at a high level. As the evaluation project began in September 1997, management of Park Apartments had basically collapsed and the buildings were open to whoever cared to enter. SECURE changes clearly improved the appearance of Park Apartments and probably the safety as well. There is some evidence that SECURE changes resulted in declines in police-recorded burglaries at the Park Apartments.

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### *Management interviews*

In order to make up for the lack of security guards, Park management has been working closely with the Chicago Police, both with tactical officers and neighborhood relations. They have had some success in increasing police surveillance of the property. Several CAPS meetings have been held on site; management hopes to increase resident participation in this program.

Management has also instituted an intensive tenant screening process, including a visit by a 'housekeeping inspector' to the prospective tenant's current residence. This screening process, as well as the recent stability of Park management, has begun to reduce vacancy and transiency rates, and to stabilize the property as a whole.

Drug dealing and gang activity are still rampant in the neighborhood, evidenced by the recent **the gang related** homicide of a young girl in an abandoned building directly across the street from the Park building on Calumet (figure 24).

Problems persist within Park as well. We found that some entrances are still insecure, despite the improvements (figure 26). One of the heavy-duty closers installed on a wrought iron gate was destroyed—an accomplishment which required a great deal of persistence. One courtyard containing a handicapped access ramp is particularly problematic, because the ramp makes the courtyard very difficult to secure (figure 27). Management indicated that one of the apartments in the complex is being used for drug dealing. Holes were kicked in the apartment wall as hiding places for drugs, and the front door was broken so that drug buyers could enter easily and exchange money for the drugs in the wall. This setup reduces the chances that dealers will be caught with drugs on their person.

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Management informs us that the improved lighting has reduced loitering around the property. They have found the security cameras to be relatively ineffective, however—potential offenders know that the cameras are not watched after office hours, and that they are too distant to provide reliable identification of individuals caught on videotape.

## **Conclusion**

SECURE changes did not greatly improve feelings of safety at Park—89% of residents feel as safe or less safe than they did a year ago. Satisfaction with the neighborhood remained virtually the same, and satisfaction with the property declined slightly. SECURE changes do seem to be effective at reducing break-ins at Park.

Again, it is difficult to assess the impact of SECURE changes at Park, because security guards were discontinued as soon as physical security changes were implemented. Future SECURE projects should insure that SECURE-funded improvements are a supplement to existing security measures, rather than a replacement for them.

The turnover in Park management also makes it difficult to assess the impact of the SECURE project. Management stabilized at about the same time that the security improvements were implemented, and both these changes have contributed to the reduction of problems at Park.



Figure 18. Garfield Boulevard, view from Park Apartments.





Figure 19. Most entryways at Park Apartments were insecure prior to SECURE improvements.



Figure 20. This door had a pane of glass broken, defeating the lock entirely.



Figure 21. Rear fence of Park Apartments prior to SECURE changes .



Figure 22. Wrought iron fence installed as part of the SECURE program.





**Figure 23.** Courtyard of Park Apartments building on Calumet. The abandoned building pictured below (figure 24) is in the background.



**Figure 24.** Abandoned building across the street from the Park Apartments building above. A young girl was recently found dead in this building.



Figure 25. One of the upgraded doors funded by the SECURE project.



Figure 26. Some entrances at Park Apartments were still insecure after SECURE changes

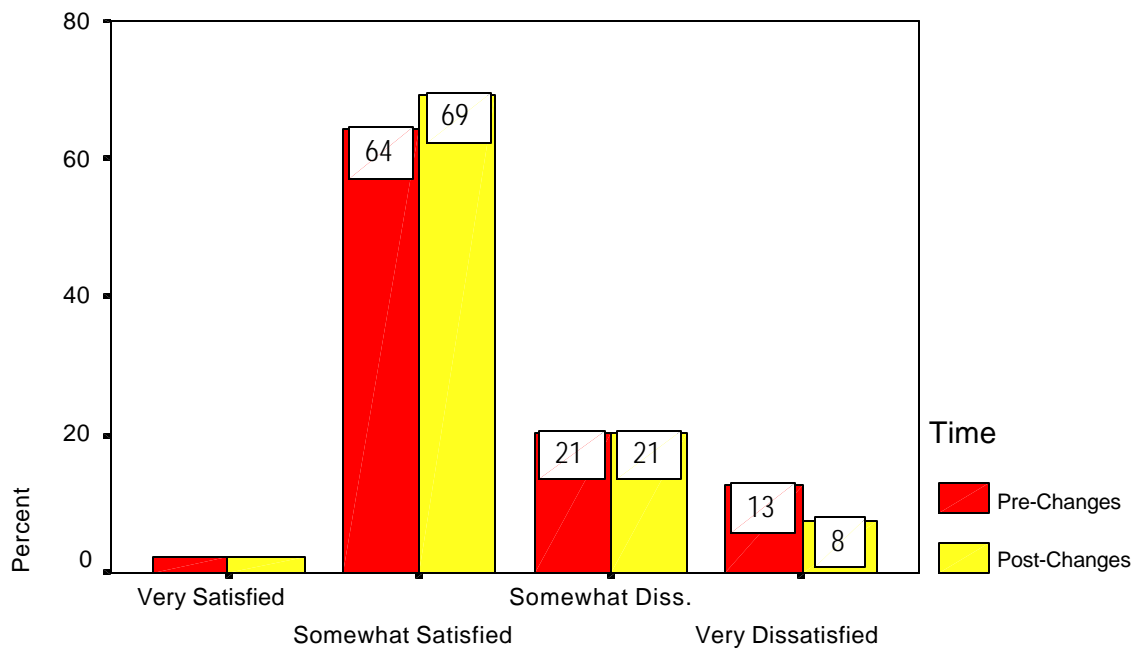




Figure 27. Park Apartments courtyard building.

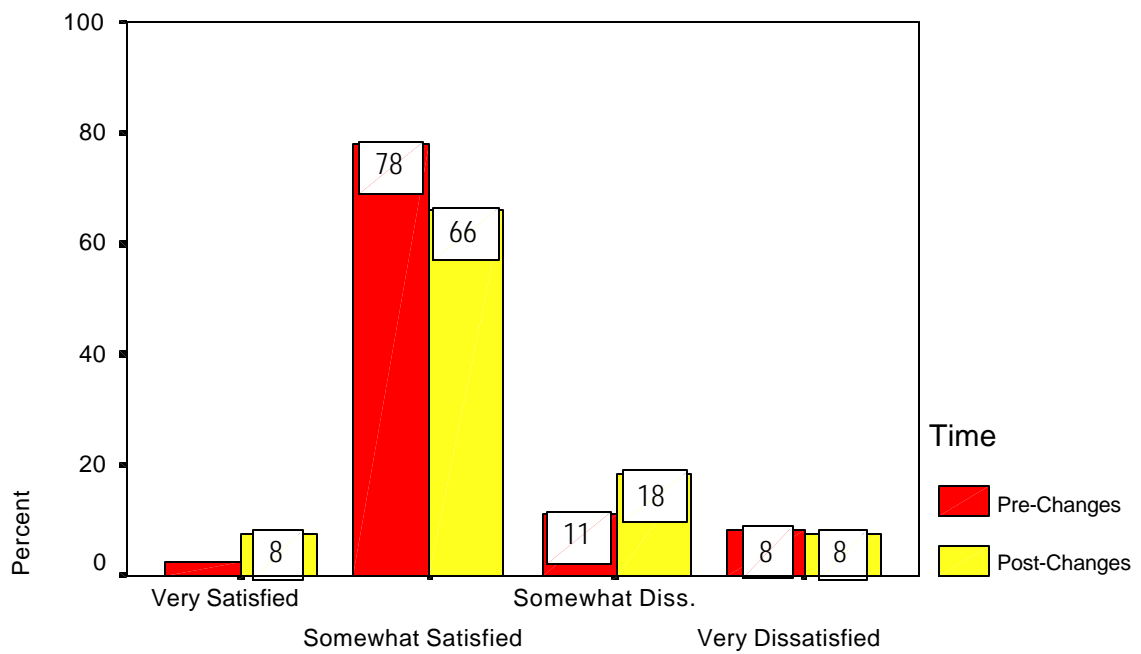
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## Neighborhood Satisfaction--Park Apts.



Neighborhood Satisfaction

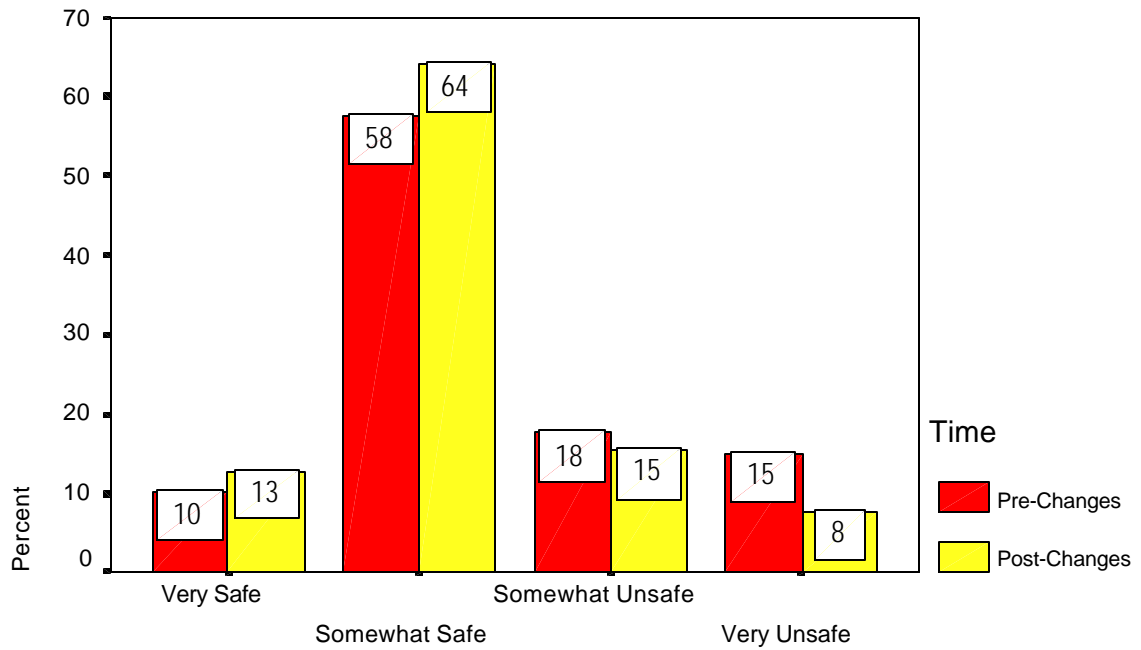
## Property Satisfaction--Park Apts.



Property Satisfaction

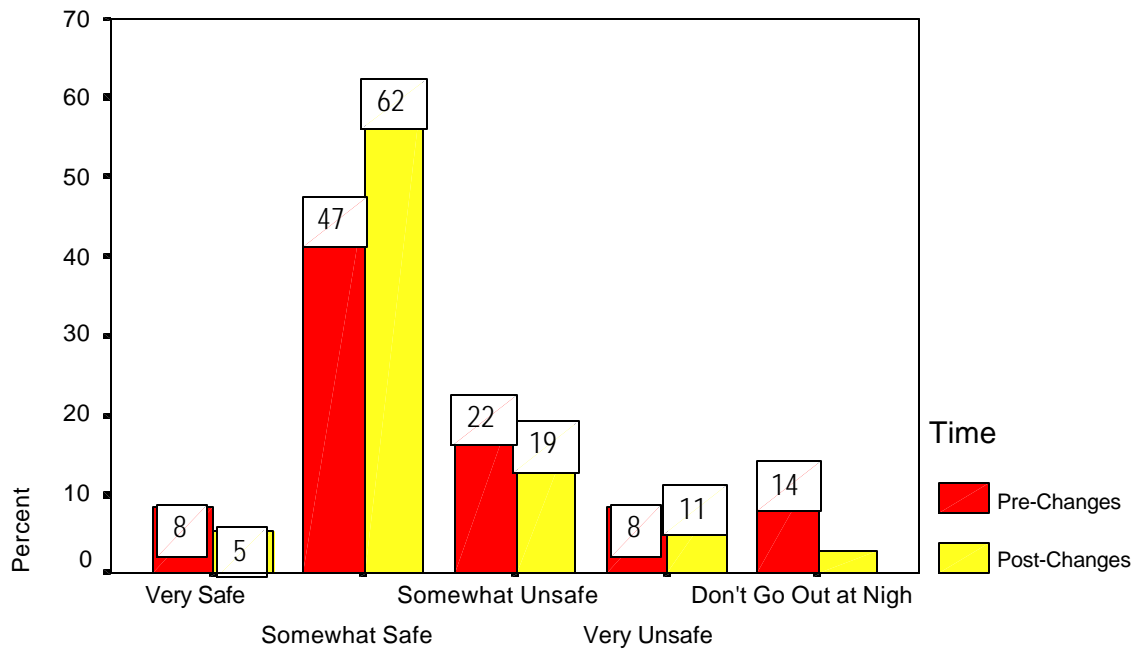
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### Safety in Apartment at Night--Park Apts.



Safety in Apartment at Night

### Safety in Neighborhood at Night--Park Apts.



Safety in Neighborhood at Night

**Park Apartments  
Demographics:**

**Age Structure**

AGE	Number	Percent
18-28	26	25%
29-39	43	41%
40-50	16	15%
51-60	10	10%
61-70	4	4%
71-80	5	5%
81+	0	0%
	104	

**Race**

Race	Number	Percent
White	1	1%
Black	106	98%
Native American	0	0%
Asian	0	0%
Hispanic	1	1%
	108	

Male	Female
13 (12%)	94 (88%)

**Family Size**

Family Size	Number	Percent
1	8	7%
2	22	21%
3	34	32%
4	23	21%
5	13	12%
6	7	7%
7	0	0%
8	0	0%
	107	

Do you feel safer now? (compared to a year ago)	
Safer	11%
About the Same	78%
Less Safe	11%

Break-Ins	
1997	1998
7	0



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## Conclusions

While it is not possible to define an absolute causal link, residents of SECURE I complexes felt safer in their apartment and neighborhood after SECURE changes were made than before, and they felt safer both during the day and at night. Residents were more satisfied with their neighborhood, but slightly less satisfied with their housing complex. This decline in satisfaction was most notable at Northpoint. Residents were aware of SECURE changes and were more likely to have made changes to increase security in their own apartments. Residents were no more likely to participate in community crime prevention activities, and, except at Diversey Square, there was little attempt to involve the community in crime prevention. SECURE II should place greater emphasis on participation by complex and community residents.

SECURE changes were mostly intended to make buildings more secure from intruders and to reduce burglary. Overall, self-reported risk of burglary and attempted burglary declined significantly, and residents were less likely to consider break-ins to be a big problem. However, except at Park Apartments, this decline was not reflected in police statistics. In general, contrasting with these positive survey changes, SECURE changes were unrelated to police-recorded incidents of burglary, robbery, or drug crimes at complex addresses or in their neighborhoods.

SECURE changes were most successful in converting semi-public space to semi-private space through improved doors and locks, along with non-duplicable keys. Keycards may be more successful than Medeco locks because of the potential for tracking who uses them. However, changes that decrease crime risk may also increase other risks. Issuing a single key card to elderly residents of The Pines may have

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increased their health risk, making it difficult for caretakers of these residents to gain access to their apartments.

Changes in security must be carefully thought out before implementation. The SECURE changes in neighborhoods with high levels of gang activity and drug dealing may have resulted in threats or actual retaliation—retaliation was evident at Northpoint. Television surveillance of public places, streets, and alleys is no substitute for human surveillance by guards or residents, but in high drug crime areas, human surveillance, especially by residents, may be dangerous.

Natural Surveillance consists of both physical changes and attitudinal changes that result in neighbors looking out for one another. Physical changes are much easier to produce than changes in attitude, but without both components, crime is unlikely to be reduced by altering environmental design.

Security changes in an apartment complex cannot improve the general character of a neighborhood. Also, in neighborhoods where fear is very high, it is unlikely that tenants or community residents will participate in crime prevention programs. While all four projects were positively affected by the general downward trend in Chicago crime, three complexes clearly benefited from changing neighborhood conditions. The Northpoint neighborhood visibly deteriorated during the evaluation period.

Residents of SECURE complexes felt safer after changes were made than before and they reported fewer burglaries, the crime most likely to be affected by these changes. These positive changes reflect the general decline in crime in Chicago, improving neighborhood conditions, and the effects of changes funded by IHDA.

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## Appendix A: Project Participants

### **Evaluation Team**

Richard Block, Project Director  
Adriana Gonzalez  
Laura Herrin  
David Katz

### **Community/Resident Interviewers**

Verina Burns	Maria Cartagena
Yoosun Choi	Jennifer Denson
Brenda Dunkins	Almarene Gates
Adriana Gonzalez	Milada Gorelik
Kimberly Jones	Letichia Jones
Felicia McClinton	Luz Padilla
Stephanie Pruett	Marilyn Smith
Klara Vaysberg	Dmitro Volkov

### **Survey Design Advisor**

Arthur Lurigio, Chair/professor of Criminal Justice, Loyola University Chicago

### **Interview Training Advisor**

Yolanda Suarez-Balcazar, professor of Psychology, Loyola University Chicago

### **Editorial Advisor**

David Van Zytveld, Community Research Coordinator, CURL

### **Computer Consultants**

Michelle Fugate, Computer Lab Coordinator, CURL  
Lauree Garvin, Information Technology, Loyola University Chicago

### **Video Technicians**

Carol Banasiak, Media Services, Loyola University Chicago  
Cheryl Fort, Medical Photography, Loyola University Chicago

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## Appendix B: Survey Instruments

1997 Resident Survey

1998 Resident Survey

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**RESIDENT SURVEY**

Center for Urban Research and Learning

Loyola University Chicago

1. CASE ID # \_\_\_\_\_
2. PROPERTY (CIRCLE ONE): 1 PINES    2 NORTHPOINT    3 DIVERSEY SQ    4 PARK
3. Building Address : \_\_\_\_\_
4. Apartment Number: \_\_\_\_\_
5. Interviewer: \_\_\_\_\_

**RECORD CONTACT ATTEMPTS BELOW:**

<u>Date</u>	<u>Time</u>	<u>Notes</u>
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____

<u>STATUS</u>	<u>DATE</u>	<u>SIGNATURE</u>
Interview Complete	_____	_____
Edit Complete	_____	_____
Corrections Complete	_____	_____
Data Entry Complete	_____	_____ → FILE

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## INTRODUCTION

Hello my name is (**NAME**), and I'm working with Loyola University to find out what people think about crime and safety around (**PROPERTY**) and three other apartment complexes. (**PROPERTY**) is about to make some changes in safety and security and before they do, we want to see how the residents feel about their apartment and neighborhood. We chose your apartment to ask some questions about living in (**PROPERTY**). None of the questions are the result of anything that has happened at (**PROPERTY**). We want to talk to people who have been living here a while. *IF RESPONDENT IS HESITANT, USE FALLBACK STATEMENTS.*

6. How long have you been living in (**PROPERTY**)? \_\_\_\_\_ months \_\_\_\_\_ years (*CIRCLE ONE*)

*IF RESPONDENT IS UNSURE, PROBE:* Has it been more than 6 months?

*IF LESS THAN 6 MONTHS OR IF RESPONDENT REFUSES TO ANSWER, THANK  
RESPONDENT AND STOP HERE*

We need to be sure we give every adult a chance to be interviewed for this study. Thinking only of people 18 or over who live in this apartment, which one had the most recent birthday? \_\_\_\_\_

*IF IT IS THE PERSON YOU'RE TALKING TO, GO TO SECTION A*

May I speak to \_\_\_\_\_?

*IF PERSON IS NOT HOME* "When is a good time to speak to \_\_\_\_\_?"

Best day / time: \_\_\_\_\_

*USE THIS SAME FORM WHEN YOU RETURN*

**A)** Can I ask you some questions about living in (**PROPERTY**)? None of the questions are the result of anything that has happened at (**PROPERTY**). We just want to know how safe you feel in your apartment and neighborhood. I don't work for the management, and your answers will be kept secret. You don't have to answer any questions you don't want to, and you can stop at any time. The questions will take about half an hour. The building manager knows about the survey—you can call (**him/her**) or you can call David Katz or Laura Herrin at Loyola (312)-915-7531.

7. *Date of Interview:* \_\_\_\_ / \_\_\_\_ / \_\_\_\_ *Start Time:* \_\_\_\_ : \_\_\_\_

8. How long have you lived in this neighborhood? \_\_\_\_\_

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9. On the whole, how do you feel about this neighborhood as a place to live? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

1 Very Satisfied

3 Somewhat Dissatisfied

2 Somewhat Satisfied

4 Very Dissatisfied

8 Don't Know

9 Refused

10. What is the best thing about living in this neighborhood? \_\_\_\_\_

\_\_\_\_\_

11. What is the worst thing about living in this neighborhood? \_\_\_\_\_

\_\_\_\_\_

12. On the whole, how do you feel about **(PROPERTY)** as a place to live? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

1 Very Satisfied

3 Somewhat Dissatisfied

2 Somewhat Satisfied

4 Very Dissatisfied

8 Don't Know

9 Refused

13. What is the best thing about living in **(PROPERTY)**? \_\_\_\_\_

\_\_\_\_\_

14. What is the worst thing about living in **(PROPERTY)**? \_\_\_\_\_

\_\_\_\_\_

15. How safe from crime do you feel inside your apartment during the day? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

1 Very Safe

3 Somewhat Unsafe

2 Somewhat Safe

4 Very Unsafe

8 Don't Know

9 Refused

16. How safe from crime do you feel around (**PROPERTY**) during the day? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe? (if needed, prompt—the halls, stairways, common areas, right outside the building, the parking lots, etc.)

1 Very Safe

3 Somewhat Unsafe

2 Somewhat Safe

4 Very Unsafe

8 Don't Know

9 Refused

17. How safe from crime do you feel in the neighborhood during the day? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

1 Very Safe

3 Somewhat Unsafe

2 Somewhat Safe

4 Very Unsafe

8 Don't Know

9 Refused

18. How safe from crime do you feel inside your apartment at night? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

1 Very Safe

3 Somewhat Unsafe

2 Somewhat Safe

4 Very Unsafe

8 Don't Know

9 Refused

19. How safe from crime do you feel around (**PROPERTY**) at night? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

1 Very Safe

4 Very Unsafe

9 Refused

2 Somewhat Safe

5 Don't Go Out At Night

3 Somewhat Unsafe

8 Don't Know

20. How safe from crime do you feel in the neighborhood at night? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

1 Very Safe

4 Very Unsafe

9 Refused

2 Somewhat Safe

5 Don't Go Out At Night

3 Somewhat Unsafe

8 Don't Know



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Now I'd like to ask about things that may have been done to make your apartment safer from crime

	Yes	No	Don't Know
21. Do you use special locks on the doors or windows?	1	2	8
22. Do you use a burglar alarm?	1	2	8
23. Do you have one or more dogs for protection?	1	2	8
24. Is there a gun kept at home for protection?	1	2	8

25. Is there anything else you have done to make your apartment safer from crime that I have not already mentioned? 1 Yes 2 No 8 Don't Know 9 Refused

26. IF YES → What? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**In order to avoid crime, do you--**

	Yes	No	Sometimes
27. Avoid using the bus or the El?	1	2	3
28. Arrange to go out with someone so you will not have to be alone when going somewhere in the neighborhood?	1	2	3
29. Avoid certain areas in the neighborhood?	1	2	3
30. Avoid leaving your apartment?	1	2	3
31. Walk with a dog for protection?	1	2	3
32. Carry mace or other weapon with you when you leave your apartment?	1	2	3
33. Avoid carrying valuables with you when you leave your apartment?	1	2	3

34. How likely is it that you will move out of **(PROPERTY)** within the next year? Will you definitely move, probably move, probably not move, or definitely not move?

1 Definitely 2 Probably 3 Probably Not 4 Definitely Not 8 Don't Know 9 Refused

35. IF DEFINITELY OR PROBABLY → Why do you think you will move? \_\_\_\_\_  
\_\_\_\_\_

---

36. Now please think about the stairwells, hallways, and common areas of (**PROPERTY**). Tell me whether you think the following things are a big problem, some problem, or no problem in those areas inside your building:

	BIG	SOME	NO	DON'T KNOW	REFUSED
a. People being attacked or robbed in the stairwells, hallways, elevators, and lobby of your building? Is that a big problem, some problem, or no problem?	1	2	3	8	9
b. People selling drugs?	1	2	3	8	9
c. People using drugs?	1	2	3	8	9
d. Young people controlling the building?	1	2	3	8	9
e. People just hanging out?	1	2	3	8	9
f. Gang activity?	1	2	3	8	9
g. Graffiti, that is, writing or painting on the walls?	1	2	3	8	9
h. Shootings and violence?	1	2	3	8	9
i. Rape or other sexual attacks?	1	2	3	8	9
j. People who don't belong in the building getting in?	1	2	3	8	9
k. People breaking in or sneaking into homes to steal things?	1	2	3	8	9
l. Broken light bulbs that are not replaced for at least a day?	1	2	3	8	9
m. Trash and junk in the halls and stairwells?	1	2	3	8	9
n. Prostitution?	1	2	3	8	9

*IF ALL QUESTIONS 36a THROUGH 36n ARE ANSWERED NO, SKIP TO QUESTION 39*

**HAND RESPONDENT CARD 1:** I am going to read the list again. Which two problems happen the most in your building? *READ THE LIST, THEN ASK IF IT NEEDS TO BE REPEATED*

(LIST LETTERS) 37. \_\_\_\_\_ 38. \_\_\_\_\_

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*If respondent wants to list more than two, write the letters on the line above, then repeat "Which two problems happen the most in your building?" Write the responses into numbers 37 and 38 above.*

39. Is there anything else that makes you worry about crime in this building?

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---

1 Yes 2 No 8 Don't Know 9 Refused

40. *IF YES* → What is that? \_\_\_\_\_

41. *If something is mentioned* → Why is that a problem?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

GO ON TO NEXT PAGE

---

42. Now lets go over those activities again, but this time please think about the area right outside your building-- the parking lots, the lawns, the street and sidewalks right outside your building. Please tell me whether you think the following things are a big problem, some problem, or no problem in those areas right outside your building:

	BIG	SOME	NO	DON'T KNOW	REFUSED
a. People being attacked or robbed right outside your building? Is that a big problem, some problem, or no problem?	1	2	3	8	9
b. People selling drugs?	1	2	3	8	9
c. People using drugs?	1	2	3	8	9
d. People just hanging out?	1	2	3	8	9
e. Gang activity?	1	2	3	8	9
f. Graffiti, that is, writing or painting on the walls?	1	2	3	8	9
g. Shootings and violence?	1	2	3	8	9
h. Rape or other sexual attacks?	1	2	3	8	9
i. Trash and junk in the parking lots and lawns?	1	2	3	8	9
j. Prostitution?	1	2	3	8	9

*IF ALL QUESTIONS 42a THROUGH 42j ARE ANSWERED NO, SKIP TO QUESTION 45*

*Hand respondent **CARD 2**. I am going to read the list again. Which two problems happen the most right outside your building? READ THE LIST, THEN ASK IF IT NEEDS TO BE REPEATED (LIST LETTERS) 43. \_\_\_\_\_ 44. \_\_\_\_\_*

*If respondent wants to list more than two, write the letters on the line above, then repeat "Which two problems happen the most right outside your building?" Write the responses into numbers 43 and 44 above.*

---

45. Is there anything else that makes you worry about crime right outside your building?

1 Yes 2 No 8 Don't Know 9 Refused

46. *IF YES* → What is that? \_\_\_\_\_

47. (*IF SOMETHING IS MENTIONED*) Why is that a problem?

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48. If you could make any suggestions for improving security in (**PROPERTY**), what would they be?

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## **VICTIMIZATION**

Please tell me if any of the following crimes have happened since January first of this year:

49. Did anyone break into or somehow illegally get into your apartment and steal something?

1 Yes 2 No 8 Don't Know 9 Refused

50. *IF YES* → How many times? \_\_\_\_\_

51. *FOR EACH INCIDENT* --Did you know the person who did it?

(1st Incident) 1 Yes 2 No (2nd) 1 Yes 2 No (3rd) 1 Yes 2 No (4th) 1 Yes 2 No

52. (Other than the incident(s) just mentioned) Did you find a door jimmied, a lock forced, or any other signs of an ATTEMPTED break-in? 2 No 1 Yes

53. *IF YES* → How many times? \_\_\_\_\_

The following questions refer only to crimes that have happened to YOU since January first of this year:  
*IF RESPONDENT ANSWERS "Yes" TO ANY OF THE QUESTIONS BELOW, ASK "How many times?" AND WRITE THE NUMBER IN THE BOX PROVIDED. THEN ASK "Where?" AND PLACE A MARK IN THE APPROPRIATE LOCATION COLUMN. IF THE ANSWER TO "How many times?" IS MORE THAN ONE, THEN ASK "Anywhere else?" AND PLACE A MARK IN THE APPROPRIATE LOCATION COLUMN. REPEAT ASKING "Anywhere else?" AS NEEDED UNTIL THE ANSWER IS "No."*

	Yes	No	Inside Apartment	Inside Building	On this Block	Someplace Else
54. Did you have your (pocket picked / purse snatched)?	1	2				
55. <i>IF YES</i> → How many times?      Where?						
56. Did anyone, including someone you know, take something else directly from you by using force, such as by a stickup, mugging or threat?	1	2				
57. <i>IF YES</i> → How many times?      Where?						
58. Did anyone, including someone you know, beat you up or attack you (other than any incidents already mentioned)	1	2				
59. <i>IF YES</i> → How many times?      Where?						
60. Were you knifed, shot at, or attacked with some other weapon by anyone at all? (other than any incidents already mentioned)	1	2				
61. <i>IF YES</i> → How many times?      Where?						
62. Did anyone, including someone you know, THREATEN to beat you up or THREATEN you with a knife, gun, or some other weapon, not including telephone threats? (other than any incidents already mentioned)	1	2				
63. <i>IF YES</i> → How many times?      Where?						

*IF ALL QUESTIONS 49 THROUGH 63 ARE ANSWERED "No," SKIP TO QUESTION 67*

*IF ALL OF THE ABOVE CRIMES OCCURRED "On This Block" or "Someplace Else," SKIP TO QUESTION 67*

64. Did you report (any of) the incident(s) to the police? 1 Yes 2 No 9 Refused

65. Did you report (any of) the incident(s) to the landlord/management? 1 Yes 2 No 9 Refused

66. Were any of the incidents committed by someone you know? 1 Yes 2 No 9 Refused

Do you know of or have you heard about any of the following crimes happening to someone in or near **(PROPERTY)** since January first of this year:

	Yes	No	Don't Know	Refused
67. Was anyone's apartment broken into?	1	2	8	9
68. Did anyone have their pocket picked or purse snatched?	1	2	8	9
69. Did anyone have something taken directly from them by force, such as by a stickup, mugging or threat? (other than any incidents already mentioned)?	1	2	8	9
70. Was anyone beaten up or attacked (other than any incidents already mentioned)?	1	2	8	9
71. Was anyone knifed, shot at, or attacked with some other weapon? (other than any incidents already mentioned)	1	2	8	9
72. Was anyone THREATENED with a knife, gun, or other physical harm, not including telephone threats? (other than any incidents already mentioned)	1	2	8	9

## SECURITY

73. As far as you know, since January first of this year, has your management made any changes in your building for improving security? 1 Yes 2 No 8 Don't Know 9 Refused

74. IF YES → What? \_\_\_\_\_

75. Since January first of this year, have you made any changes in your apartment for improving security?  
1 Yes 2 No 8 Don't Know 9 Refused

76. IF YES → What? \_\_\_\_\_

77. How do you think the guards are doing at preventing crime in your building? Would you say excellent, good, fair, or poor?

1 Excellent 2 Good 3 Fair 4 Poor 8 Don't Know 9 Refused

78. Why? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

79. How do you think the police are doing in this neighborhood? Would you say excellent, good, fair, or poor?

1 Excellent 2 Good 3 Fair 4 Poor 8 Don't Know 9 Refused

---

**Now I would like to ask you about crime prevention activities**

80. How many people do you know in this building? Many, some, few or none?

1 Many 2 Some 3 Few 4 None 8 Don't Know 9 Refused

81. Do you and your neighbors watch one another's places when no one is at home?

1 Yes 2 No 3 Sometimes 8 Don't Know 9 Refused

82. Is there a neighborhood watch for this area?

1 Yes 2 No 8 Don't Know 9 Refused

83. *IF YES* → Do you or does anyone you know belong to it? 1 Yes 2 No 8 Don't Know 9 Refused

84. Have you ever been to a CAPS meeting (**If needed prompt: Community Policing or Chicago Alternative Policing Strategies**)?

1 Yes 2 No 8 Don't Know 9 Refused

85. *IF YES* → Have you been to a CAPS meeting since January first of this year?

1 Yes 2 No 8 Don't Know 9 Refused

86. Do you participate in any activities sponsored by (**PROPERTY**), such as day care, educational programs, or parties and get-togethers since January 1st? 1 Yes 2 No 9 Refused

87. *IF YES* → Which ones? \_\_\_\_\_

**DEMOGRAPHICS**

Now I would like to ask you a few questions about yourself and the other people who live in this apartment.

88. What is your date of birth? \_\_\_\_ / \_\_\_\_ / \_\_\_\_ 9 Refused  
month day year

89. Do you get a Section 8 voucher? 1 Yes 2 No 8 Don't Know 9 Refused

90. About how much do you pay for rent each month?

*READ RESPONSE CATEGORIES (USE CARD 3 IF NEEDED)*

1 \$0 to \$99 4 \$500 to \$699 9 Refused

2 \$100 to \$299 5 \$700 or more

3 \$300 to \$499 8 Don't Know

91. Did anyone in your apartment earn money from working last month? 1 Yes 2 No 9 Refused



---

92. *IF YES* → All together, about how much did the people in your apartment earn from working last month? Is it. . . *READ RESPONSE CATEGORIES (USE CARD 4 IF NEEDED)*

- |                  |                   |
|------------------|-------------------|
| 1 \$0 to \$149   | 5 \$750 to \$999  |
| 2 \$150 to \$299 | 6 \$1000 - \$1499 |
| 3 \$300 to \$499 | 7 \$1500 or More  |
| 4 \$500 to \$749 | 9 Refused         |

93. Did anyone in your apartment receive money from any government assistance program, child support, social security, or from any charity? (**If needed, prompt: Such as Unemployment Compensation, Food Stamps, AFDC or TANF**)      1 Yes 2 No 8 Don't Know 9 Refused

94. *IF YES* → All together, about how much did people in your apartment receive from these sources last month? Is it. . . *READ RESPONSE CATEGORIES (USE CARD 4 IF NEEDED)*

- |                  |                    |           |
|------------------|--------------------|-----------|
| 1 \$0 to \$149   | 5 \$750 to \$999   | 9 Refused |
| 2 \$150 to \$299 | 6 \$1000 to \$1499 |           |
| 3 \$300 to \$499 | 7 \$1500 or More   |           |
| 4 \$500 to \$749 | 8 Don't Know       |           |

95. Do you consider yourself to be?

- |            |                                   |
|------------|-----------------------------------|
| 1 Black    | 4 Asian                           |
| 2 White    | 5 Another race → Which one? _____ |
| 3 Hispanic |                                   |

96. What is your ancestry or ethnic origin? **Prompt: For example, are you Puerto Rican, Russian, Korean?** \_\_\_\_\_

97. How many people 18 or over live in the apartment? \_\_\_\_\_

98. *IF MORE THAN ONE PERSON 18 OR OVER* → Are you the head of the household? 1 Yes 2 No

99. How many teenagers age 12 to 17 live in the apartment? \_\_\_\_\_

100. How children under 12 live in the apartment? \_\_\_\_\_

101. I need your phone number because my supervisor may call to check on this interview.

Phone number: \_\_\_\_\_ / \_\_\_\_\_ - \_\_\_\_\_      7 No Phone 9 Refused

---

102. **(PROPERTY)** is going to make some changes in security in the next few months. I will be coming to talk to you again in 7 or 8 months. If you move, is there anyone I can call to find out your new telephone number? 1 Yes 2 No 9 Refused

*IF YES* → Who is that and what is the phone number?

103. Who \_\_\_\_\_

104. Phone number \_\_\_\_\_ / \_\_\_\_\_ - \_\_\_\_\_

**Thank you for your time and assistance. Your answers will help make (PROPERTY) a better place to live.**

105. **Record Gender:** \_\_\_\_ Female \_\_\_\_ Male      **End Time:** \_\_\_\_ : \_\_\_\_

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**RESIDENT SURVEY 98**

Center for Urban Research and Learning

Loyola University Chicago

1. CASE ID # \_\_\_\_\_ 1 RETURN 2 NEW
2. PROPERTY (CIRCLE ONE): 1 PINES 2 NORTHPOINT 3 DIVERSEY SQ 4 PARK
3. Building Address : \_\_\_\_\_
4. Apartment Number: \_\_\_\_\_
5. Interviewer: \_\_\_\_\_

**RECORD CONTACT ATTEMPTS BELOW:**

<u>Date</u>	<u>Time</u>	<u>Notes</u>
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____
___ / ___ / ___	___ : ___	_____

<u>STATUS</u>	<u>DATE</u>	<u>SIGNATURE</u>
Interview Complete	_____	_____
Edit Complete	_____	_____
Corrections Complete	_____	_____
Data Entry Complete	_____	_____ → FILE

---

## INTRODUCTION

Hello my name is (**NAME**), and I'm working with Loyola University to find out what people think about crime and safety around (**PROPERTY**) and three other apartment complexes. (**PROPERTY**) is making some changes in safety and security, and we want to see how the residents feel about their apartment and neighborhood.

We want to talk to people who have been living here a while.

6. How long have you been living in (**PROPERTY**)? \_\_\_\_\_ months \_\_\_\_\_ years (*CIRCLE ONE*)

*IF RESPONDENT IS UNSURE, ASK: Has it been more than one year?*

*IF LESS THAN ONE YEAR OR IF RESPONDENT REFUSES TO ANSWER, THANK*

*RESPONDENT AND STOP HERE*

If you circled **RETURN** on first page

If you circled **NEW** on first page

We chose your apartment because you were so cooperative in answering our questions when we came last year.
--

We randomly chose your apartment to ask some questions about living in ( <b>PROPERTY</b> ). None of the questions are the result of any problems at ( <b>PROPERTY</b> ).
--

*IF RESPONDENT IS HESITANT, USE FALLBACK STATEMENTS.*

We need to be sure we give every adult a chance to be interviewed for this study. Thinking only of people 18 or over who live in this apartment, which one had the most recent birthday? \_\_\_\_\_

*IF IT IS THE PERSON YOU'RE TALKING TO, GO TO NEXT PAGE*

May I speak to \_\_\_\_\_?

*IF PERSON IS NOT HOME* "When is a good time to speak to \_\_\_\_\_?"

Best day / time: \_\_\_\_\_

**\*\*USE THIS SAME FORM WHEN YOU RETURN\*\***

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*READ THE SENTENCE BELOW TO THE RESPONDENT AND GET HER OR HIM TO INITIAL THE INFORMED CONSENT FORM:*

Before we start, could you initial this sheet to show that no one made you answer this survey?

I will initial it too.

-----

Can I ask you some questions about living in **(PROPERTY)**? None of the questions are the result of any problems at **(PROPERTY)**. We just want to know how safe you feel in your apartment and neighborhood. I don't work for the management, and your answers will be kept secret. You don't have to answer any questions you don't want to, and you can stop at any time. The questions will take about half an hour. The building manager knows about the survey—you can call **(him/her)** or you can call David Katz or Adriana Gonzalez at Loyola (312) 915-7531.

7. *Date of Interview:* \_\_\_\_ / \_\_\_\_ / \_\_\_\_      *Start Time:* \_\_\_\_ : \_\_\_\_

***GO TO NEXT PAGE***

- 
- 
8. How long have you lived in this neighborhood? \_\_\_\_\_
9. On the whole, how do you feel about this neighborhood as a place to live? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?
- |                         |                     |
|-------------------------|---------------------|
| 1 Very Satisfied        | 4 Very Dissatisfied |
| 2 Somewhat Satisfied    | 8 Don't Know        |
| 3 Somewhat Dissatisfied | 9 Refused           |
10. What is the best thing about living in this neighborhood? \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
11. What is the worst thing about living in this neighborhood? \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
12. On the whole, how do you feel about **(PROPERTY)** as a place to live? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?
- |                         |                     |
|-------------------------|---------------------|
| 1 Very Satisfied        | 4 Very Dissatisfied |
| 2 Somewhat Satisfied    | 8 Don't Know        |
| 3 Somewhat Dissatisfied | 9 Refused           |
13. What is the best thing about living in **(PROPERTY)**? \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
14. What is the worst thing about living in **(PROPERTY)**? \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

---

15. How safe from crime do you feel inside your apartment during the day? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

- |                   |               |
|-------------------|---------------|
| 1 Very Safe       | 4 Very Unsafe |
| 2 Somewhat Safe   | 8 Don't Know  |
| 3 Somewhat Unsafe | 9 Refused     |

16. How safe from crime do you feel around (**PROPERTY**) during the day? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe? (**if needed, prompt—the halls, stairways, common areas, right outside the building, the parking lots, etc.**)

- |                   |               |
|-------------------|---------------|
| 1 Very Safe       | 4 Very Unsafe |
| 2 Somewhat Safe   | 8 Don't Know  |
| 3 Somewhat Unsafe | 9 Refused     |

17. How safe from crime do you feel in the neighborhood during the day? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

- |                   |               |
|-------------------|---------------|
| 1 Very Safe       | 4 Very Unsafe |
| 2 Somewhat Safe   | 8 Don't Know  |
| 3 Somewhat Unsafe | 9 Refused     |

18. How safe from crime do you feel inside your apartment at night? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

- |                   |               |
|-------------------|---------------|
| 1 Very Safe       | 4 Very Unsafe |
| 2 Somewhat Safe   | 8 Don't Know  |
| 3 Somewhat Unsafe | 9 Refused     |

19. How safe from crime do you feel around (**PROPERTY**) at night? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

- |                   |                         |           |
|-------------------|-------------------------|-----------|
| 1 Very Safe       | 4 Very Unsafe           | 9 Refused |
| 2 Somewhat Safe   | 5 Don't Go Out At Night |           |
| 3 Somewhat Unsafe | 8 Don't Know            |           |

---

20. How safe from crime do you feel in the neighborhood at night? Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe?

- |                   |                         |           |
|-------------------|-------------------------|-----------|
| 1 Very Safe       | 4 Very Unsafe           | 9 Refused |
| 2 Somewhat Safe   | 5 Don't Go Out At Night |           |
| 3 Somewhat Unsafe | 8 Don't Know            |           |

**In order to avoid crime, do you--**

	YES	NO	SOMETIMES
21. Avoid riding the bus?	1	2	3
22. Avoid riding the El?	1	2	3
23. Arrange to go out with someone so you don't have to be alone when going somewhere in the neighborhood?	1	2	3
24. Avoid certain areas in the neighborhood?	1	2	3
25. Avoid leaving your apartment?	1	2	3
26. Carry mace or other weapon with you when you leave your apartment?	1	2	3
27. Avoid carrying valuables with you when you leave your apartment?	1	2	3
28. Stay home at night?	1	2	3

29. How likely is it that you will move out of **(PROPERTY)** within the next year? Will you definitely move, probably move, probably not move, or definitely not move?

- |                |                  |
|----------------|------------------|
| 1 Definitely   | 4 Definitely Not |
| 2 Probably     | 8 Don't Know     |
| 3 Probably Not | 9 Refused        |

30. *IF DEFINITELY OR PROBABLY* → Why do you think you will move? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



31. Now please think about the stairwells, hallways, and common areas of (**PROPERTY**). Tell me whether you think the following things are a big problem, some problem, or no problem in those areas inside your building.

	BIG	SOME	NO	DON'T KNOW	REFUSED	TWO MOST
a. People being attacked or robbed in the stairwells, hallways, elevators, and lobby of your building? Is that a big problem, some problem, or no problem?	1	2	3	8	9	A
b. People selling drugs?	1	2	3	8	9	B
c. People using drugs?	1	2	3	8	9	C
d. Young people controlling the building?	1	2	3	8	9	D
e. People just hanging out?	1	2	3	8	9	E
f. Gang activity?	1	2	3	8	9	F
g. Graffiti, that is, writing or painting on the walls?	1	2	3	8	9	G
h. Shootings and violence?	1	2	3	8	9	H
i. Rape or other sexual attacks?	1	2	3	8	9	I
j. People who don't belong in the building getting in?	1	2	3	8	9	J
k. People breaking in or sneaking into homes to steal things?	1	2	3	8	9	K
l. Broken light bulbs that are not replaced for at least a day?	1	2	3	8	9	L
m. Trash and junk in the halls and stairwells?	1	2	3	8	9	M
n. Prostitution?	1	2	3	8	9	N

**HAND RESPONDENT CARD 1**

32. Of the things on this list, which two problems happen the most in your building? (*CIRCLE THE LETTERS IN THE RIGHT HAND COLUMN THAT MATCH THE ANSWERS GIVEN. READ THE LIST IF NEEDED*)

33. Is there anything else that makes you worry about crime in this building?

---



---



---

34. Now lets go over those activities again, but this time please think about the area right outside your building-- the parking lots, the lawns, the street and sidewalks right outside your building. Please tell me whether you think the following things are a big problem, some problem, or no problem in those areas right outside your building:

	BIG	SOME	NO	DON'T KNOW	REFUSED	TWO MOST
a. People being attacked or robbed right outside your building? Is that a big problem, some problem, or no problem?	1	2	3	8	9	A
b. People selling drugs?	1	2	3	8	9	B
c. People using drugs?	1	2	3	8	9	C
d. Young people controlling the area?	1	2	3	8	9	D
e. People just hanging out?	1	2	3	8	9	E
f. Gang activity?	1	2	3	8	9	F
g. Graffiti, that is, writing or painting on the walls?	1	2	3	8	9	G
h. Shootings and violence?	1	2	3	8	9	H
i. Rape or other sexual attacks?	1	2	3	8	9	I
j. Broken street or alley lights that are not repaired for at least a week?	1	2	3	8	9	J
k. Trash and junk in the parking lots and lawns?	1	2	3	8	9	K
l. Prostitution?	1	2	3	8	9	L

**HAND RESPONDENT CARD 2**

35. Of the things on this list, which two problems happen the most right outside your building? (*CIRCLE THE LETTERS IN THE RIGHT HAND COLUMN THAT MATCH THE ANSWERS GIVEN. READ THE LIST IF NEEDED*)

36. Is there anything else that makes you worry about crime right outside your building?

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37. Do you have any ideas for making **(PROPERTY)** safer from crime? (**Prompt: such as better lighting, better locks, better screening of tenants**)

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### VICTIMIZATION

Please tell me if any of the following crimes have happened since January first of this year:

38. Did anyone break into or somehow illegally get into your apartment and steal something?

1 Yes

↓  
Go to 39

2 No

8 Don't Know

9 Refused



1. IF YES → How many times? \_\_\_\_\_

Go to 40



2. Since January first of this year, has anyone tried to break into your apartment, but didn't get in?

1 Yes

↓  
Go to 41

2 No

8 Don't Know

9 Refused



Go to Next Page

17. IF YES → How many times? \_\_\_\_\_

Go to Next Page

---

**The following questions refer only to crimes that have happened to YOU since January first of this year:**

42. Did you have your (pocket picked / purse snatched)? 1 YES 2 NO → GO TO 43

IF YES → How many times?

	Inside Apartment	Inside Building	On this Block	Someplace Else
FOR EACH TIME → Where?				

43. Did anyone, including someone you know, take something else directly from you by using force, such as by a stickup, mugging or threat? 1 YES 2 NO → GO TO 44

IF YES → How many times?

	Inside Apartment	Inside Building	On this Block	Someplace Else
FOR EACH TIME → Where?				

***IF ANOTHER ADULT IS PRESENT, GO TO NEXT PAGE***

44. Did anyone, including someone you know, beat you up or attack you (other than any incidents already mentioned)? 1 YES 2 NO → GO TO 45

IF YES → How many times?

	Inside Apartment	Inside Building	On this Block	Someplace Else
FOR EACH TIME → Where?				

45. Were you knifed, shot at, or attacked with some other weapon by anyone at all? (other than any incidents already mentioned) 1 YES 2 NO → GO TO 46

IF YES → How many times?

	Inside Apartment	Inside Building	On this Block	Someplace Else
FOR EACH TIME → Where?				

46. Did anyone, including someone you know, THREATEN to beat you up or THREATEN you with a knife, gun, or some other weapon, not including telephone threats? (other than any incidents already mentioned) 1 YES 2 NO → GO TO NEXT PAGE

IF YES → How many times?

	Inside Apartment	Inside Building	On this Block	Someplace Else
FOR EACH TIME → Where?				

Do you know of, or have you heard about, any of the following crimes happening to someone else in or near **(PROPERTY)** since January first of this year:

	Yes	No	Don't Know	Refused
47. Was anyone's apartment broken into?	1	2	8	9
48. Did anyone have their pocket picked or purse snatched?	1	2	8	9
49. Did anyone have something taken from them by force, such as by a stickup, mugging or threat? (other than any incidents already mentioned)?	1	2	8	9
50. Was anyone beaten up or attacked (other than any incidents already mentioned)?	1	2	8	9
51. Was anyone knifed, shot at, or attacked with some other weapon? (other than any incidents already mentioned)	1	2	8	9
52. Was anyone THREATENED with a knife, gun, or other physical harm? (other than any incidents already mentioned)	1	2	8	9

## SECURITY

53. Compared to a year ago, do you feel safer from crime in **(PROPERTY)**, less safe, or about the same?

(If needed, prompt: Compared to last summer)

1 Safer 2 Less Safe 3 About the Same 8 Don't Know 9 Refused

54. As far as you know, since January first of this year, has your management made any changes to make your building safer from crime? 1 Yes 2 No 8 Don't Know 9 Refused

55. IF YES → What? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

56. Since January first of this year, have you made any changes to make your apartment safer from crime?

1 Yes 2 No 8 Don't Know 9 Refused

57. IF YES → What? \_\_\_\_\_

\_\_\_\_\_

58. How do you think the guards are doing at preventing crime in your building? Would you say excellent, good, fair, or poor?

1 Excellent 2 Good 3 Fair 4 Poor 5 No Guards 8 Don't Know 9 Refused

---

59. How do you think the police are doing in this neighborhood? Would you say excellent, good, fair, or poor?

1 Excellent    2 Good    3 Fair    4 Poor    8 Don't Know    9 Refused

**Now I would like to ask you about preventing crime**

60. How many people do you know in this building? Many, some, few or none?

1 Many    2 Some    3 Few    4 None    8 Don't Know    9 Refused

61. Do you and your neighbors watch one another's places when no one is at home?

1 Yes    2 No    3 Sometimes    8 Don't Know    9 Refused

62. Is there a neighborhood watch for this area?

1 Yes    2 No    8 Don't Know    9 Refused

63. *IF YES* → Do you or does anyone you know belong to it? 1 Yes    2 No    8 Don't Know    9 Refused

64. Do you think most of the people who commit crime in this neighborhood live in the neighborhood or live somewhere else?

1 In the Neighborhood    2 Somewhere Else    3 Both    8 Don't Know    9 Refused

65. Have you been to a CAPS meeting since January first of this year? (**If needed prompt: Community Policing OR Chicago Alternative Policing Strategies**)?

1 Yes    2 No    8 Don't Know    9 Refused

66. Have you participated in any activities sponsored by (**PROPERTY**), such as day care, educational programs, or parties and get-togethers since January first of this year?

1 Yes    2 No    8 Don't Know    9 Refused

67. *IF YES* → Which ones? \_\_\_\_\_

\_\_\_\_\_

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## DEMOGRAPHICS

Now I would like to ask you a few questions about yourself and the other people who live in this apartment.

68. What is your date of birth? \_\_\_\_ / \_\_\_\_ / \_\_\_\_ 9 Refused  
month day year

69. Do you consider yourself to be?

1 Black 4 Asian

2 White 5 Another race → Which one? \_\_\_\_\_

3 Hispanic

70. What is your ancestry or ethnic origin? **Prompt: For example, are you African-American, Puerto Rican, Russian, Korean?** \_\_\_\_\_

71. **Including yourself**, how many people 18 or over live in the apartment?

**(Count the respondent as 1)** 1 2 3 4 5 6 or more

72. How many teenagers age 12 to 17 live in the apartment? 0 1 2 3 4 5 6 or more

73. How many children under 12 live in the apartment? 0 1 2 3 4 5 6 or more

74. Since January first of this year, were you able to make phone calls from your apartment all the time, most of the time, some of the time, or none of the time?

1 All the time 4 None of the time → END INTERVIEW

2 Most of the time 8 Don't Know

3 Some of the time 9 Refused

75. I need your phone number because my supervisor may call to check on this interview.

Phone number: \_\_\_\_ / \_\_\_\_ - \_\_\_\_ 7 No Phone 9 Refused

**Thank you for your time and cooperation.**

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**Record Gender:** \_\_\_\_ Female \_\_\_\_ Male **End Time:** \_\_\_\_ : \_\_\_\_

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## Appendix C: Interviewer Training Manual



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# **Interviewer Training Manual**

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## **The SECURE Project**

**Security Enhanced Communities Utilizing Resident Endeavors**

**Loyola University Chicago  
Center for Urban Research and Learning  
Illinois Housing Development Authority**

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## I. Description of the Project

The Illinois Housing Development Authority (IHDA), together with Loyola University's Center for Urban Research and Learning (CURL), has designed a project to study residential security in four Chicago housing developments (The Pines of Edgewater, Northpoint, Park Apartments, and Diversey Square). IHDA is giving money to each development to increase security in and around the building. Items such as locks and lighting will be installed at the different complexes.

We have written a survey to measure how safe people feel in and around their apartment building. The survey was given once in the Fall of 1997 before security changes were made. Now that the security changes are complete, we are doing a follow-up survey to see if the changes made a difference. The survey will be given through face-to-face interviews at the residents' homes or in the building's management office. The interviews will consist of some "yes/no" questions, but a greater importance will be placed on the open responses of the residents.

The residents who are interviewed will be randomly chosen by the research team. You will be assigned a list of apartments for interviewing and we will tell you how to choose the respondents. About half of the residents in each development will be interviewed.

## II. Interviewing Techniques and Guidelines

### *Preparing for the Interview*

You should read the survey several times before doing the interviews. The interview should flow like a conversation, without long pauses between the questions. Before you begin interviewing, you should be familiar with the questions and the order they are listed. You must ask the questions exactly as written. Prompt cards should be organized in advance for easy access.

If you have any questions about the survey or the interview process before you start interviewing (or at any other time), **call David Katz or Adriana Gonzalez at (312) 915-7531.**

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### ***Beginning the Interview***

The most important step of the interview process is getting the respondents to agree to be interviewed. Try to convince them that the survey is important and will help make their apartment building a safer place to live. You should always be polite, friendly, and professional. For example:

**Table 1**

<b>Refusal/Excuse</b>	<b>Response</b>
Too busy	This should only take a few minutes. Sorry to have caught you at a bad time. I would be happy to come back. When would be a good time to come by in the next day or two?
Bad health	I'm sorry to hear that. I would be happy to come back in a day or two. Would that be OK?
Too old	Older person's opinions are just as important in this survey as anyone else's. For the results to be useful, we have to be sure that older people have as much chance to give their opinion as anyone else does. We really want your ideas.
Feel inadequate	The questions are not difficult at all. There are no right or wrong answers. We are concerned about how you feel rather than how much you know about certain things. Maybe I could read just a few questions to you so you can see what they are like. You can stop the interview any time you like.
Not interested	It's very important that we get the opinions of everyone in the sample. Otherwise, we won't know how people feel about crime and safety in your building. So, I'd really like to talk with you.
No one's business	I can certainly understand. That's why all of our interviews are confidential. Protecting people's privacy is one of our major concerns, so we do not put people's names on the interview forms. All of the results are reported in such a way that no individual can be linked with any answer. Management will not see the survey.
Objects to survey	The questions in this survey are ones that Loyola University really needs answered in order to know about crime and safety in your building and we think your opinions are important.

### ***Your Safety***

If you feel uncomfortable or afraid at any time during an interview, ***leave right away***. Do not put yourself in danger.

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### *Asking the Questions*

It is very important that the interviewer keep a neutral attitude during the interview. Do not show criticism, surprise, approval, or disapproval of anything the respondent says, or of anything written in the survey. The main point is to avoid saying or doing anything that could influence how the respondent answers the questions. The questions should be asked in the exact order and wording as written. This way, each respondent hears the same questions and their answers can be better compared.

**Prompts:** Prompts are statements to be used when respondents seem confused or unclear about how to answer a question. For example, question #16 asks, “How safe from crime do you feel around (**PROPERTY**) during the day?” If the respondent does not understand this question, you can prompt with “the halls, stairways, common areas, right outside the building.” Prompts are printed on the survey under the question they belong to, and should be read exactly as written.

**Probing:** Probing is used to get more information from the respondents when they seem to have more to say or when their answers are unclear, irrelevant, or incomplete. For example:

*Show Interest.* Showing interest and understanding, by saying “uh-huh,” “I see,” or “yes,” or by nodding, gives the message that the response has been heard and more is expected.

*Pause.* Silence can tell a respondent that you are waiting to hear more.

*Repeat the Question.* This can help a respondent who has not understood, misinterpreted, or strayed from the question to get back on track.

*Repeat the Reply.* This can encourage the respondent to say more, or notice an inaccuracy in the response he or she gave.

Other ways to probe a respondent are by asking a neutral question in order to get a more accurate and complete answer.

*For Clarification:* “What do you mean exactly?”  
“Could you please explain that?”

*For Specificity:* “Could you be more specific about that?”  
“Tell me about that. What, who, how, why?”

*For Relevance:* “I see. Well, let me ask you again” (REPEAT QUESTION AS WRITTEN)

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*For Completeness:*    “What else?”  
                                  “Can you think of an example?”  
                                  “That’s very interesting. Can you tell me more?”

If a respondent is speaking too quickly, kindly ask him or her to slow down so that you can write down the answer accurately.

Probes should always be neutral. NEVER argue with the respondent, and NEVER put words in their mouth. It is better to politely ask for more specific information than make any assumptions about the respondent's answer.

### ***How to Use the Survey***

Read the questions exactly as written. Instructions to you are in *italics*. These instructions should not be read to the respondents. Prompts are printed in **bold** face. Read them exactly as printed if the respondents seem unclear about answering the questions. Whenever the word “PROPERTY” appears in bold print and in parentheses, insert the name of the housing complex when reading the question aloud. For example, question #6 reads “How long have you been living in (**PROPERTY**)?” The interviewer should insert the name of the property and read the question as “How long have you been living in Diversey Square?” (or Northpoint, Park Apartments, or The Pines depending on where the interview is taking place).

***Skip Patterns:*** Some questions depend on the answers of the questions before them. For example, question #62 reads “Is there a neighborhood watch for this area?” The next question, #63, reads “IF YES → Do you or does anyone you know participate?” If the answer to #62 is “NO” or “DON’T KNOW,” then you SKIP QUESTION #63 and move on to question #64.

***Other Skips:*** Some questions may be skipped if the respondent has already given the answer. For example, question #71 asks how many adults live in the apartment. If the respondent answers “I live alone,” then you should skip questions #72 and #73, which ask about the number of teenagers and children who live in the apartment.

Questions #32 and #35 ask the respondent to pick the two biggest problems from a list they have just answered questions about. If the respondent has already answered that nothing on the list is a problem, do not ask which two are the biggest problems—in this case, just skip the question.

***Responses:*** DO NOT offer “Don’t Know” or “Refused” as response options to the questions. Try to probe the respondents as much as possible to get responses from them, but if after probing, the respondents still do not know an answer to the question, then circle #8 on the survey for “Don’t Know.” Likewise, after probing if the respondents simply do not want to answer a question or refuse to give you an answer, then circle #9 for “Refused.”

---

**Prompt Cards:** Prompt cards are visual aids for the respondents to look at when answering certain questions. They contain a list of crimes that the respondents think happen the most in or around their building. Questions #32 and #35 require prompt cards. Card 1 is given to the respondents when they are asked in question #32 "Which two problems happen the most in your building?" and Card 2 is given for question #35 "Which two problems happen the most right outside your building?" If the respondent is illiterate or for some other reason cannot read the card, you should read it to them.

**Recording Information on the Survey:** Write clearly, neatly, and legibly. For questions which have a list of responses, circle the number next to the response given. Answers to open-ended questions must be written exactly. Do not paraphrase, summarize, or shorten the respondents' answers. If you need more space for writing the open-ended responses, use the back of the survey and make sure that you identify the number of the question.

### ***Ending the Interview***

You should thank the respondents for their time and cooperation, **and emphasize the important role they have played by participating in the interview**. If the respondents want you to stay and talk, simply remind them that you have several other interviews to do. If the respondents have any questions about the study, tell them that they can call David Katz or Adriana Gonzalez at the Center for Urban Research and Learning at (312) 915-7531 and that they will be happy to talk to them about any concerns they may have about the interview.

### ***Confidentiality***

Confidentiality is extremely important. The names of the respondents should not be anywhere on the survey. You should not discuss any of the results during or after completing the survey. Since you live in the same building as the respondents, it is very important that you do not talk about the surveys with anyone. If residents find out that the surveys are being discussed, they may not participate in the survey.

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### III. The Interviewers' Responsibilities

#### *Contacting Respondents*

Residents will be notified by the building management and Loyola University that someone may be coming by to interview them about security in and around the building. You should stop by the apartments of the residents you are assigned to interview. The following rules apply:

1. The interviews should only be with people who have lived in the apartment complex for at least **one year**. If the respondent has not lived in the apartment complex for at least one year, thank the respondent and do not conduct the interview.
2. In order to give every adult a chance to be interviewed for the study, the person who has had the **most recent birthday** AND is at least **18 years old** should be the person interviewed. If the person who fits this description is not home, ask whoever answers the door when would be the best time to come back and speak with that person.
3. If no one is home, the interviewer should come back at another time, preferably at a different day and time to increase the chance of someone being available.
4. Be sure to use the **same** survey for an apartment if you must return to do the interview at another time.
5. Fill out the cover page of the survey **before** the interview. It is very important that the cover page correctly identifies the apartment where the interview took place, and whether the apartment is a *return* or a *new* interview. We will fill in the ID number of the surveys later. The **cover page MUST remain attached to the survey. NEVER remove the cover page from a survey.**
6. If you fail to get an interview after **6** attempts are made at a certain apartment, please call David or Adriana Gonzalez at (312) 915-7531 and you will be given a new apartment to interview.



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***Informed Consent Forms***

Each respondent must sign an informed consent form in order to take the survey. These forms must be turned in along with the surveys. Below is an example of an informed consent form.

Informed Consent Form  
Loyola/IHDA Housing Survey

The interviewer has explained to me that everything I say will be kept secret. I can refuse to answer any question, and I can stop the interview at any time.

\_\_\_\_\_  
Respondent's Initials

\_\_\_\_\_  
Interviewer's Initials

\_\_\_\_\_  
Date

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### ***Field Contact Record***

A field contact record is used to keep track of the interviews. The form is used to record contact attempts and how they turned out (for example, respondent not home OR interview completed) and the amount of time each interview took. Each interview should be documented on the contact record. There are also spaces for recording the amount of time spent traveling to the apartments or to the Center for Urban Research and Learning office, and the cost of travel (such as bus or train fare). Below is an example of a field contact record.

#### **FIELD CONTACT RECORD**

Period From: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ To: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Interviewer: \_\_\_\_\_

Date	Housing Complex	Address	Apartment #	Start Time	End Time	Outcome

#### **OUTCOME CODES:**

CI = Completed Interview

RF = Refusal

NH = Not Home

CB = Come Back

Total Completed Interviews: \_\_\_\_\_

Travel Time: \_\_\_\_\_

Travel Cost: \_\_\_\_\_

Interviewer Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

---

### ***Editing the Survey***

Editing is proofreading the completed survey to find missing information, correct errors, make handwriting clear, and add notes. You should go back and edit each survey at the end of each day you interview. Every survey should be edited before turning it in and a reviewer will do a second edit. If errors or incomplete sections are found, you will be asked to make corrections and possibly go back to the respondents to fill in missing information.

***Translation:*** For interviews NOT done in English you have two choices:

1. **Translate After:** During the interview, record responses onto a non-English survey. Afterward, translate the open-ended responses onto an English survey. Write the language in which the interview was done on the English survey, at the bottom of the cover page. Attach both surveys together and turn them in.
2. **Translate During:** During the interview, read the questions from a non-English survey, but record all responses in English on an English survey. Write the language in which the interview was done on the English survey, at the bottom of the cover page.

***Status Controls:*** The cover page of the survey contains a box for keeping track of the status of the survey. It is used to record when an interview is completed, edited, corrected, and entered into the computer. It is extremely important that the cover page remains attached to the survey. NEVER remove the cover page from a survey. Below is an example of the status controls box:

<u>STATUS</u>	<u>DATE</u>	<u>SIGNATURE</u>	
Interview completed	_____	_____	
Edit Complete	_____	_____	
Corrections Complete	_____	_____	
Data Entry Complete	_____	_____	→ FILE

Once the interview is complete, the interviewer dates and signs the first line in the status controls box. When a reviewer has finished editing the survey, the second line is dated and signed, and the survey is given back to the interviewer for corrections if necessary. On completion of corrections, the interviewer signs again, and the survey is ready for the data entry process. Once the data are entered, the survey may be filed.

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### ***Completed Interviews***

All surveys must be completed, edited, and ready for data entry by **September 15, 1998**. This deadline is very important so please have all of your interviews completed by this date. One interviewer from each complex will be responsible for bringing the surveys to the Center for Urban Research and Learning or to Dr. Block's mailbox at the end of each week. The interviewers at each complex should decide who will be the person for turning in the surveys. This interviewer will be reimbursed for time and transportation costs. The Center for Urban Research and Learning (CURL) is located at 820 N. Michigan Avenue (Lewis Towers) on the 10th floor. Dr. Block's mailbox is located at Loyola's lake shore campus in the Sociology Department on the 9th floor, room 921 of Damen Hall (Damen Hall is located just north of Sheridan and Winthrop). **DO NOT MAIL THE SURVEYS.**

### ***Data Entry***

After the interviews are completed, we will train and pay you for data entry. Data entry will take place at the CURL office--hours will be flexible.

### ***Payment***

You will be paid every two weeks. The first paycheck may take three weeks because of paper work, but after that you will be paid every other week. You will be paid \$10 per hour for interviewing, training sessions, and travel time. You will also be reimbursed for travel costs. Loyola can mail your paycheck to you, or you can pick it up at CURL. CURL is open 8:30 a.m. to 5 p.m., Monday through Friday. If you decide to pick up your check on the pay day, it will be available after 1 p.m.

If you have any questions about the project, please call David Katz or Adriana Gonzalez at the Center for Urban Research and Learning at  
(312) 915-7531.

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## Appendix D: Data Entry Training Manual

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# Data Entry Training Manual

## *IHDA SECURE Project*

Center for Urban Research and Learning  
Illinois Housing Development Authority

*November 1998*

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## Data Entry Training Manual

**Data Entry** will take place in the computer lab at the Center for Urban Research and Learning, 111 East Pearson / 820 North Michigan, 10<sup>th</sup> floor. Computers #2, #3, #4, #5, and #6 are set up for Data Entry. The computer lab is always available on Mondays, Wednesdays, and Fridays from 9 am to 5 pm. Sometimes the lab is available on Tuesdays and Thursdays also--a schedule is posted in the lab each Monday. If you have any questions about the computers or about when the lab is available, ask Michelle Fugate-- she is available on Mondays, Wednesdays, and Fridays either in the computer lab or at her desk (cubicle 1024a).

**Surveys** are in the top drawer of the file cabinet in cubicle 1014b. Each file folder contains five surveys--take ONLY ONE file at a time. Take a folder from the left side of the drawer. After you have entered data for **all the surveys** in that file, place it back in the top drawer on the *right* side. If you do not finish all the surveys in a file, place it back on the left side of the drawer.

**\*\*\*Do not enter surveys for which you are the interviewer\*\*\***

**To begin** data entry, choose one of the available computers (#2, #3, #4, #5, or #6) and turn on the computer and monitor (if they are not already on).

- Move the pointer to the IHDA folder and click twice with the mouse.
- You will then be prompted to enter a password: type curl1 and press enter.
- (if you are on computer #6, you will not need to enter the password)
- A window will appear with a list of folders--select the folder with your name on it and click twice.
- Another window will open (with your name on top) containing the Data Entry Form98 file. Select this file and click twice.
- Microsoft Access program will now start, and the Data Entry Form98 Database will open.
- Click on the 'forms' tab and you will see Data Entry Form98 listed.
- Click on the Open button at the right side of the window. The data entry form will now open.

---

## ENTERING DATA

Make sure you enter data exactly as it is on the survey. If you are not sure of something on the survey (something hard to read or not marked clearly, for example), or if you notice some problem with the survey, record it on a Data Entry Problems sheet along with the CaseID number. A sample of the Data Entry Problems sheet appears below.

# DATA ENTRY PROBLEM SHEET

Name\_\_\_\_\_ Date\_\_\_\_\_

CASE ID	Question #	COMMENT



---

To move around in the data entry form, use the TAB key. After you enter each item, press the Tab key to move to the next one. If you make a mistake, you can press SHIFT+TAB together to move back up in the form; you can also use the mouse to point to where you want to go, and then click to move the cursor there. You can then make the changes you need to make, and then continue normally with the rest of the form.

The numbers in the data entry form are the same as the question numbers on the survey. Some items on the data entry form have letters after the number--for example, page 7 on the survey appears on the form as questions 31a to 31n. Page 10 of the survey has many data entry boxes for each question--each box has a number and a letter.

As you move through the form, titles in blue will tell you when to move to the next page on the survey.

Enter a zero for any question which was not answered on the survey (NOTE: This is NOT the same as a Don't Know or Refused response).

### *Some special cases*

**Scroll-through lists**--in some places, such as when entering the Interviewer's name, you don't need to type the whole thing--just select what you want from the list that's already there. To do this, move the mouse to the arrows on the right side of the data entry box. Click on the arrow to move through the list

**Drop-down lists**--When entering the address, just click on the arrow to the right of the data entry box and a list of addresses will appear (it may take a few seconds). Use the mouse to move up and down in the list and pick the address that is marked on the survey.

**Dates**--some boxes are set up for dates--if one of these is left blank on the survey, enter 9/9/99 (the computer will only accept a valid date).

***When you complete each survey, make sure sign and date the Data Entry Complete line on the cover page.***

Keep track of the surveys you enter and the time it took on a Data Entry Time Sheet (see example on the next page)

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## DATA ENTRY TIME SHEET

Name: \_\_\_\_\_

Case ID	Date Entered	Time

Total Surveys Entered: \_\_\_\_\_

Data Entry Time: \_\_\_\_\_

Travel Time: \_\_\_\_\_

Travel Cost: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_ / \_\_ / \_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_ / \_\_ / \_\_

Time	
Cost	

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## Appendix E: Crimes Known to Police

Chart: Burglaries

Chart: Robberies

Chart: Drug-Related Incidents

## Burglaries Known to the Police: January 1996 to September 1998

complex	location	q1 1996	q2 1996	q3 1996	q4 1996	q1 1997	q2 1997	q3 1997	q4 1997	q1 1998	q2 1998	q3 1998
diversey	1000 Ft Buffer	25	15	14	10	22	11	22	23	15	13	17
	500 Ft Buffer	1	2	5	5	4	4	4	7	9	3	5
northpoint	In Complex	0	0	2	0	2	0	0	2	0	0	1
	1000 Ft Buffer	9	7	6	8	4	4	5	9	4	11	5
	500 Ft Buffer	10	11	5	12	11	13	11	29	15	13	7
	In Complex	1	2	0	0	2	1	0	0	1	1	1
park	1000 Ft Buffer	14	15	18	20	15	16	14	25	6	9	3
	500 Ft Buffer	14	9	17	17	7	7	6	12	4	1	5
	In Complex	8	5	10	9	3	2	4	2	2	0	0
pines	1000 Ft Buffer	25	24	32	31	28	15	30	15	15	16	21
	500 Ft Buffer	13	15	15	17	10	8	8	7	5	4	9
	In Complex	0	1	0	0	1	0	0	0	0	3	0
all complexes	1000 Ft Buffer	73	61	70	69	69	46	71	72	40	49	46
	500 Ft Buffer	38	37	42	51	32	32	29	55	33	21	26
	In Complex	9	8	12	9	8	3	4	4	3	4	2

Source: Chicago Police Department CAPS Evaluation

## Robberies Known to the Police: January 1996 to September 1998

	location	q1 1996	q2 1996	q3 1996	q4 1996	q1 1997	q2 1997	q3 1997	q4 1997	q1 1998	q2 1998	q3 1998
complex	1000 Ft Buffer	7	11	12	15	8	8	14	8	20	20	10
	500 Ft Buffer	8	7	2	9	7	7	12	20	8	8	6
northpoint	In Complex	1	0	0	2	1	1	1	3	0	2	1
	1000 Ft Buffer	7	11	14	9	6	10	4	11	7	15	17
park	500 Ft Buffer	3	10	12	7	3	7	4	6	10	10	5
	In Complex	0	2	0	3	1	1	1	0	1	3	1
pines	1000 Ft Buffer	14	19	21	16	9	14	20	15	13	21	15
	500 Ft Buffer	10	4	9	5	14	10	7	7	6	9	8
all complexes	In Complex	0	0	1	1	0	0	0	1	0	0	1
	1000 Ft Buffer	19	15	25	25	11	20	17	18	15	13	19
	500 Ft Buffer	0	8	12	6	6	11	4	3	2	2	4
	In Complex	0	2	1	0	0	0	0	0	0	0	0
	1000 Ft Buffer	47	56	72	65	34	52	55	52	55	69	61
	500 Ft Buffer	21	29	35	27	30	35	27	36	26	29	23
	In Complex	1	4	2	6	2	2	2	4	1	5	5

Source: Chicago Police Department CAPS Evaluation

### Drug Crimes Known to the Police: January 1996 to September 1998

complex	location	q1 1996	q2 1996	q3 1996	q4 1996	q1 1997	q2 1997	q3 1997	q4 1997	q1 1998	q2 1998	q3 1998
diversey	1000 Ft Buffer	6	9	10	11	7	6	10	7	9	5	11
	500 Ft Buffer	2	6	4	4	13	2	7	3	5	2	4
northpoint	In Complex	0	0	0	1	3	0	0	1	0	0	0
	1000 Ft Buffer	18	15	16	33	35	31	31	52	41	47	54
park	500 Ft Buffer	42	45	56	45	47	31	33	51	32	35	55
	In Complex	2	3	7	5	2	5	4	5	2	3	6
pines	1000 Ft Buffer	43	22	24	39	31	17	14	30	43	32	28
	500 Ft Buffer	11	17	20	11	24	11	16	10	20	32	19
all complexes	In Complex	1	0	1	2	2	0	3	0	1	0	2
	1000 Ft Buffer	20	18	16	51	28	25	22	29	33	42	25
	500 Ft Buffer	25	19	35	23	24	15	16	16	14	20	11
	In Complex	3	3	4	0	0	0	0	2	0	0	0
	1000 Ft Buffer	87	64	66	134	101	79	77	118	126	126	118
	500 Ft Buffer	80	87	115	83	108	59	72	80	71	89	89
	In Complex	6	6	12	8	7	5	7	8	3	3	8

Source: Chicago Police Department CAPS Evaluation