# PROBLEM-SOLVING FILE

Date opened: 4/21/94 _____ Problem Identification Number: ___94__ _l___

*(year)     (project #)*

Person(s) assigned:     Investigator Scripp_____

Lieutenant Jordan_____

Officer Chernega_____

Problem location:     _Alumni Arena_____

_____

When problem occurs:  During peak hours of usage: TWTH 1pm to 11pm ('see attached graph).

Problem description:    _Spectrum reports Alumni Arena is unsafe due to reports of thefts and assaults._____

_____

_____

_____

_____

Agencies/persons to contact (include location & phone):

Alumni Arena Administration: Nelson Townsend. Ed Michael. Pete Bothner. Bill Breen. Mark Woodruff._____

SA President: Joe Fox (Since SA pays for ID checkers.)_____

_____Bussing: Laura Miller (since think perps may be high school kids riding buses to campus")._____ ^       ^        ^  ^  ^

_____

_____

_____

Approved by (supervisor):._____

*(date)*

Reviewed by (Ass't Director):_____

*(date)*

***Use the attached log for the narrative section of your report. Include activities involved in the stages of problem solving and any other relevant information.***

*See reverse side for instructions for completing this form.*

# Instructions for completing Problem-Solving File

*1. Record date file filled out.*

*2. Supervisor assigns a PIN number by year and project number in sequence of problems on file. For example, the first problem documented would be 94-01, the second 94-02, etc. Files are kept in the notebook marked "Problem-solving File."*

*3. List the person (s) from the Department of Public Safety who will be responsible for working on the problem.*

*4. Identify location of the problem.*

*5. Describe the problem.*

*6. List persons or agencies to contact who are affected by the problem, who may have information regarding the problem, or who may provide assistance to you. Include the contact's name, location, and phone.*

*7. After you identify problem, obtain approval of a lieutenant who should sign and date the form. Forward a copy to the director.*

*8. The lieutenant is responsible for having one of the Assistant Directors review the file before any resources are committed to solve the problem.*

*9. Use the problem-solving log to write up the narrative section of your report, updating it as you complete activities. Include activities involved in the stages of problem-solving:*

*SCANNING: How you identified the problem.*
*ANALYSIS: How you determined the problem's causes, scope and effects; who was contacted for information about the problem and/or what persons and agencies provided assistance to you.*
*RESPONSE: How you acted to address the problem.*
*ASSESSMENT: How you will evaluate the response to determine whether and to what extent it worked.*

*10. When the file is completed, make two copies. Place one in the notebook in line-up marked "Problem-solving File" and give the second copy to Sally.*

| DATE/TIME | ACTIVITY (please initial) |
|---|---|
| 2/16/94 | Scripp, Jordan, Chernega met with Alumni Administrators. |
| | SA President & bussing rep. absent. (Note: should have |
| | invited Spectrum.) Lt. Jordan presented findings on types |
| | of crimes and times they occurred (see attached). Most of |
| | the thefts were crimes of opportunity—unattended property |
| | left outside the racquetball courts and in unlocked lockers— |
| | and occurred at peak hours of usage (TWTH Ipm-llpm). Of the |
| | arrests made for larceny, two were students, who were legally in the |
| | building (indicating that controlling access would not prevent the |
| | thefts). The drug arrests were made during a concert. Except for two |
| | assaults that occurred during basketball games, crimes against |
| | persons were not being committed in alumni arena. The data |
| | indicates that alumni is safe but people are careless. Alumni |
| | administrators have lockers on order for people who use the |
| | racquetball courts. Public Safety has put up additional posters to warn about unattended property. Alumni also put up fliers. |
| 3/3/94 | Nelson Townsend held press conference to inform the community |
| | regarding the crimes in Alumni Arena. Wayne Robinson & Charlie |
| | Scripp attended this meeting. |
| 5/94 | Lt. Jordan will do another graph for spring semester to |
| | determine whether larcenies are down. |
| | |
| | |
| | |

^Include activities involved in problem-solving:
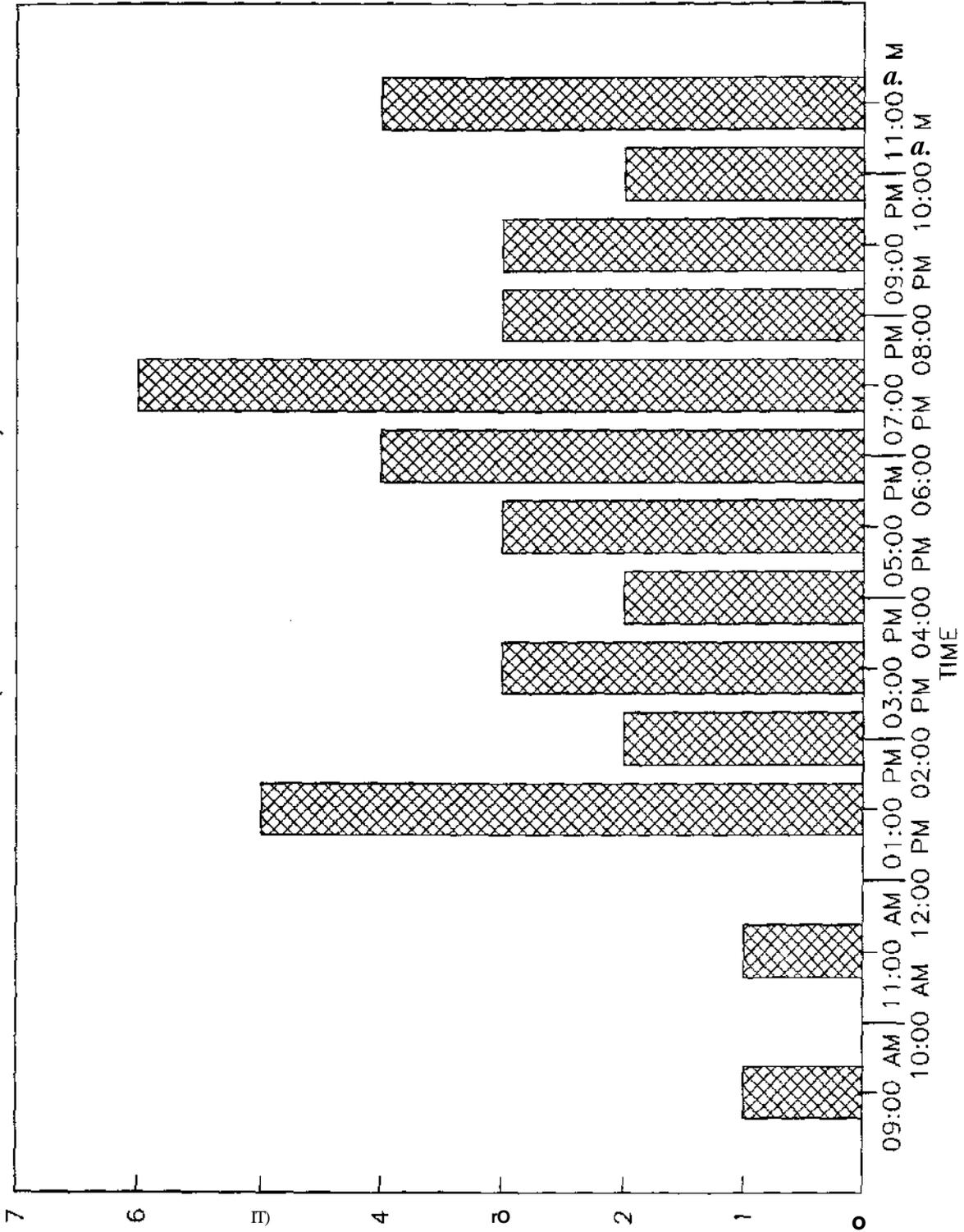
**SCANNING:** How you identified the problem.
**ANALYSIS:** How you determined the problem's causes, scope and effects; who was contacted for information about the problem and/or what persons and agencies provided assistance to you.
**RESPONSE:** How you acted to address the problem.
**ASSESSMENT:** How you will evaluate the response to determine whether and to what extent it worked.

# Larcenies by Time of Day

Alumni Arena (Fall Semester 1993)



Number of j-DJD3n;es

09:00 AM | 11:00 AM | 01:00 PM | 03:00 PM | 05:00 PM | 07:00 PM | 09:00 PM | 11:00 M
10:00 AM | 12:00 PM | 02:00 PM | 04:00 PM | 06:00 PM | 08:00 PM | 10:00 PM

TIME