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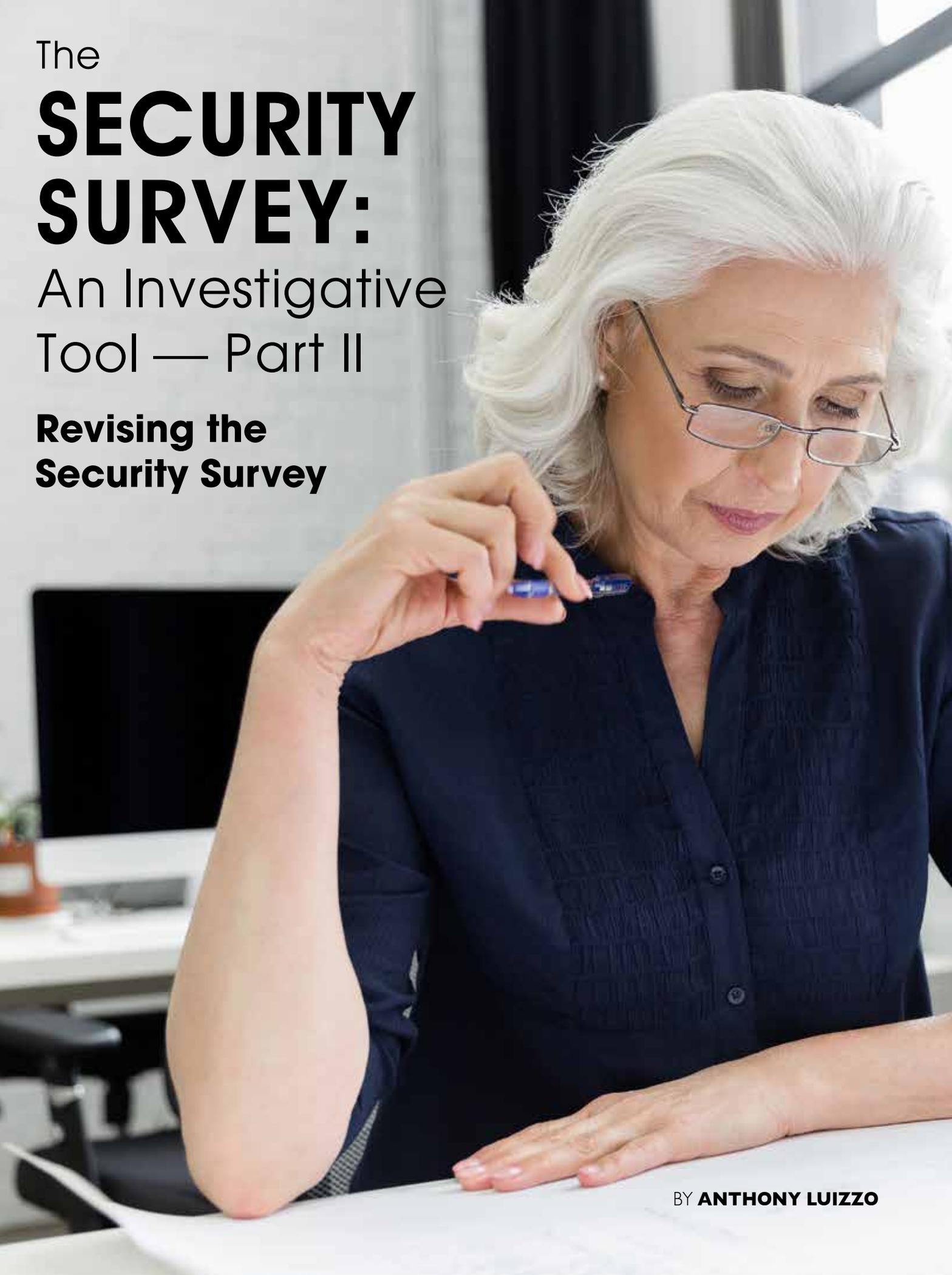


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# **SECURITY SURVEY:**

An Investigative  
Tool — Part II

**Revising the  
Security Survey**



BY **ANTHONY LUIZZO**



**A**s with all professional endeavors, progress drives change. In the March / April 2018 edition of PI I authored an article, “The Security Survey: An Investigative Tool” which laid out the ABCs of effectively drafting a security survey. The article walks the reader through the internal processes and intuitive strategies employed by experienced practitioners seeking to uncover criminal risk exposures. At times, changes to existing survey protocol is driven by factors that have been developing for decades. In this article, one specific factor is directly responsible for revising the existing security survey.

#### **REASON FOR REVISING THE SECURITY SURVEY:**

In 2015, an excellent book hit my desk written by Samuel I. Schwartz: *“Street Smart: The Rise of Cities and the Fall of Cars”*: *Public Affairs Books*. Looking back to the middle of the 20th century, most Americans who resided in large urban cities such as NYC, witnessed firsthand the mass exodus to rural communities for a better life in the spacious suburbs. Obviously, the population shifts and the rise of crime in urban cities helped to directly frame how security surveys were written to meet the risk exposures faced. The term “target hardening” became the protection management philosophical strategy of the day. Solid steel external gates and burglary bars on residential windows became the new décor. The book goes on to discuss how today’s new millennials prefer bicycles to cars and short commutes to restaurants and are moving back to urban centers in droves.

#### **THE NEW 21ST CENTURY SECURITY SURVEY**

Today’s professional surveyor understands that yesterday’s strategies and technologies are NOT appropriate for today’s environment. Gone are the solid steel gates and window bars – replaced by see-through mesh external portals, large full-view windows and full display counters visible from the street. Surveyors understand that marketing and security are one interrelated strategy. Yesterday’s gondolas (merchandise counters) did not allow for free and unobstructed access throughout the store. The major reason why yesterday’s gondolas were restrictive (random left and right turns) is because it was believed that allowing customers to freely roam throughout the store could expedite their exodus from the store with purloined merchandise in-hand. Today’s protection philosophy is quite different in that gondolas still feature random left and right turns, but the reason is because it improves item display and marketing promotions. Another example can be found by looking at the boardwalk in Coney Island New York. Years back, targeted police coverage was required to keep crime at bay under the boardwalk – today sand fills this vacant space which serves as both a berm from storm surge as well as restricting access to this crime-prone sensitive area. Ingenuity at work I might say!

#### **THE EVOLUTION OF THE SECURITY SURVEY:**

The evolution of the private security industry from the Romans using geese to surround and protect battlefields during evening hours, to the sophisticated technological systems of the 21<sup>st</sup> century, is quite something indeed!

One of the most important innovations born out of the march to excellence in protection management was the realization that security practitioners needed to have a solid foundation in proactive security engineering. It was not until 1971 that the United States followed Great Britain’s lead and formalized crime prevention training via a law enforcement assistance administration grant awarded to the University of Louisville. Since the founding of the National Crime Prevention Institute, thousands of students in academia and law enforcement have honed their skills in the art and science of crime control planning. One of the pivotal tools used in this proactive crime control discipline is the security survey.

#### **Security Survey Rationale:**

The rationale behind why security surveys are prepared can be traced back to a 1968 paper by Shlomo Angel: “Discouraging Crime Through City Planning” – Berkley Institute of urban and Regional Development: University of California. The article describes in some detail how: *crime rates are related to the social and physical environment and physical environment to territoriality, accessibility, and to victim behavior*. Seeking out crime exposures before they strike is truly a prescription for sound crime control planning, and the security survey is the go-to tool used to examine, diagnose and proscribe crime-related remedies.

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### Looking to the Past:

There are a variety of security survey models used to diagnose crime exposures in residences, commercial and industrial entities and for wider studies of entire communities. A discussion of the various survey models can be found in a 2008 article authored by this author "Aspects of the Security Survey: Distinctions between Single Client – Multi Client – Access Control and Community Wide Surveys" - Journal of Healthcare Protection Management: A Publication of the International Association for Healthcare Security and Safety – Vol. 24, No. 2 pp 90-94. From a protection management perspective, standard survey models for single entities rarely need major change – possibly only slight tweaks. Notwithstanding, considering the seismic shifts in population from suburb to urban center – community-wide surveys need continual tweaks to keep pace with the ever-changing demographics of today's urban centers. We need to move beyond standard "target hardening" approaches to applying new crime risk management techniques in future surveys. In 1988 in an article authored by the undersigned, "Beyond Target Hardening: Approaches to Applying Crime Risk Management Principles and Techniques to Community Surveys" – featured in: The Practitioner: A Publication of the International Society of Crime Prevention Practitioners, lists several corrective strategies that could be applied in community-wide assessments. The article goes on to mention that over the last 20 years, a new breed of civilian security specialist has emerged who has his or her roots in various fields including: economic development, city planning, academia, engineering, and architecture. Moreover, the article speaks to the fact that these new practitioners should be welcomed into the ranks of the proactive security profession. Further change will be coming.

### Looking to the Future:

As in the past, new proactive crime control research will most likely come from future federal grants earmarked for crime control planning. One area that I believe will be a major part of this new research will involve using metrics as part of future crime control planning. I strongly believe that security executives need to begin speaking the language that CFOs understand when pursuing their security enhancement wish lists. One of the important keys to obtaining need security dollars from CFOs is to develop metric equations that are relevant and measurable.

### Using Metrics in Security Planning:

In an October 15, 2013 article by Scott Greaux featured in PhishMe.com, "Use of Metrics to Measure and Improve Security Awareness" whilst discussing the importance of using metrics to improve security awareness programming, hypothesizes that unfortunately most security awareness programming fails to use metrics as part of the protection mosaic. In 2014, the ASIS Foundation issued a report "Persuading Senior Management with Effective, Evaluated Security Metrics" which summarized that security metrics support the value proposition of an organization's security operation; and without compelling metrics, security professionals continue to rely on the intuition of company leadership. Finding the right suit of metrics to snugly fit a firm's protection wardrobe is both an art and a science. Choosing the right metric equation is the challenge! In November 2006, Elizabeth A. Nichols and Andrew Sudbury authored an article, "Implementing Security Metrics Initiatives" published in Information Security and Risk Management Magazine. The article offers several suggestions on using metrics and discusses the challenges associated with their use. Moreover, the article also offers a seven-step integration implementation guide to help guide the new protection practitioner. The seven-step guide includes:

1. Defining goals and objectives
2. Determining information goals
3. Developing metrics models
4. Establishing a metrics reporting format and schedule

5. Suggestions on implementing a metrics program
6. Commentary on setting benchmarks and targets
7. Enacting a formal review cycle

Further information on using metrics can be found in a trilogy of articles authored by the undersigned:

- “An Alternative View in the Development of Healthcare Metrics” Vol. 31 No. 2. 2015 - The Journal of Healthcare Protection Management
- “Resources Available for Applying Metrics in Security and Safety Programming” Vol.32 No. 1. 2016 - The Journal of Healthcare Protection Management
- “Applying Metrics to 21<sup>st</sup> Century Healthcare Security” Vol. 33. No. 2 2017 - The Journal of Healthcare Protection Management

**A FINAL THOUGHT:**

Over the past 40-plus years, the security survey has been a large part of the proactive crime control initiative. Over these years, many major police agencies have begun offering crime prevention programming. Many of the larger law enforcement agencies offer a full menu of services including: offering pamphlets on personal, residential, business security and safety tips, specialized services featuring neighborhood watch, identification etching of valuables, etc. Many of the larger departments offer free security surveys to residences and businesses. In addition to law enforcement agencies, many private investigators, and security firms offer security survey assessments as a part of the menu of services. Another service offered by some security firms involves surveying neighborhoods, gated communities, amusement complexes, business improvement districts and enterprise zones, industrial parks and the like.

These broader studies require that the surveyor have a unique understanding of standard crime control techniques and technologies, as well as a firm grasp of concepts associated with understanding crime prevention, understanding design against crime and defensible space initiatives, understanding security through environmental design concepts, and understanding safe neighborhood design engineering concepts. These and other solutions are used to stimulate social attitudes and behaviors that help to reduce both opportunity for criminality and the fear of criminality. One excellent resource that should be read by all proactive crime control planners is the excellent book by C. Ray Jeffery “Crime Prevention Through Environmental Design” – Sage Publications, 1977. The book offers a number of studies on applying environmental design concepts which have become a major part of the foundation upon which proactive security programming is erected. **PI**

*Anthony J. Luzzo, PhD, CFE, CST, PI (Ret. NYPD) is a member of the advisory board of Vault Verify and Stage One Screening Solutions, LLC. He is the former corporate director of loss prevention for the NYC Health & Hospitals Corporation and former director security programs for the NYC Mayor’s Office of Economic Development and Business Services. He is a licensed private investigator in New York State and a former member of the New York City Police Department’s Crime Prevention Division. He performed hundreds of surveys as a law enforcement specialist and private security practitioner for a wide variety of entities including: residences gated communities, large and small businesses, institutions, governmental agencies, industrial parks, business improvement districts, and enterprise zones.*

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