



Chula Vista Police Department
Chula Vista City Attorney's Office



apartment safety project



22nd Annual
Problem-Oriented Policing Conference
October 10 and 11, 2011

chula vista: where is it?



237,000
residents

215 sworn
officers





Chula Vista Police Department
Chula Vista City Attorney's Office



Scanning



Why Focus on Apartments?

- Officers identified need in 2004 beat project
- Community telephone calls: is x apartment safe??
- Motel project illustrated what could be achieved
 - At single locations and neighborhood level
- 13% of all CFS at apartments
- Home to 25% of city residents

West Side Chula Vista Apartment Complexes with 8+ Units, and Violence and Disorder Hotspots



Prepared By:
CVPD Research & Analysis Unit (J. Rioflorida)

Sources:
Chula Vista Information Technology Services,
Geographic Information Systems,
Chula Vista Police Department
Code Enforcement Division,
Chula Vista Planning and Building Services Dept.
Chula Vista Finance Dept.

Southwest Chula Vista Apartment Complexes with 8+ Units, and Violence and Disorder Hotspots



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apartment **safety** project



- Sought BJA funds, received \$357,000 grant
- Hired neighborhood prosecutor, assistant



Project **goals** (2 years)

- Improve quality of life for residents
- Reduce police calls to apartments
- Build partnerships with stakeholders for success



Chula Vista Police Department
Chula Vista City Attorney's Office



Analysis

apartment **safety** project



Studying the Problem

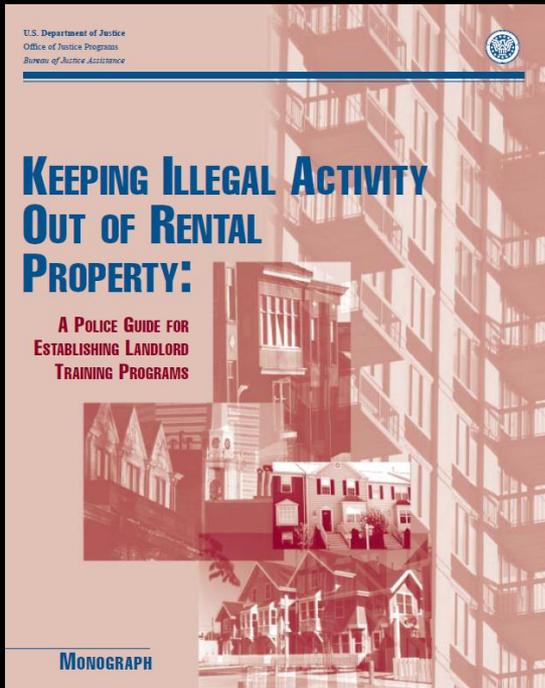
- Literature review
- CFS analysis
- Resident surveys
- Manager surveys
- Manager focus group
- Investigating causes



literature review



- POP guides, research, news articles, city websites, state and local laws, prior Goldstein submissions



- Key source:
 - Keeping Illegal Activity Out of Rental Housing: A Police Guide for Establishing Landlord Training Programs

apartment database



- Identified all apartments in city with 8+ units
 - 340 total
- Sources:
 - Business Licensing
 - Code Enforcement
 - Planning data
 - Police CFS data
 - On-site verification



apartment database



- Individual addresses that comprise a single complex
- Number of units at each complex address
- Cherry Tree Apartments (34 units) has 7 separate addresses on multiple streets:
 - 201 Blossom St – 4 units
 - 202 Cherry St – 6 units
 - 203 Blossom St – 4 units
 - 204 Cherry St – 6 units
 - 205 Blossom St – 4 units
 - 206 Cherry St – 6 units
 - 207 Blossom St – 4 units

apartment database

Crime Free Easy Tracking System

www.crimefreesoftware.com



Crime Free EasyTracking™ Software www.crimefreesoftware.com (800) 993-9626 or (619) 421-8227

Sign On Setup Property Lists Reports Training Contacts Backup Software Help

Manager Information from this Property Close

Add a New Property Go To Another Property Go To Another Person Print Property Profile

Property Name
Allentown Apartments

Current User: Dan This User's Area: ALL # Properties: 35

Property **Manager** Mgmt Co Owner Other Names All Names All CPTED's Stats Notes Photos Documents Authorizations

This is where you track Manager Information

Name & Address for this

Add Manager **Primary Manager** Set as Primary

Copy Property Address

This Property has One Manager

First Name: Nick Last or Company Name: Casinomos Copy Person

Address (line 1): 7752 Avalon St Show Map

Address (line 2): Use Default City/State/Zip

City: Your City State: CA Zip Code: 95555

Title: Manager Personal Phase 1 Date: 7/12/2007 Select Training

Primary Email Address: crazynick@allentownapts.com Start Email

Secondary Email Address: Start Email

Phone Numbers for this

Add Mgr Phone # **Primary Phone #** Set as Primary

Copy Property Phone Numbers

Phone Type	Manager Phone Number	Date Entered
Office	555-734-9657	7/13/2007
Fax	555-454-4549	7/13/2007
Cell	621-136-1358	7/13/2007

This Manager's Photo(s)



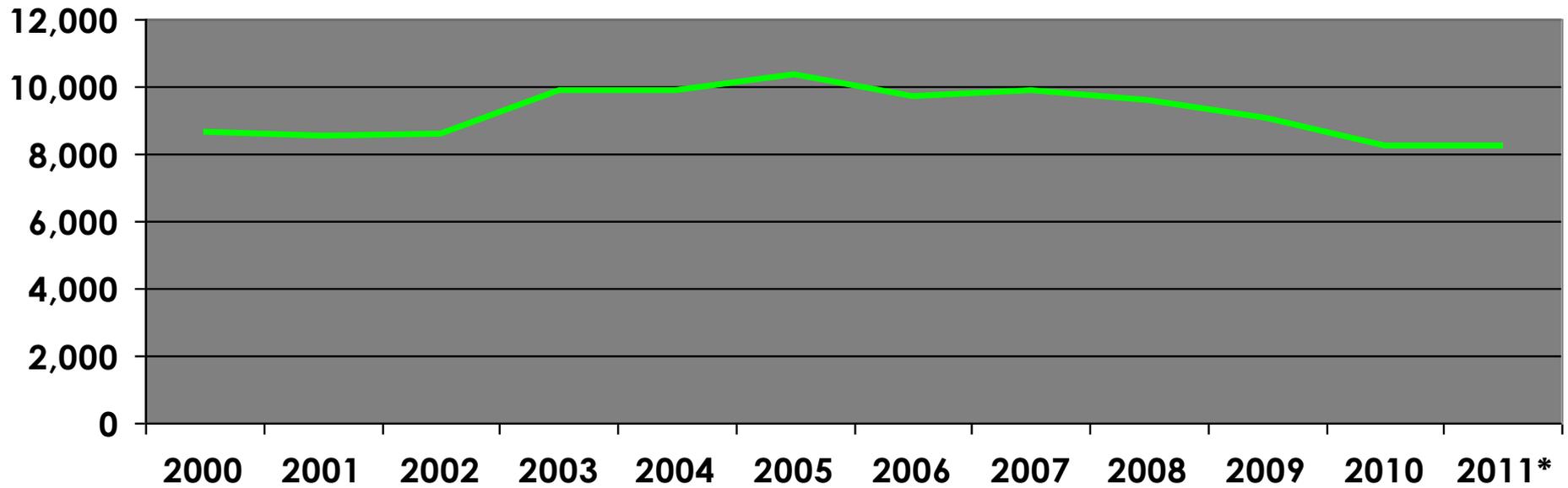
Add Manager Photos

Photo Date: 8/2/2006 # Photos: 1

Photo Caption: Nick is a manager who works until he's frantic to make Crime Free Multi-Housing successful!



CFS to Apartment Complexes by Year



* projected

cfs analysis



Top Apartment Call Types	% of Total
Domestic Violence	16%
Noise/Party	11%
Disturbance - Person	7%
Check a Person's Well Being	5%
Disturbance - Family	5%
Total	44%

cfs analysis



- Method to compare 340 complexes
- Calculated CFS/unit ratios and city median
 - 0.36 per unit, per complex, per year
- Identified 40 complexes for intensive outreach
 - Higher than 0.67 CFS per unit
 - 8 to 352 units

prior responses



- Crime-Free Multi-Housing program
- 2004 beat problem solving project
- Extra patrol of problem properties

stakeholders and harms

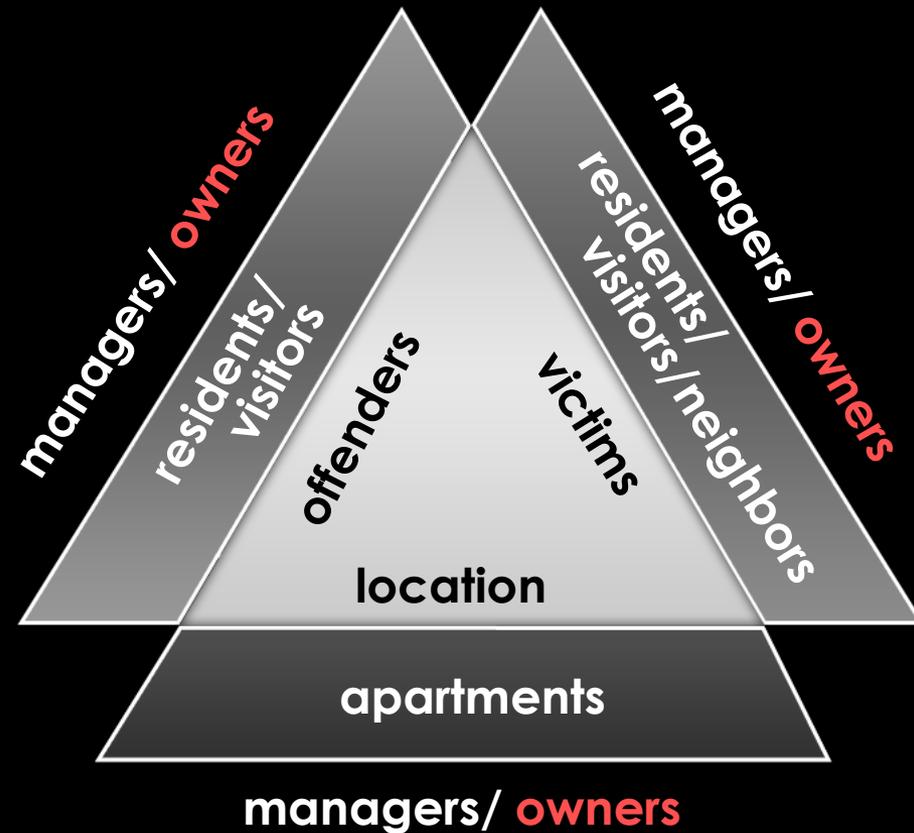


- Additional Stakeholders

- City/county departments
- Apartment associations
- Elected officials

- Harms

- Direct/indirect victimization
- Quality of life
- Fear



resident surveys

- 2,000+ residents
- 40 complexes
- Delivered by 21 officers
- Response rate: 18%



Apartment Safety:

We want to know what you think!

Part of our **SAFE COMMUNITIES PROGRAM**



Please give us your feedback
through the enclosed

Resident Survey

The Chula Vista Police Department is working to improve safety and quality of life at your apartment complex. Your answers to the enclosed survey will help us identify and address crime and disorder problems that may be happening here.

This survey only takes about 5 minutes and **your responses will be anonymous.**

- 1 Please complete the survey in the next 2 weeks
- 2 Register to win 2 FREE movie tickets by either **completing and mailing the enclosed postcard**, OR by registering online at:
www.chulavistaca.gov/Surveys/Police/Apartments.htm

You can also request to be contacted by a police officer, as well as get a copy of the resident survey report.

We can make a difference together.

Dear Resident:

The Chula Vista Police Department invites you to take this survey to help us better understand the crime and disorder concerns of apartment residents in Chula Vista. This survey is funded by a federal grant. The goal of the grant is to reduce crime and increase quality of life at rental properties by encouraging partnerships between landlords, tenants, City agencies, and community-based organizations.

This survey is being administered to residents of some apartment complexes in Chula Vista. The survey takes approximately 5 minutes to complete. In 12-18 months, we will ask you to take the same survey again. The purpose of the follow-up survey is to measure any change. We will use data collected through this survey to address crime and disorder issues in this community. Your opinions are very important to us. You will also have an opportunity to become involved in fixing problems identified by apartment residents.

This is a confidential, anonymous survey. The Institutional Review Board of California State University, San Bernardino, has approved this survey. This means that the survey questions and administration were designed to be anonymous by not asking your name. This means that at no time can your name be reported along with your responses. Results will be presented only in general terms. No identifying information will be included in the survey report.

Your participation in this survey is voluntary, and you may stop answering questions at any time. If you answer questions today, you are not obligated to answer any survey questions in the future. You may choose to receive a report of the survey results by email by going to this website:
www.chulavistaca.gov/Surveys/Police/Apartments.htm or returning the enclosed postcard. Results also will be presented at community meetings hosted by the Chula Vista Police Department. Please complete the survey as soon as possible and mail it back in the enclosed stamped envelope.

If you have any questions or concerns, please feel free to contact Carol Trujillo at 619-409-5466.

Sincerely,

David Bejarano, Chief of Police



key findings



- Top concerns:
 1. Unwanted people hanging out on property
 2. Drug use/dealing
 3. Noise
- Almost 40% don't feel safe
- Almost 60% said they don't know their neighbors at all, or very well



owners/managers

- Surveys

- 275 operators
- Online and mail
- Response rate: 22%

- Focus Group

- 9 managers and owners



key findings

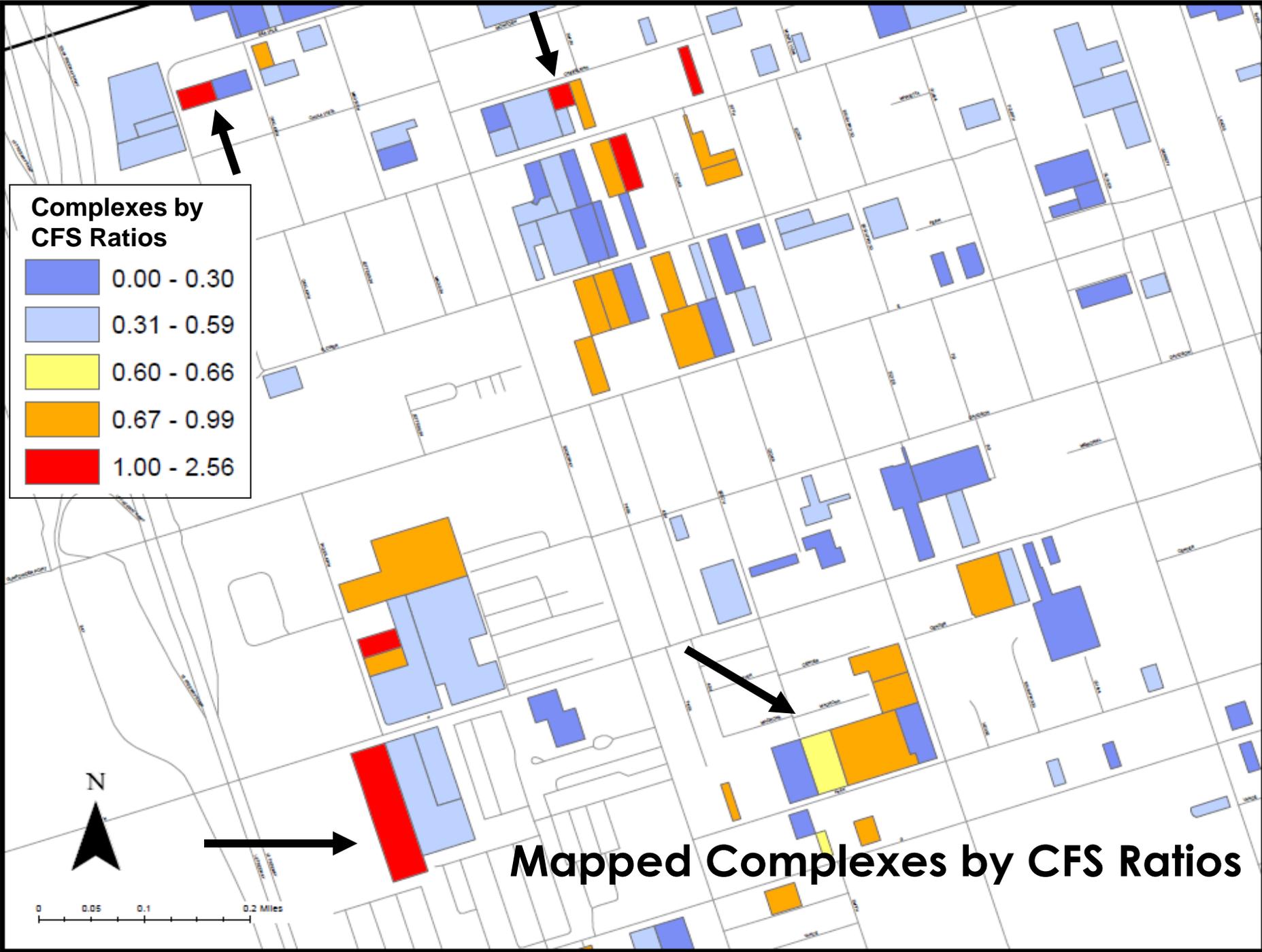


- Managers focus on ability to pay when screening tenants, not past tenant behavior
 - Only 10% check 2nd and 3rd prior landlord for references
- 87% said reports on crimes and CFS at their complexes would be helpful

investigating causes



- Bad neighborhood
- Low rents



rents



CFS Ratio: **3.63**

2-Bedroom Rent:
\$975-\$1050



CFS Ratio: **0.83**

2-Bedroom Rent:
\$925-\$1050

rents



#3

CFS Ratio: **0.27**

2-Bedroom Rent:
\$1125



#4

CFS Ratio: **0.14**

1-Bedroom Rent:
\$800

apartment **problem** causes



- Weak tenant screening
 - Inadequate past reference checks
 - Emphasis is on payment history, not nuisance behavior history
- Poor management of problem tenants
 - Don't have or enforce rules/let problems fester
 - Reluctant/not able to end leases of problem tenants
 - Manager turnover; lack of formal training/education/experience in apartment management



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Response

Goldstein Hierarchy



Bringing a civil action

Legislation mandating prevention

Charging a fee for police service

Withdrawing police service

Public shaming

Creating organization to assume ownership

Engaging another existing organization

Targeted confrontational requests

Straightforward informal requests

Educational programs

1-on-1 meetings



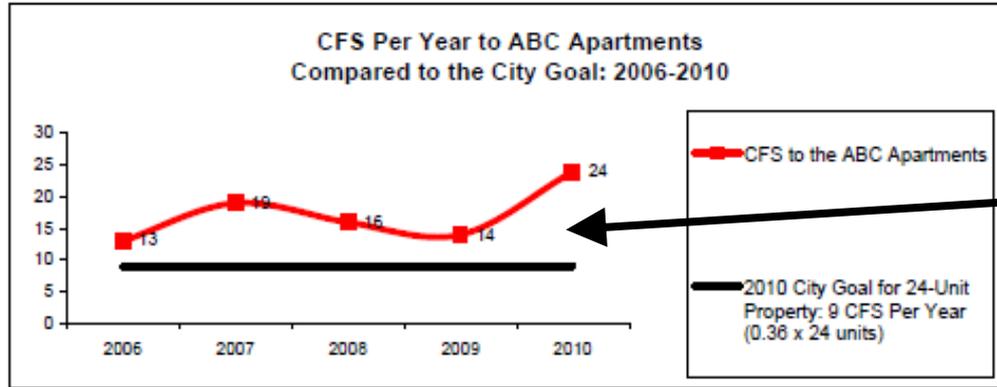
40 focus properties managers, owners

- Landlord's crime and disorder concerns, challenges, management practices?
- Police calls and arrests for past 8 -18 months
- Site- and problem-specific recommendations & action plan (improve screening, enforce community rules; remove problem tenant; CPTED; police response)
- Free resources



Crime and Disorder Call for Service (CFS) Yearly Overview: 2010

ABC Apartments at 1234 ABC Street (24 Units)



2010 Police CFS per unit, per year ratio for the ABC Apartments (24 CFS / 24 units)

1.00

Median Police CFS per unit, per year ratio for city apartments with 8+ units

0.36

Compared to other city properties, the ABC Apartments' 2010 CFS per unit, per year ratio is

2.8 times higher

Total Number of CFS to Each Unit From Most to Least

Address	Unit	2010 CFS
1234 ABC Street	Unit 5	9
1234 ABC Street	Unit 3	3
1234 ABC Street	Unit 22	3
1234 ABC Street	Unit 12	2
1234 ABC Street	Unit 7	1
1234 ABC Street	Unit 10	1
1234 ABC Street	Unit 11	1
1234 ABC Street	Unit 17	1
1234 ABC Street	No unit specified	3

Call Types to Your Complex From Most Common to Least Common

CFS Type	2010 CFS
Domestic Violence	4
Psychological Evaluation	4
Vandalism	3
Disturbance - Family	2
Disturbance - Person	2
Check a Person's Well Being	1
Disturbance - Noise	1
Incident Evaluation	1
Other Incident	1
PR Contact	1
Stalking	1
Suspicious Circumstances	1
Suspicious Person	1
Vehicle Theft	1



- Long-term trends
- Comparison to other properties
- Hot units
- Common problems

general recommendations



- Screen tenants carefully – pay now or pay later
- Use month-to-month tenancies for greatest flexibility
- Use a Crime-Free Lease Addendum
- Enforce community rules – document, be firm & fair
- “3 Strikes, You’re Out” – after notice, take action
- Negotiate to get problem residents out ASAP
- Leverage Section 8 relationship
- Ask residents to make noise & low-level complaints to management first, not police
- Hold quarterly community meetings

dv recommendations



Make it Stop

You can help stop domestic violence.



Please call the police.



Information offered by the
Chula Vista Police Department

www.chulavistapd.org

This project was supported by Grant No. 2009-02454030 awarded by the Bureau of Justice Assistance, The Bureau of Justice Assistance is a component of the Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the 504081 Office, and the Office for Victims of Crime. Points of view or opinions in this document are those of the author and do not represent the official position or policies of the United States Department of Justice.

People in the photographs are models.

DOMESTIC VIOLENCE occurs in your community. Learn to recognize, respond and report. Research shows calling the police to report these incidents helps prevent future domestic violence.

If you answer yes to one of the following questions, please take action.

- Have **YOU** been a victim?
- Have you **WITNESSED** domestic violence happen to family members, friends, co-workers, or neighbors?
- Have you **HEARD** domestic violence occurring in neighboring homes?

The Chula Vista Police Department urges you to call the police to report any domestic violence incident. Contact the police department by dialing 911.

RECOGNIZE ABUSE

DOES YOUR PARTNER:

- Discourage relationships with others?
- Track **all** of your time?
- Anger easily and take it out on you?
- Control **all** the finances?
- Physically harm or threaten you?



DO YOU:

- Feel afraid of your partner much of the time?
- Believe you deserve to be hurt or mistreated?
- Feel emotionally numb or helpless?



If the answer is yes to any of these questions, you may be in an abusive relationship. It's time to get help.

If you don't feel comfortable calling the police, please talk to someone. Part of the abuser's power comes from secrecy. Go to a neighbor or call South Bay Community Services at (800) 640-2933.

Visit <http://www.ncadv.org/protectyourself/> or www.personalsafetyplan.org for a safety plan you can tailor to your needs.



WANT TO LEAVE?

A domestic violence victim may break a lease by giving the landlord 30 days notice and a copy of the police report. (Cal. Civ. Code §1946.7).



- Encourage reporting by neighbors
- Local resources for victims
- 30-day lease break law

community meetings



40 **focus** properties

Residents, managers
and owners

- CFS trends at complex
- Apartment Safety Tips
- DV Flier
- Q&A



You Are Invited!

Please join the Chula Vista Police Department and your apartment manager/owner for an informal meeting for residents of your apartment community.

Date and Time: 6:30- 7:15 p.m. on Thursday, June 16.

Location: in the parking lot
Bring your lawn chairs!

We will provide safety tips and answer questions.

Cookies and chips will be provided.

¡Están invitados!

Venga a una reunión informal con el Departamento de Policía de Chula Vista y a conocer al administrador/dueño del departamento donde vive.

Día y hora: 6:30- 7:15 p.m. el jueves 16 de junio.

Ubicación: En el estacionamiento de su edificio
¡Traiga su propia silla!

Daremos consejos de seguridad y responderemos a sus preguntas.

Tendremos galletas y fritas.



community meetings



Woodlawn Avenue Apartments

June 30, 2011

Kingswood Manor Apartments

July 7, 2011



community meetings



Apartments at 336 Zenith Street

June 16, 2011

community meetings



April 21, 2011 Park Regency Apartments

To: Whom it may concern. I am writing this letter to report a problem that has been going on for a few months. I want to report the Apartment #119 who has been using the location as a Tattoo Shop. Every day numerous people come to the apartment complex to this apartment #119 to get work done. It has come to the point where the environment gets very noisy and the living conditions of this apartment complex gets very uncomfortable. They sleep by day and party at night. They are causing too much trouble. Can you please take care of this situation or advice us who should we contact to solve this problem.

Sincerely

Apt#121

Joel Sien

[Signature]

Apt#118 Primitivo Rivera

Apt# 123

JOSÉ LUIS

Park Regency Apartments

April 16, 2011



Chula Vista Police Department
Chula Vista City Attorney's Office



Assessment

preliminary results



- Of 17 complexes with 1-on-1 meetings more than 100 days ago
 - **35% (6) now under 0.50, but had improved prior to meeting**
 - **6% (1) now under 0.50**
 - **59% (10) still at least 2 times higher than median, although half improved**
- Overall: total CFS down 28% for this group*

*reduction does not include properties with pre-meeting improvement

preliminary results



- Of 9 complexes that will not meet with us
 - 33% (3) now under 0.50 (improved on own)
 - 67% (6) still at least 2 times higher than median (only 1 improved)
- Overall: total CFS up 24% for this group

preliminary results



- Landlords hungry for information on crime prevention and police calls
- Residents willing to participate in surveys, meetings
- City leaders supportive
- Apartment associations enthusiastic
- Successful Partnerships
 - Chula Vista-based Crime-Free Easy Tracking software
 - City Departments (Code, Housing)
 - County's Psychiatric Emergency Response Team (PERT)
 - Section 8

accountability/recognition

- Plan public website

- Police CFS information posted by complex and unit # -- daily

- List of city complexes with annual CFS ratios in descending order

- Annual “report cards” for each complex w/CFS summary like Gilbert, AZ

<http://www.gilbertaz.gov/police/analysisapts.cfm>



A screenshot of the City of Chula Vista website. The page is titled 'APARTMENT SAFETY' and is part of the 'Apartment Safety Project Resource Page'. It features a navigation menu at the top with options like 'Home', 'About Chula Vista', 'Attractions', 'What's New', 'City Services', 'FAQs', 'Calendar', 'Contact Us', and 'Site Map'. The main content area includes a welcome message, contact information for Carol Trujillo (Deputy City Attorney) and Karin Schmerler (Senior Public Safety Analyst), and a list of resources such as 'Apartment Safety Project Fact Sheet', 'Resident Surveys', and 'Apartment Manager/Owner Survey'. There is also a small image of a 'NO LOITERING' sign.

future outreach



- Will invite all 340 apartment operators to 3 city-wide meetings to share survey results, recommendations on management practices, Q&A
- With community stakeholders: business associations, social service providers, other City of Chula Vista departments

future options



- **Regulation, enforcement, fees?** (i.e. “responsible owner” permit tied to a public safety standard and operating conditions; public nuisance prosecution)
- **Individual MOUs** for problem properties?
- Attempts to encourage voluntary partnership, improvement = evidence for a future enforcement response

challenges



- Management turnover
- Owners not participating in 1-on-1 meetings
- Property representatives not willing to meet

challenges



challenges



challenges



challenges



philosophy



- Encourage responsible management, partnership – “When you are successful, we are successful.”
- No surprises – involve landlords and tenants in the process AND solutions
- Provide opportunities to improve *before* more coercive measures



ideas
&
questions

contacts



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www.chulavistapd.org/safeapts