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## **INTRODUCTION**

The Calgary Police Service employs 1,675 men and women who are responsible for policing the City of Calgary. Calgary is a city located in the southern area of the Province of Alberta and covers approximately 300 square miles with a growing population of 825,000.

Community Based Policing was introduced to Calgary in 1974 and resources were deployed by geographic areas identified as Zones. These autonomous work areas were intended to bring together the community and police to work toward common goals.



# OPERATIONAL PROJECTS PLAN

MM 12	DD 01	AREA - Residential Apartments 10th Street N.W. - 4th Street N.E. / Memorial Drive - 8th Ave. N.E.	O.P.P.LOG# 3-068
ORIGINATED BY Sergeant K.S. GROVE #1969		REG#	PROBLEM TYPE Extensive Criminal Activity

TITLE	<b>ZONE 3-6 APARTMENT WATCH</b>
-------	---------------------------------

Check one of the problem-solving categories below:

<input type="checkbox"/>	<b>INFORMATION</b> <ul style="list-style-type: none"><li>• "How - To - Do's"</li><li>• Policy / Procedures</li><li>• Criminal Activities</li></ul>
--------------------------	--

<b>INSTRUCTIONS</b> <p>The outline should be in a narrative text format which describes the situation you wish to address.</p>
--

<input type="checkbox"/>	<b>TARGETING</b> <ul style="list-style-type: none"><li>• Investigations</li><li>• Operations</li><li>• Criminal Activities</li></ul>
--------------------------	--

<b>INSTRUCTIONS</b> <p>The format should follow the Four Phases of Problem-Solving outlined on the back of Form "A"</p>
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<input checked="" type="checkbox"/>	<b>COMMUNITY POLICING</b> <ul style="list-style-type: none"><li>• Community Problems</li><li>• Multiple Incidents/Calls</li></ul>
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POINT PERSON Sergeant K.S. GROVE #1969	DATE 95 12 01		
SUPERVISORS NAME Inspector P. JACKSON #1307	REG #	COMMANDERS NAME Inspector P. JACKSON #1307	REG #

# OPERATIONAL PROJECTS PLAN

DATE YY	MM	DD	AREA	O.P.P. LOG #
------------	----	----	------	--------------

ORIGINATED BY	REG #	PROBLEM TYPE
---------------	-------	--------------

**TITLE** ▶

*Check one of the problem-solving categories below:*

**INFORMATION**

- "How - To - Do's"
- Policy / Procedures
- Criminal Activities

**INSTRUCTIONS**

The outline should be in a narrative text format which describes the situation you wish to address.

**TARGETING**

- Investigations
- Operations
- Criminal Activities

**INSTRUCTIONS**

The format should follow the **Four Phases of Problem-Solving** outlined on the back of Form "A"

**COMMUNITY POLICING**

- Community Problems
- Multiple Incidents/Calls

POINT PERSON	DATE YY	MM	DD
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SUPERVISOR'S NAME	REG #	COMMANDER'S NAME	REG #
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*(On the reverse of this cover page is an Operational Projects Plan Flow Chart which identifies the course your plan will take from start to completion.)*

# OPERATIONAL PROJECTS PLAN

## FLOW CHART

**PLAN INITIATED**  
(Police /Civilian Member)



**PLAN REVIEW  
OPENED/APPROVED**  
(Immediate Supervisor)



**ASSIGNED LOG NUMBER  
FILED IN LOCAL REFERENCE AREA  
(ASSISTS IN FACILITATING PLAN)**  
(Operational Projects Point Person)



**LIBRARY**  
(disc & hard copy storage) ←

**OPERATIONAL PROJECTS TEAM**  
(plans on disc copies to library)

→ **COPY TO C.A.U.**  
(Evaluate Impact)



**PRINT OUT PLANS**  
(Three copies:  
Bureau/Chief/Quarterly)



**MARKETING**  
(Call Box, Community Newsletters,  
Block Watch Association)



**FORM 'A'**

**INFORMATION**

**COMMUNITY POLICING**

**TARGETING**

Lined writing area for notes.

*( Attach additional sheets as required )*

# PHASES OF AN OPERATIONAL PROJECTS PLAN

## PHASE I

### PROBLEM/TARGET IDENTIFICATION (SCANNING)

- When multiple incidents or calls with some similarities are identified and are a matter of substantive concern to the public or the Service.
- The problem should not be so simple that it can be easily and quickly solved in the course of normal duties.
- Your plan should involve the targeting of persons and/or areas of criminal or problem activities.

## PHASE II

### PROBLEM/TARGET INVESTIGATION (ANALYSIS)

- Identify magnitude of problem, agencies affected or involved, cause of the problem, and objectives.

## PHASE III

### PROBLEM/TARGET ACTION (RESPONSE)

- Determine an efficient course of action which may involve:
  - Co-ordinated police response
  - Resources required (manpower, vehicles, equipment, or other agencies)
  - Referring to another agency for action
  - Community involvement, environmental changes, mediation

## PHASE IV

### PROBLEM/TARGET EVALUATION (ASSESSMENT)

- Measure the effectiveness of the plan (did the plan have an impact on the problem or target?)



## **SCANNING**

### *What was the nature of the problem?*

From the time Calgary existed as a township to its inception as a city, its citizens have resided as close to the core of Calgary as possible. Even with the massive expansion of the city, this practice is still prevalent; however, developers have consumed a large number of the single residences and replaced them with apartment complexes. These complexes are now considered an inner city residential rental community offering amenities such as walking distance to work, shopping, medical, etc.

As with any highly populated area, a high degree of criminal activity (i.e. countless break and enters, property damage, and all forms of thefts) occurs on a daily basis.

In addition to the aforementioned problem, the community and the Police Service were also forced to deal with the fact that this area encompasses well known parks and flower gardens and is adjacent to Princess Island Park. These attractions draw approximately 5,000 additional people on a daily basis during the summer months resulting in an increase in the number of traffic related problems.

### *For Whom Was it a Problem? How Was It handled in the Past?*

Impacted the most by this problem was the immediate residential community; however, other areas of the city suffered as this area required additional police presence thus depleting policing resources city wide.

The Police Service began responding to the rise in crime with a "bandaid" solution of simply responding to calls with limited follow up. At best, marked units would randomly circulate this area as a pro-active initiative.

The value of this exercise is unknown, but the crime rate continued to rise. As a result, numerous *Vacant* and *For Sale* signs were posted on buildings; this action being indicative of the general feeling that security was on a downward trend.

*Who Identified the Problem?*

Sergeant Grove recognized areas of his zone that required specific attention to reduce the high volume of Break and Enters, thefts and property damage. This was done by monitoring crime trends on pin maps specifically designed to visually evaluate troubled areas, and by developing plans to combat problems.

This area of residential rental complexes encompasses over 400 buildings with a tenant base exceeding 6,500. This small area of complex housing makes up nearly 25% of the total population of the zone.

*What was the Initial Level of Diagnosis?*

Sergeant Grove used three (3) main sources in identifying the problems. These were later used to assist him in impacting this project.

1. The 18 police officers' who worked in his zone, who had voiced concerns relating to the apathy this community had towards the crime problems prior to Sergeant Grove's arrival, had no clear direction from their supervisor and no operational plans were available to deal effectively with these problems.
2. Sergeant Grove organized a town hall meeting in a nearby school gymnasium to gain input regarding their opinions on the problems at hand and other related concerns. (See Appendix M)
3. An in-depth analysis of crime trends in the zone identified the problems which reinforced what Sergeant Grove suspected with respect to Break and Enters, thefts and property damage.

These sources provided invaluable information which assisted in formulating a response. This approach had the biggest impact on the crimes being committed. The police acted as not only enforcers of the law, but also as a resource for a model of interactive policing. Those affected by the problem say it is now decreased.

In order to maximize this operation, a Zone Commander must ensure his personnel are trained in problem solving; provide them with clearly defined expectations through strong leadership; and remove any perceived barriers. Strong organizational and interpersonal skills were essential in the coordination of this initiative.

D.

## **ANALYSIS**

In completing this area of the operational plan, several areas of analysis were considered:

### A) External/Internal Analysis

Prior to the initiation of this project, Sergeant Grove had, on several occasions, facilitated public appearances and spoke on a wide variety of topics. (Eg. senior safety, women's personal safety, child awareness). He also included residential safety within his lectures. He discovered that a portion of his zone included senior tenants. He questioned them as to their perceived safety and concerns and mentally made notes in way of an informal survey. He found that the older a person, the greater their fear of being victimized. He also evaluated vehicular versus pedestrian traffic and single parent versus dual parent.

### B) Crime Trends

Patterns of crime can change by season, day, or hour. Further, some types of crime grow in number due to economical conditions and population changes.

By assessing and evaluating these factors with the aid of our district analyst, the attached graphics illustrated that there were no real patterns, but the fact remained there was a problem as any number of break and enters was unacceptable.



### C) Profile of the People in the Area

The city publishes information on the demographic composition of all areas in the city. This information includes the overall number of residents, their ages, nationality, length of time in the community, percentage of social assistance, and types of living accommodations. Two such references are the "*Metropolitan Calgary Census Atlas*" and the "*City of Calgary's Corporate Resources*" publications.

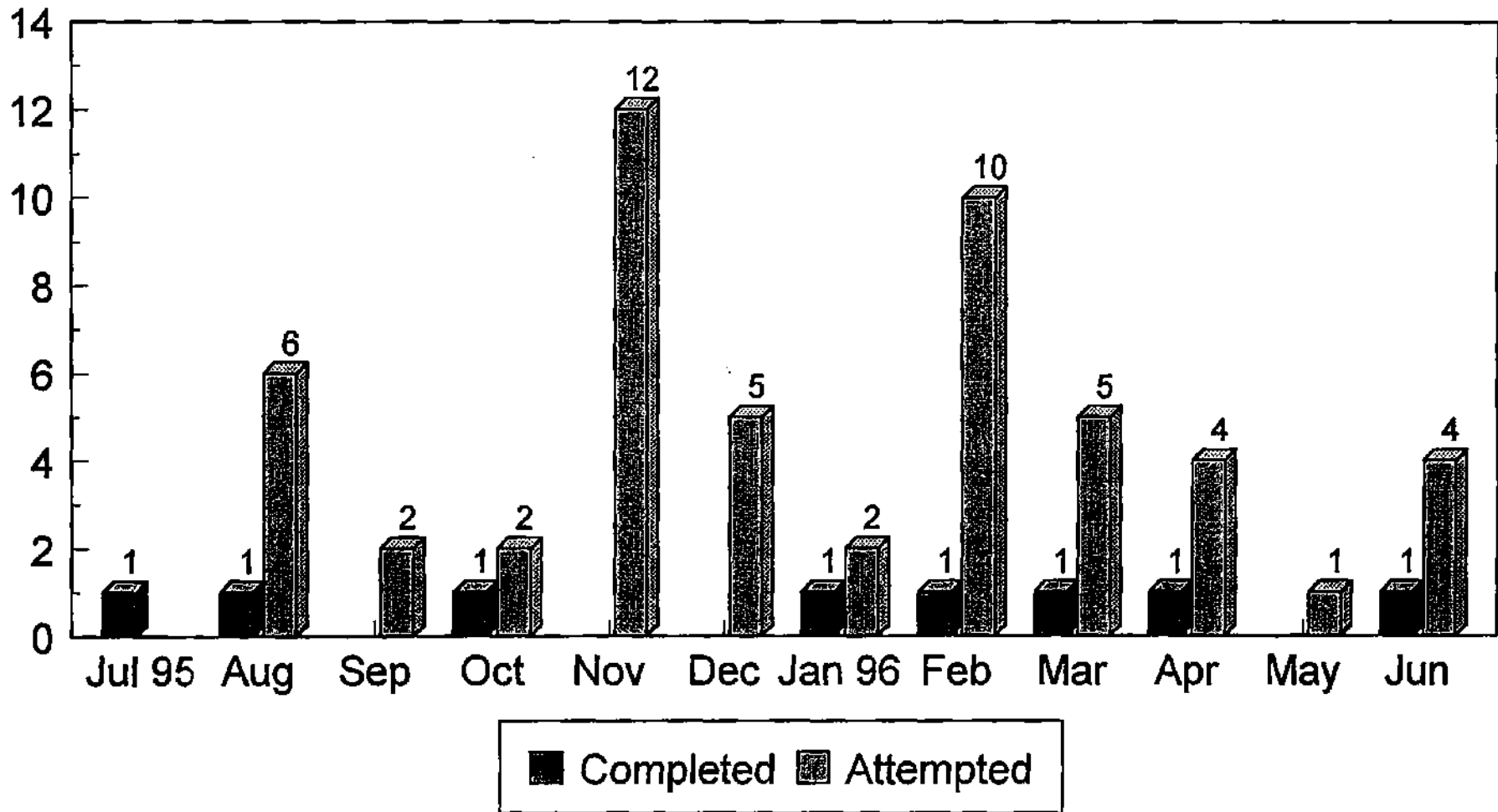
### D) Existing Community Organizations

As part of the effort to mobilize community resources, it was important to establish solid Block Watch programs in the community. This "show and tell" format helped put in place the bond to which a foundation was laid.

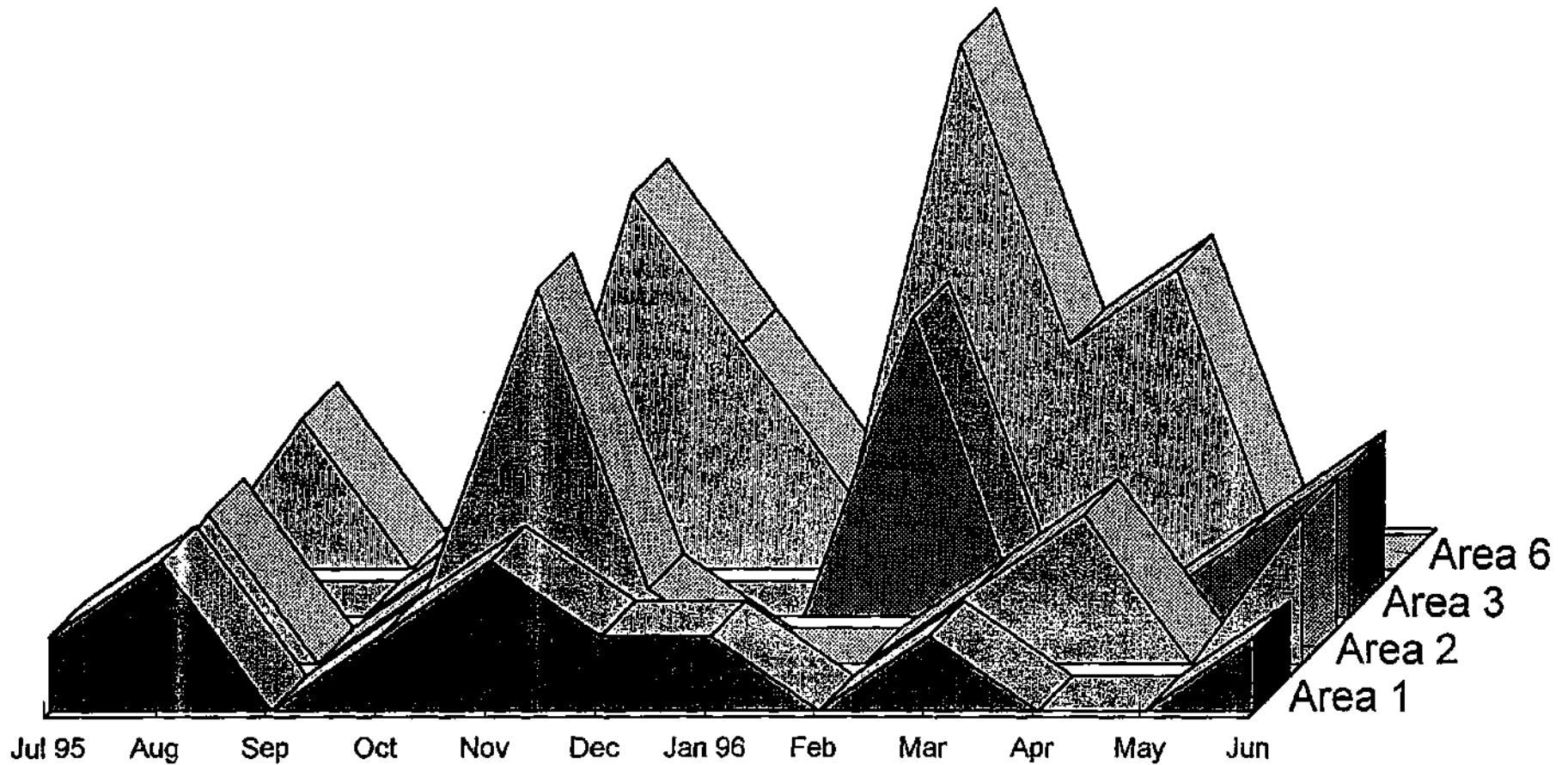
Due to the high population of young people in surrounding neighbourhoods, and supported by statistics on recent arrests, adolescents in the age group of 13-19 years were noted as being primarily responsible for criminal activity.

Using the problem solving (POP) format greatly assisted in the formalization of this operation's plan. It also provided clear direction in drawing data necessary to produce a complete plan.

# Completed and Attempted Residential B & E's in Apartment Watch Areas



# Apartment B & E's in Apartment Watch Areas of Zone 3-6





## *RESPONSE*

Community responses were clearly laid out in the town hall meeting. The goals were:

- To deter the fear and incidence of crime in this community and each complex.
- To talk with citizen volunteers who were committed, dedicated, and willing to take responsibility for implementing and maintaining the Apartment Watch Program.
- To establish a network of civilian volunteers to work alongside the Calgary Police Service, Zone 3-6.
- Increase the identification and reporting of suspicious activities.
- To promote neighbourhood cohesiveness.

### *What Strategies were deployed?*

A) Extensive analysis (See Appendix D)

B) Door to Door delivery of:

- Invitation to "Town Hall" meeting (See Appendix M)
- pamphlets (See Appendix N, O.and P)

C) Town Hall meeting

D) Structuring:

- Resource people
- Implementation people

- Target

- i) Elderly

- ii) Socio Economical

- iii) Single parent

- Flow Chart

- Maps

E) Training

- Resource people

- Implementation people

F) Continuation of Analysis

- Feedback

- i) Community

- ii) Zone members

- iii) Police Service

- iv) Calgary Apartment Association

## *DETAILS*

### A. Extensive analytical study (See Appendix D)

### B. Door to Door delivery of pamphlets

Zone 3-6 contains an intensely populated area of residential rental apartments. This population group accounts for 25% of the total residents of Zone 3-6 with 400 complexes and 6,500 tenants. A constable was assigned by Sergeant Grove to assist him in the delivery of two pamphlets and a letter of invite to all apartment managers/owners. (See Appendix M, N, and O).

The purpose of hand delivery was to allow the officers to introduce themselves to all the apartment managers. It also allowed the officers to inform the managers and their tenants that the police had identified a major problem and that initiatives were available to them to combat it. This opened up a much needed line of communication.

This methodical process involved 160 man hours to complete.

### C. Town Hall Meeting/Structuring/Training

In order to accommodate the anticipated number of managers, Sergeant Grove approached a nearby school with his plan. He received the full support of their administration and was offered their main gymnasium complete with ample seating, overhead projector, video machine, and monitor. (See Appendix M)

Sergeant Grove opened his presentation by explaining the purpose of the meeting; how crime was affecting everyone; and the benefits of buying into the program:

## BENEFITS OF BEING AN APARTMENT WATCH MEMBER

- Getting to know neighbours
- Promote neighbourhood cohesiveness
- A safer community
- Information on home security
- Instruction on proper reporting of suspicious activity
- Information on localized crime
- Tips on crime prevention
- Operation Identification
- A regular newsletter
- A block map
- Communication line with local police personnel
- Community gains the Block Watch reputation to assist in deterring the criminal element
- Update on other crime prevention programs through video tapes
- Yearly block gatherings
- P.A.C.T. - Police and Community Telephone System

Due to the overwhelming support at this meeting, Sergeant Grove decided to organize this community without further delay.

A map developed prior to this meeting was projected on the overhead screen outlining all the areas concerned. Each geographical area was individually colour coded and numbered.



In addition, each person was provided with a check sheet with actual street and avenue boundaries corresponding with the map.

With the managers now aware of exactly where they were zoned, Sergeant Grove then provided a blank organizational flow chart to indicate the structure this program would adopt.

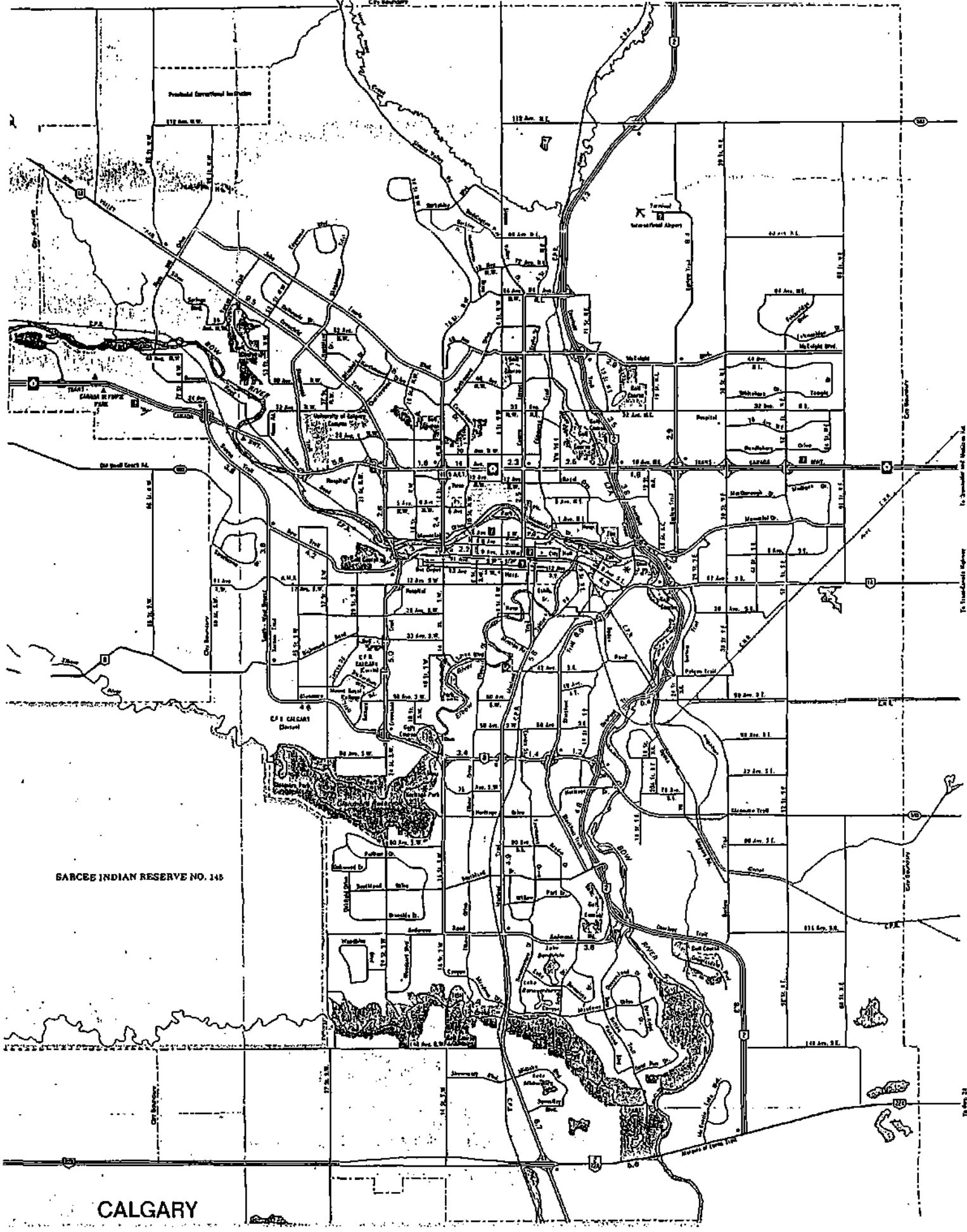
Each main zone would require one resource person and one auxiliary resource person.

Each zone would then be broken down into sub-zones, individual apartment complexes, and one implementation person and one auxiliary implementation person from each apartment complex.

*APARTMENT WATCH*

AREA

1. Memorial Drive to 5th Avenue N.W.  
14th Street to 10th Street N.W.
2. 10th Street to 7th Street  
Memorial Drive to 5th Avenue N.W.
3. 7th Street to 3rd Street  
Memorial Drive to 7th Avenue N.W.
4. 3rd Street to Centre Street  
Memorial Drive to 11th Avenue N.E.
5. Centre Street to Edmonton Trail  
7th Avenue to 11th Avenue N.E.
6. Centre Street to Edmonton Trail  
Memorial Drive to 7th Avenue N.E.

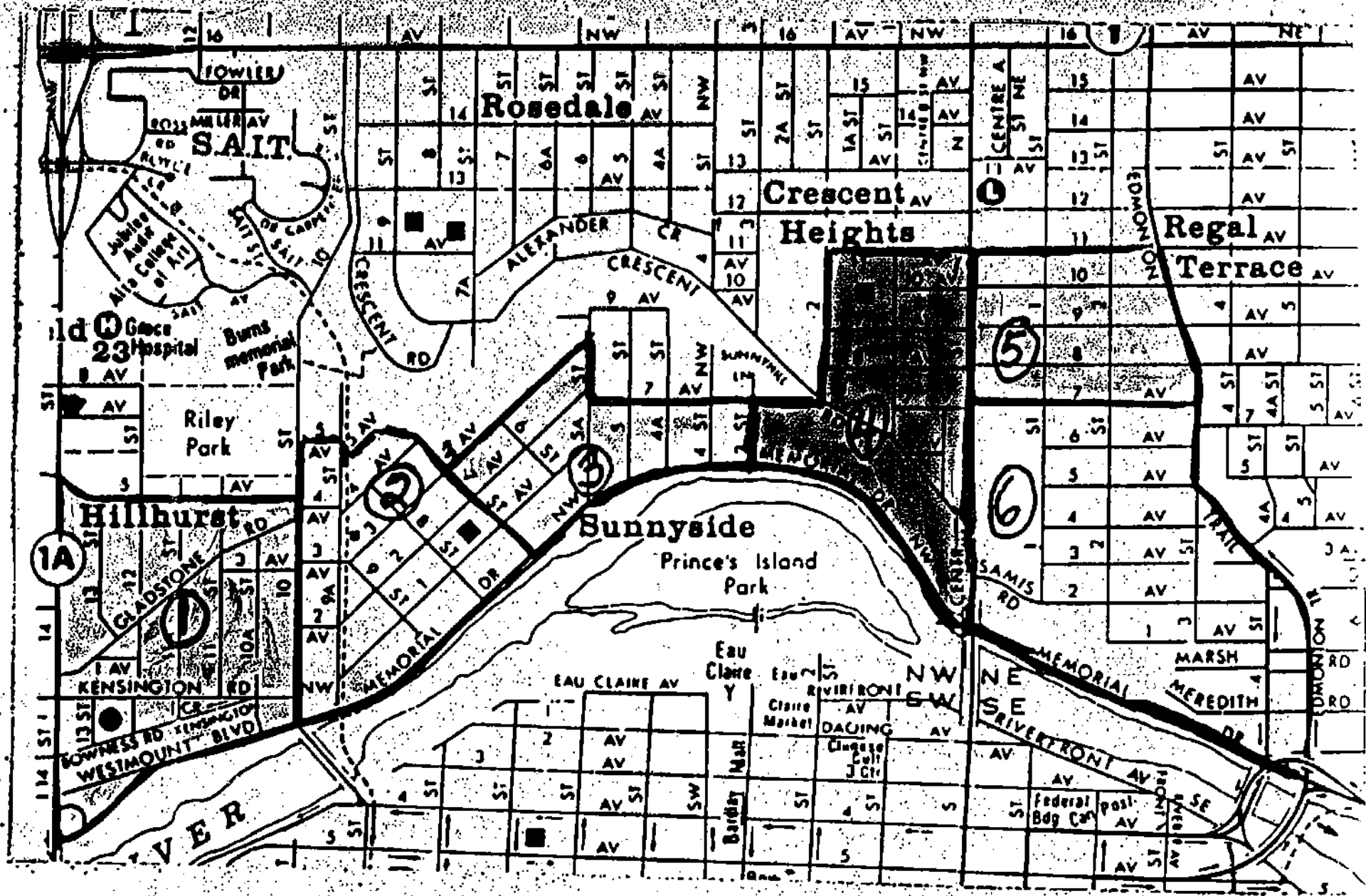


SARCEE INDIAN RESERVE NO. 145

CALGARY

To TransCanada Highway  
To Stouffville and Markham Rd.

10 Ave. 20



***J O B***

***D E S C R I P T I O N S***

## *JOB DESCRIPTION*

### *Resource Person*

Each resource person would take the training needed to effectively oversee the program and provide direction to their implementation people. This position is not only a resource person to everyone in their zone, but it is also the main communication link to the police on administrative and operational matters.

NOTE: The reporting of any crime would follow normal procedures.

Each Resource Person is supplied with a complete lesson plan including:

- video
- maps
- flow charts
- pamphlets

POSITION

*Resource Person*

General Description of Duties:

1. Represent all geo-coordinators and keepers in their zone.
2. Liaise with police representative.
3. Initiate phone fan out system if necessary to the implementation person.
4. Chair all meetings with the implementation people
5. Maintain contact with all geo-coordinators and keep an updated lists of their names, addresses and telephone numbers.
6. Attend area meetings as required and maintain contact with others on an ongoing basis to ensure effective communication to the area.
7. Maintain contact with others to share information and be aware of incidents or crime trends in the area.
8. Cover for other resource people who may leave until a replacement has been found.
9. Report on the current status of the program.

*POSITION:*

*Implementation Person*

The police representative acts as a resource, providing legal advice, assistance, and orientation to the Apartment Watch Program.

General Description of Duties:

1. Identify apartments in zone.
2. Contact and establish cooperation of tenant.
3. Explain the concept of Apartment Watch:
  - a) Apartment Security
  - b) Operation Identification
  - c) Line of Communication
  - d) Landlord Tenant Act and AID Centre
4. Review Apartment Watch package.
5. Encourage maintenance of current tenant lists as necessary.
6. Assist in organizing the complex and maintaining lines of communication between both.
7. Assist with the distribution of relevant information.
8. Encourage the resource person to discuss problems and questions with the police representative.
9. Liaison within the Service as well as outside agencies.



10. Arrange and conduct meetings for all tenants.
11. Ensure all neighbours in the apartment complex are informed of the status of crime problems in the area and establish communication among tenants.
12. Motivate tenants to support the program.
13. Keep informed about the suspicious persons seen on the block or crime incidents in the area.
14. Initiate all new families coming into the complex.
15. Distribute newsletters or any other written material to all involved units in the complex.
16. Liaise with other Implementation persons to discuss new ideas or solutions to problems.

Their task is to train each implementation person and support them in this program.

*FUNCTION:*

*Implementation Person*

The function of this position is to keep the resource person informed of their training and updated information.

This position is to provide the training and transfer of information to each tenant in their complex. As well, they are to develop complex maps complete with names and phone numbers of each apartment corresponding to individual floor plans uniformly combined with the overall complex.

)  
Once the overall training is completed, each apartment receives an "Apartment Watch" sticker to put on their window or door. (See Appendix Q)

Apartment Watch is a Crime Prevention Program in which the community and police assist each other toward a common objective. The community creates an environment which deters criminal activity, and the police deal with those individuals who are not deterred. Each assists the other through a more effective flow of information.

Apartment Watch can be used to promote other established Crime Prevention Programs within the community such as:

Home Security - Advice on locks, windows, lighting, etc.

Operation Identification - Marking valuables and recording serial numbers.

Lady Beware - Advice to women on how to avoid and/or deal with sexual assault.

P.A.C.T. - Police and Community Telephone System - a computer automated dialler system that alerts you to important situations such as criminal acts. etc. (See Appendix O)

## APARTMENT SECURITY

Security in an apartment building is as effective as you make it. Don't leave it entirely up to the superintendent of the building or the police.

The majority of crimes committed in apartments occur due to lack of education on the part of the tenants. (Eg. Someone rings the buzzer, stating they have a delivery - tenant allows them in without questioning the person).

Here are some points to remember when choosing an apartment or when evaluating your present apartment building's features:

### *PHYSICAL SECURITY - Perimeter*

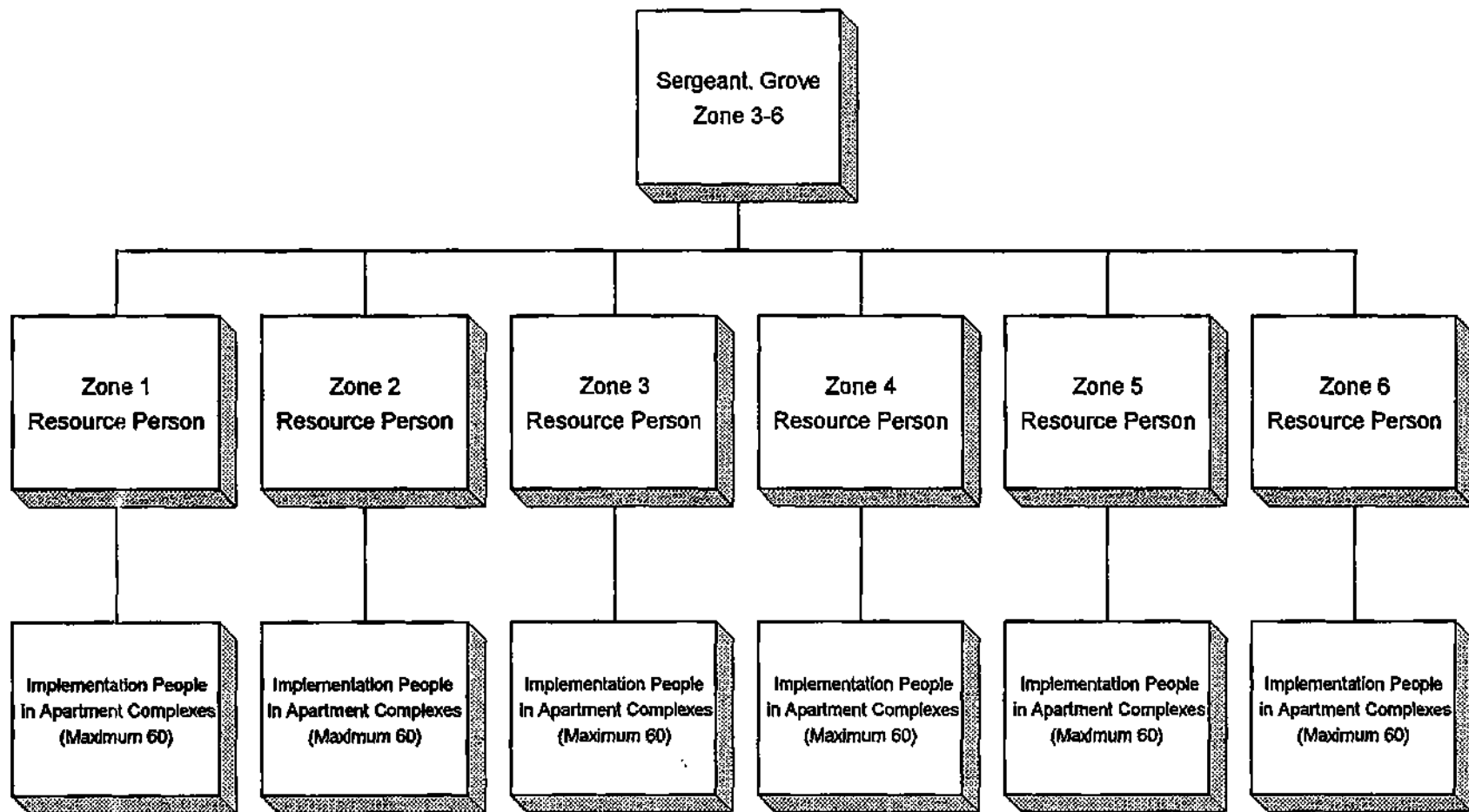
- Are there trees and shrubs that might hide an intruder?
- Is there good lighting around the building's access areas?
- Is the parking area (inside or outside) well lighted?

### *PHYSICAL SECURITY- Main Entrance*

- Is it well lighted and clear?
- Is there a security door and system where the apartments are marked?
- Are the mail boxes in an open and well lighted area.
- Are there elevators or stairs?

# Chart 1

## Apartment Watch Organizational Structure



### *INTERIOR OF BUILDING - Security Entrance Door*

- Can the locking latch easily be pushed inward to enable a cheated entry?  
(Should have a metal face plate over the key/locking area protecting it from this type of cheating).

### *ELEVATORS*

- Do not enter the elevator if you are suspicious of the occupants - WAIT FOR THE NEXT ONE.
- Particularly if you are a woman, STAND NEAR THE BUTTONS. This will allow a quick exit.
- If an emergency situation arises, push as many buttons as possible, particularly the "EMERGENCY" button.
- If someone pushes the EMERGENCY button and holds it, the elevator will immediately stop (either between floors or at a floor). In 75% of elevators the alarm bell will sound if the EMERGENCY button is pushed and held. Once the button is released, the elevator will go to the floor that was previously pushed.

### *STAIR WELLS AND HALLWAYS*

- Are the stair wells and hallways well lighted and maintained?
- MIRRORS installed high up in the corner of the hallways allow you to see if anyone is around the corner or in the hall and what they are doing.

### *MAIL BOXES AND INTERCOM SYSTEM*

- Single women living in an apartment often unwittingly advertise this fact in the entrance to the building by having their first name and/or status clearly displayed by their intercom button and mail box.
- This sometimes attracts the unwanted attention of certain elements of society and can be easily avoided by omitting these indicators.
- Your last name and initial only should be sufficient for people to identify your apartment and make contact with you.
- See your building superintendent to make any necessary changes.
- You may want to add another fictitious name on your mail box and/or intercom display.
- This also applies to your entry in the telephone book - this too should not identify your sex or status.

### *APARTMENT DOORS*

- The door that leads from the hallway into your apartment should be a solid-core door.
- Should have a deadbolt with a 1" throw.
- Locks should be changed or re-keyed immediately after the new tenant moves in.
- In order to avoid opening your door without knowing who is there, a viewing device (peep hole) should be installed. This miniature telescope with a wide angle (180 degree) lens lets you see someone standing to one side of the door.

## *WINDOWS*

If living in a basement or ground level apartment REMEMBER the following:

- All windows should have anti lift screws in the track.
- Use a piece of doweling wood, etc. which fits snugly in the track to prevent the unauthorized opening of the window in addition to locking the window.
- The same applies to Patio Doors, windows with balcony access.
- Keep patio doors locked even if not on ground level.
- On lower level balconies keep valuable property locked (BBQ's, bicycles, etc.).
- Keep curtains, drapes, and/or blinds closed to prevent personal peeping and property checking.

## *LAUNDRY ROOM*

- Ideally open and airy.
- Lights should be left on.
- Avoid doing laundry at odd hours when you would be alone.



### *UNDERGROUND GARAGES/PARKING LOTS*

- Always be alert to vehicles or persons following you into the garage or parking lot.
- As you are approaching your vehicle have your keys ready. Avoid fumbling and loss of attention.
- If you encounter a suspicious situation, or feel uneasy about a person or vehicle, remain in your car and drive out of the garage or parking lot - if you are unable to get out of the garage, HONK your horn.
- Always lock your vehicle and remove any valuables.
- Know what cars should be parked next to yours in the garage or parking lot and who they belong to.
- Check the rear seat before getting into your car.

### *POINTS TO REMEMBER*

By following these suggestions you can make the building a safer place in which to live:

- When the buzzer rings, check the identity of the caller before opening the door.
- Do your part to ensure stairwells, elevators and halls are open and well lighted. Report any burnt out light bulbs.
- "When entering the building, check to see if the door closes and locks behind you and that no unauthorized person has entered behind you.
- If someone you do not know is loitering or looks suspicious in the hallways, underground garage and/or parking lot, make a mental description of the person and/or vehicle; (try to get a license number), write it down as soon as possible, then report them to the police and advise the building superintendent.

- If going to the laundry room, garbage disposal, etc. lock your apartment door event if it is just for a minute.
- Know your neighbours.
- Don't prop door open for easy access.
- If going away, have someone pick up your newspaper if it is left out in the hallway.
- Report any doors that are not locking to the superintendent.
- Challenge someone asking to be let in or trying to get in without a key.
- Do not let anyone you do not know into the apartment.
- Women living on their own should NOT take an apartment in the basement or main floor (they are easier to enter than higher floor apartments).

### **OPERATION IDENTIFICATION**

Operation Identification is a crime prevention program specifically designed to discourage theft and to provide a means of easy identification of stolen and lost property by marking valuables.

Have you ever wondered what happens to property that is seized or recovered by the police?

In many cases it is destroyed or auctioned simply because it cannot be traced to the proper owners. In cases of property that is seized by police from suspected burglars, criminal charges cannot be laid if the property is not positively identified as belonging to someone else.

Proper identification makes it easier for the police to return personal property. How would you feel if you had an irreplaceable heirloom stolen from you? Even though your insurance might cover it, you would probably rather have the item itself returned to you. Engraving your driver's license number on valuables identifies them as uniquely yours.

The program is a strong deterrent to thieves. Although it does not guarantee your valuables will not be stolen, it has been shown to reduce the incidence of stolen property. Marked articles are difficult to dispose of because they are more easily traced.

For deterrent purposes, the identification number should be clearly visible without marring the appearance of the item. A second hidden number may also be applied.

## *CONCLUDING REMARKS*

The security of the apartment building is the responsibility of every tenant and apartment superintendent. The security of your apartment is mainly your responsibility; however, some areas may be that of the superintendent. A few dollars invested in crime prevention NOW can save you hundreds or thousands of dollars later.

A little time spent by you in marking your valuables with your driver's license number, taking pictures and/or a video, and recording the serial numbers will help you and the police identify your valuables. (It will help you with your insurance and engraved items are harder to sell).

Do not let anyone invade your home and privacy. The Police Service does not want to meet with you again as someone's victim.

A secured apartment and building will usually cause the criminal to look elsewhere for an easier target. Don't become a victim. Act now and prevent the devastation you will feel; the time you will have to spend on replacing your valuables; and the expense or the loss of an irreplaceable item or family heirloom.

**HOW MUCH CAN YOU LOSE?**

A complete household inventory and record of insurance policies and credit cards (kept in a safe place outside the home) will be of value to police and insurance adjusters if you suffer a burglary or other loss. PLEASE take the time to conduct an inventory today!

List items permanently marked with your Alta. Driver's License #

LIST

MAKE/MODEL

SERIAL #


**LIVING ROOM**

<u>ITEM</u>	<u>ESTIMATED VALUE</u>
Chesterfield	\$ _____
Chair(s)	\$ _____
Lamp(s)	\$ _____
Table(s)	\$ _____
Radio	\$ _____
HiFi Stereo	\$ _____
TV Set	\$ _____
Rug(s)/Carpet(s)	\$ _____
Bric-a-brac	\$ _____
Clock(s)	\$ _____
Painting(s)/Pictures	\$ _____
Curtains, Drapes	\$ _____
Piano or other	
Musical Instruments	\$ _____
Other	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**DINING ROOM**

Table	\$ _____
Chairs	\$ _____
China Cabinet	\$ _____
Buffet	\$ _____
Serving Table	\$ _____
Rug(s)/Carpet(s)	\$ _____
Curtains, Drapes	\$ _____
Electric Appliances	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**FAMILY/REC ROOM**

<u>ITEM</u>	<u>ESTIMATED VALUE</u>
Chairs(s)	\$ _____
Curtains, Drapes	\$ _____
Chesterfield	\$ _____
Table(s)	\$ _____
Lamp(s)	\$ _____
Rug(s)/Carpet(s)	\$ _____
Desk	\$ _____
Bric-a-brad	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**KITCHEN**

Step-stool	\$ _____
Table	\$ _____
Dinette Set	\$ _____
Electric Appliances	\$ _____
Dishes	\$ _____
Cutlery	\$ _____
Utensils	\$ _____
Pots & Pans	\$ _____
Bowls (etc)	\$ _____
Stove	\$ _____
Refrigerator	\$ _____
Other	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**BATHROOM(S)**

	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**VERANDAH OR PATIO**

<u>ITEM</u>	<u>ESTIMATED VALUE</u>
Chair(s)	\$ _____
Dining Set	\$ _____
Sofa	\$ _____
Glider	\$ _____
Table(s)	\$ _____
Outdoor Cooking Equipment	\$ _____
Other	\$ _____
	\$ _____
	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**BEDROOM #1**

Chair(s)	\$ _____
Bed(s)	\$ _____
Bedding	\$ _____
Night Table(s)	\$ _____
Dressing Table	\$ _____
Bench(es)	\$ _____
Chest of Drawers	\$ _____
Mirror(s)	\$ _____
Rug(s)	\$ _____
Lamp(s)	\$ _____
Bric-a-brad	\$ _____
Toilet Articles	\$ _____
Clock(s)	\$ _____
Curtains, Drapes	\$ _____
Other	\$ _____
	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**BEDROOM #2**

<u>ITEM</u>	<u>ESTIMATED VALUE</u>
Chairs(s)	\$ _____
Bed(s)	\$ _____
Bedding	\$ _____
Night Table(s)	\$ _____
Dressing Table	\$ _____
Bench	\$ _____
Chest of Drawers	\$ _____
Mirror(s)	\$ _____
Rug(s)	\$ _____
Lamp(s)	\$ _____
Bric-a-brac	\$ _____
Toilet Articles	\$ _____
Clock(s)	\$ _____
Curtains, Drapes	\$ _____
Other	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**BEDROOM #3**

Chair(s)	\$ _____
Bed(s)	\$ _____
Bedding	\$ _____
Night Table(s)	\$ _____
Dressing Table	\$ _____
Bench	\$ _____
Chest of Drawers	\$ _____
Mirror(s)	\$ _____
Rug(s)	\$ _____
Lamp(s)	\$ _____
Bric-a-brad	\$ _____
Toilet Articles	\$ _____
Clock(s)	\$ _____
Curtains, Drapes	\$ _____
Other	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**BEDROOM #4**

<u>ITEM</u>	<u>ESTIMATED VALUE</u>
Chair(s)	\$ _____
Bed(s)	\$ _____
Bedding	\$ _____
Night Table(s)	\$ _____
Dressing Table	\$ _____
Bench	\$ _____
Chest of Drawers	\$ _____
Mirror(s)	\$ _____
Rug(s)	\$ _____
Lamp(s)	\$ _____
Bric-a-brac	\$ _____
Toilet Articles	\$ _____
Clock(s)	\$ _____
Curtains, Drapes	\$ _____
Other	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**OTHER ROOMS**

	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>

**LINEN & CLOTHING**

<u>ITEM</u>	<u>ESTIMATED VALUE</u>
Coats	\$ _____
Raincoats	\$ _____
Jackets	\$ _____
Suits	\$ _____
Slacks	\$ _____
Sweaters	\$ _____
Skirts	\$ _____
Belts	\$ _____
Handkerchiefs	\$ _____
Socks	\$ _____
Hosiery	\$ _____
Ties	\$ _____
Underwear	\$ _____
Lingerie	\$ _____
Sleep wear	\$ _____
Shoes	\$ _____
Boots	\$ _____
Rubbers	\$ _____
Slippers	\$ _____
Hats	\$ _____
Handbags	\$ _____
Sportswear	\$ _____
Sheets	\$ _____
Pillow Cases	\$ _____
Spreads	\$ _____
Quilts	\$ _____
Blankets	\$ _____
Towels	\$ _____
Face Cloths	\$ _____
Guest Towels	\$ _____
Tea Towels	\$ _____
Table Cloths	\$ _____
Doilies	\$ _____
Other	\$ _____
	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	<b>\$ _____</b>



**CHINA & CRYSTAL**

<u>ITEM</u>	<u>ESTIMATED VALUE</u>
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	\$ _____

**SILVER, JEWELLERY, FURS  
STAMP & COINS**

(check with your agent for limits  
in present policies)

	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	\$ _____

**BASEMENT & GARAGE**

<u>ITEM</u>	<u>ESTIMATED VALUE</u>
Work Bench	\$ _____
Tools	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
Lawn Mower	\$ _____
Garden Tools	\$ _____
Furniture	\$ _____
Luggage	\$ _____
Washing Machine	\$ _____
Clothes Dryer	\$ _____
Ironer	\$ _____
Games & Toys	\$ _____
Bicycles	\$ _____
Deep Freeze	\$ _____
Other	\$ _____
	\$ _____
	\$ _____
<b><u>TOTAL</u></b>	\$ _____

**MISCELLANEOUS**

Sports Equipment	\$ _____
Books	\$ _____
Christmas Decoration	\$ _____
Hobby Equipment	\$ _____
Woodworking Machinery	\$ _____
<b><u>TOTAL</u></b>	\$ _____

INITIAL INVENTORY DATE: \_\_\_\_\_

REVISED DATE: \_\_\_\_\_

SUMMARY

Living Room	\$ _____
Dining Room	\$ _____
Family/Recreation Room	\$ _____
Kitchen	\$ _____
Bathroom(s)	\$ _____
Verandah or patio	\$ _____
Bedroom #1	\$ _____
Bedroom #2	\$ _____
Bedroom #3	\$ _____
Bedroom #4	\$ _____
Other Room(s)	\$ _____
Linens and Clothing	\$ _____
China and Crystal	\$ _____
Silver/Jewellery/Furs/Coins and Stamp Collection	\$ _____
Basement and Garage	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
Miscellaneous	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
GRAND TOTAL	\$ _____
present insurance	\$ _____
additional insurance needed	\$ _____

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE #: \_\_\_\_\_ ALTA. DRIVER'S LICENSE #: \_\_\_\_\_

**PRELIMINARY HOME SECURITY SURVEY**  
For a Confidential Survey Contact Your Zone Sergeant

YES NO

**DOORS:**

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Does door have 180 degree peephole?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Are locks that can be opened from inside without a key a key 40 inches or more from glass? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are entrance doors solid core or metal clad?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are entrance doors equipped with good quality 1" dead-bolts?                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Are outside hinge pins non-removable?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Does door securely fit door jam?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Is strike plate reinforced with 3" screws or have you installed a security strike plate?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Have locks been re-keyed since you moved in?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are patio doors secured with patio locks?  |

**WINDOWS:**

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Are double hung windows pinned?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Have sliding metal frame windows been horizontally secured with screws in upper track and vertically secured with auxiliary locks? |
| <input type="checkbox"/> | <input type="checkbox"/> | Can windows left open for ventilation be secured?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Do basement windows have security grills or polycarbonate glazing?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do wood frame windows have auxiliary locks?  |

YES NO

**GARAGE:**

- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Does door close tightly?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Does overhead door have a track pad lock for use while on vacation? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are garage doors closed and locked when not in use?                 |
| <input type="checkbox"/> | <input type="checkbox"/> | Are vehicle keys removed when parked in garage?                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Can electric openers be shut off with a switch?                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Are garage entrance doors as secure as home entrance doors?         |

**EXTERIOR:**

- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Are windows hidden by trees or shrubs?                        |
| <input type="checkbox"/> | <input type="checkbox"/> | Is residence number visible from street and from the alley?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are entrance doors well lighted?                              |
| <input type="checkbox"/> | <input type="checkbox"/> | Are bicycles, mowers, ladders, and gas barbecues kept inside? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you engraved properly and put up stickers?               |

**VACATION:**

- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Do you stop deliveries?                                 |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you have a neighbour check the house?                |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you set light timers?                                |
| <input type="checkbox"/> | <input type="checkbox"/> | Is your yard taken care of?                             |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you arrange for hand bills and mail to be picked up? |

YES	NO	ADDITIONAL CRIME CHECKS:
D	•	Do you belong to a Block Watch Program?
•	•	If you have a gun, is it kept secured?
D	•	Do you keep most of your cash in the bank?
•	D	Do you keep a list of all valuable property, credit cards and serial numbers?
•	a	Do you keep a copy of the list in a safety deposit box or other safe location?
•	n	Do you avoid displaying valuables by closing drapes at night?
•	•	Do you IMMEDIATELY report all suspicious activity to police?

### QUALITY DEADBOLTS

Both single and double cylinder deadbolt locks should meet these criteria to be a good security device.

- The bolt must extend a minimum of one inch and be made of case hardened steel or contain a hardened insert.
- The cylinder guard must be tapered and round to make it difficult to grip with a pliers or wrench. It must be solid metal not hollow casting or stamped metal.
- The connecting screws that hold the lock together must be on the inside and made of case hardened steel. No exposed screw heads should be on the outside.
- The strike plate must be reinforced by 3" screws.



## **EVALUATION**

### COMMUNITY

The Resource people are more than satisfied with the level of cooperation by owners and tenants as Sergeant Grove has received numerous telephone calls confirming this.  
(See Appendix K)

### ZONE MEMBERS

The overall level of workload, which is directly proportionate with incident rate, is reduced. This reduction of calls for service has freed up the street officer to focus on other policing strategies.

### POLICE SERVICE

The Police Service has gained a new ally in the residential rental community with all that is represented in this operational plan.

### CALGARY APARTMENT ASSOCIATION

See Appendix H, I J.

Prior to Apartment Watch being implemented, this geographic patrol area was experiencing a large number of apartment break-ins and car prowlings. Several initiatives on reducing these crimes were completed; however, this appeared to have no effect on the rising number of occurrences. A plain clothes team of officers assigned to work in the community to deal with the break-ins and increased visibility via marked police vehicles had no effect on these offenses.

Since Apartment Watch was first introduced to its now fully operational status, a dramatic decrease in the amount of reported apartment break-ins has been experienced. The community has formed a partnership with the Police Service to deal with this problem in their neighbourhood.

This is an example of the positive effect the program has had on recipients of Apartment Watch:

Testimonial:

Two patrol officers, Constables Starchuk #2370 and Somerset #2497, were dispatched to a complaint at an apartment complex in an area where Apartment Watch had been implemented. The Constables had buzzed the apartment of the complainant and advised him it was the City Police and could he let them in.



Rather than buzzing them in, the complainant came out to the front lobby area to verify that it was in fact the police before letting them in. When questioned as to why they were not immediately let in, the complainant informed the Constables that he had taken "Apartment Watch" and had been instructed not to let anyone in unless he knew who they were.

The Constables were impressed with how security-conscious this person had been and later expressed to Sgt. Grove how pleased they were that people were taking this initiative. They went on to explain how easy it had been in the past to gain entry to apartments by buzzing three or four apartments at a time and be simply buzzed in. If they could easily gain entry, so could the criminal element. This, they felt, would greatly assist them in reducing criminal offenses to apartment complexes in their area.

The evaluation was completed by analysis of crime statistics in the affected area over a one-year period. The number of reported occurrences were looked at prior to program implementation, during, and after Apartment Watch had been in place for a six month period. The data was analyzed to determine the effectiveness of the program - either positive or negative - on criminal activity involving apartments in this area. Evaluation was also based on feedback from the community residents themselves. A positive response was received from the community both verbally and in written form detailing their satisfaction with Apartment Watch. (See Appendix K)

The evaluation involved the area commander, Sgt. Ken Grove, as well as the District Analyst, Lana Hohn. Both of these members were directly involved during the entire evaluation process.

The only problem that was identified was that due to personal commitments, alternate dates had to be facilitated to enable all of the participants to attend training days.

There was a measured improvement with the identified problem and for that reason it was not necessary to look at other responses in this matter.

### *Community Partnership*

Most importantly, the number of occurrences of break-ins and other criminal activity has been significantly reduced in this area. By implementing the program, the community has formed a partnership with the Police Service in dealing with problems in their neighbourhood. This newly formed partnership will pave the way for an even better working relationship in the future. The community has seen first hand that by utilizing a pro-active approach to problem solving, they can play a major role in making their community a better place to live.

There is also a program in place now that can be easily introduced in any community in any city.

*Were the goals of this strategy met?*

As previously mentioned, results were measured by analysis of crime statistics in the affected area. These statistics were looked at prior to, during, and after implementation of the program.

Another measurement of the results was from the extremely positive response that was received from community residents that had been involved with the program. This program educated the public on target hardening, increased knowledge of police involvement, and helped reduce the fear of crime by showing the community that they could have an overall affect on reducing crime in their apartment's neighbourhood.

There is always a concern with displacement of the problem. Through education and target hardening, it becomes that much more difficult for culprits to commit crimes in these areas.

It was felt that by showing neighbouring communities how successful a program of this nature can be, the program would spread to these areas and continue to expand. Effectively, the program would in time spread city-wide.

Since implementation of this program, the Sergeant in charge of the neighbouring patrol area has approached Sgt. Grove to have this problem brought into his zone seeking similar results in his area.

The response will need to be continually monitored for several reasons. Most importantly, typically high-density apartment communities tend to be more transient in nature than that of the suburbs with a greater number of single family dwellings.

The ratio of renters to owners in apartment buildings is higher, which tends to involve a greater frequency of residents moving in and out of these communities.

In order to maintain these results, it is felt that the program may have to be offered several times in a calendar year to keep interest high and involve new residents. Now that contacts have been established and coordinators are in place, re-introduction of the program would be simple.



## **PHILOSOPHY AND ORGANIZATION**

### **MISSION STATEMENT**

**"To optimize public safety in the City of Calgary"**

**The Police Service, in concert with other agencies and the citizens of Calgary, is instrumental in preserving the quality of life in our community by maintaining Calgary as a secure place in which to live. In so doing, we are dedicated philosophically and operationally to the concept of community based policing. Our primary focus is on crime prevention, crime detection and apprehension, and traffic safety, and our most effective tools are positive community relations, education, problem-solving and use of current technology to analyze conditions, project trends, and deploy resources.**

This program, in effect, affects the Calgary Police Service as a whole. The reputation of this organization is centred around the concept of community based policing.

On a smaller scale, this program was initiated by one Sergeant who recognized that this was an opportunity to impart change and increase the quality of life of a group of people.

In 1990, all sworn and civilian members of the Calgary Police Service received training in problem solving policing. Sergeant Grove coordinated and instructed the Problem Solving Course at that time. He was also involved with the development of this course.

There were no additional incentives given to the two members involved in this problem solving initiative other than desire to reduce crime, reduce call load, and increase a positive quality of life.

Sergeant Grove and Constable Falk utilized training videos on Apartment Security and portions of brochures from related areas to assist with their program development. Also, portions of the existing Block Watch Procedure Manual were used.

There were no issues/problems identified with the problem solving model. The members found the model to be extremely user friendly and set out in a clear and concise manner.

A total of 520 man hours were committed to this program. Those hours were equally split between the two members that were involved with this project.