

Store Manager Questionnaire

Store ID number _____ Survey staff ID _____ Survey number _____

Date of interview ____/____/____ Time of interview ____:____ AM PM

A. Store Information

<p>A.1 Name of store _____</p> <p>A.2 Store type:</p> <p>A.3 How many convenience stores are owned by the company?</p> <p>A.4. Did you know that your city has a Convenience Store Safety Ordinance which requires security features? If no to A.4, then skip to A.8</p> <p>A.5 Did you know that the ordinance applied to your store?</p> <p>A.6 How did you hear about the ordinance?</p> <p>A.7 Do you understand what the ordinance requires?</p> <p>A.8 Is your store registered in your Police Department's Convenience Store Safety Ordinance program? If no to A.8, then skip to B.1</p>	<p>Franchise-1 store Franchise-multiple stores Single owner-multiple stores Corporate chain store Single owner operator-1 store</p> <p>1 2-4 5-9 10-19 20-99 100+</p> <p>Yes No</p> <p>Yes No N/A</p> <p>Letter from police dept. From trade association Newspaper/radio Other store owner Community leader Other, specify: _____ N/A</p> <p>Yes Some of it No N/A</p> <p>Yes No Unk</p>
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Public reporting burden of this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-xxxx).

<p>A.9 Who registered your store?</p> <p>Did the store open before (<i>enter the effective date of the ordinance</i>)?</p>	<p>Your company registered itself Registered by a trade organization Other, specify _____ N/A</p> <p>Yes No Unk</p>
<p>B. Evaluation of Compliance Ordinance Requirements</p>	
<p><u>Training</u></p>	
<p>B.1 Does the store provide training in robbery prevention to employees? If no, skip to question B.8</p>	<p>Yes No Unk</p>
<p>B.2 Who conducts the training? (check all that apply)</p>	<p>Police officer Manager Security consultant Other, specify _____ Unk N/A</p>
<p>B.3 How often do employees receive the training? (check all that apply)</p>	<p>Within 30 days after hire Annually Twice a year or more No training given Unk N/A</p>
<p>B.4 As part of your robbery prevention training, please indicate what employees are told to do during a robbery? (check all that apply)</p> <p>a. Obey robbers comments and give up the money b. Do not resist, argue, or fight c. Do not use weapons d. Maintain cash limits e. Lock store and call police f. Do not chase robber g. Warn robber about anything unexpected h. Keep robbery short and smooth i. Make robber visible j. Other, if yes, specify: _____</p>	<p>Yes No Unk N/A Yes No Unk N/A Yes No Unk N/A Yes No Unk N/A Yes No Unk N/A Yes No Unk N/A Yes No Unk N/A Yes No Unk N/A Yes No Unk N/A Yes No Unk N/A</p>
<p>B.5 Did the store provide robbery prevention training to employees before (<i>enter the effective date of the ordinance</i>)?</p>	<p>Yes After Unk N/A</p>
<p>B.6 Has the training changed since (<i>enter the effective date of the</i></p>	

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<p><i>ordinance</i>)?</p> <p>If no to B.6, then skip to B.8</p> <p>B.7 How did the training change?</p>	<p>Yes After Unk N/A</p> <p>Provided more frequently New or additional content Different instructional format Other, specify:</p> <hr/> <p>N/A</p>
<p><u>Signage</u></p> <p>B.8 Were each of the following signages implemented before or after (enter <i>the effective date of the ordinance</i>)? (Check all that apply, before, after, or not implemented)</p> <p>a. No loitering or trespassing (signs at all public exits and on front, sides and rear of store)</p> <p>b. Surveillance cameras are in use</p> <p>c. Minimum cash is on hand</p> <p>d. Employee cannot open drop safe</p> <p>e. Security alarm system in use</p> <p>f. Height strips at all public exits</p>	<p>Before After N/I Unk Before After N/I Unk Before After N/I Unk Before After N/I Unk Before After N/I Unk Before After N/I Unk</p>
<p><u>Visibility</u></p> <p>B.9 Did the store implement a policy to keep unobstructed views from the cash register through outside doors and windows 3'-6' above the ground before or after (<i>enter the effective date of the ordinance</i>)? (Check all that apply, before, after, or not implemented)</p>	<p>Before After N/I Unk</p>
<p><u>Cash limit policy</u></p> <p>B.10 Does the store have a policy requiring a minimum amount of cash in the register? If no, skip to B.13</p> <p>B.11 What is your cash limit?</p> <p>B.12 Did the store implement a cash limit policy before or after (<i>enter the effective date of the ordinance</i>)?</p> <p>B.13 Does the store have a drop safe?</p> <p>If no to B.13, skip to question B.17</p> <p>B.14 Does the drop safe have a timed release?</p> <p>B.15 Is the safe bolted to the floor?</p> <p>B.16 Was the safe installed before or after (<i>enter the effective date of the ordinance</i>)?</p>	<p>Yes No Unk</p> <hr/> <p>Before After N/I Unk Yes No Unk</p> <p>Yes No N/A Unk</p> <p>Yes No N/A Unk</p> <p>Before After N/A Unk</p>

<p><u>Alarm system</u></p> <p>B.17 Does your store have a silent panic or hold-up alarm system? If no, skip to question B.20</p> <p>B.18 Is there a panic button at each register out of view of the customer?</p> <p>B.19 Was the alarm system implemented before or after (<i>enter the effective date of the ordinance</i>)?</p> <p>B.20 Does the store have automatic door locks which can be activated by the register? If no to B.20, then skip to B.22</p> <p>B.21 Are employees instructed to activate locks during a robbery before the robber leaves the store?</p>	<p>Yes No Unk</p> <p>Yes No N/A Unk</p> <p>Before After N/I Unk</p> <p>Yes No N/A Unk</p> <p>Yes No N/A Unk</p>
<p><u>Surveillance camera system</u></p> <p>B.22 Which features of your surveillance camera system were implemented before or after (<i>enter the effective date of the ordinance</i>)? (Check before, after or not implemented)</p> <ul style="list-style-type: none"> a. Minimum of 2 color digital high-resolution surveillance cameras b. View of register c. View of main entrance/exit area d. Displays date and time of recording e. 24 hour operation f. Archives every 30 days 	<p>Before After N/I Unk</p> <p>Before After N/I Unk</p> <p>Before After N/I Unk</p> <p>Before After N/I Unk</p> <p>Before After N/I Unk</p> <p>Before After N/I Unk</p>
<p><u>Other security features</u></p> <p>B.23 What other security features were installed in the store in addition to those required by the ordinance before or after (<i>enter the effective date of the ordinance</i>)?</p> <p>If B.23 is none or unknown, skip to question B.25</p> <p>B.24 Were these features added before or after the effective date of the ordinance?</p>	<p>Security guards</p> <p>Fenced in property</p> <p>Lowering aisle height</p> <p>Increased interior or exterior lighting</p> <p>Other, specify _____</p> <p>Unk</p> <p>None</p> <p>Before After N/I Unk</p>

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B.25 Explain reasons why the store complied to the ordinance requirements (Check all that apply)						
To avoid crime						
Good for business						
Worth price to protect workers						
Increases sales						
Decreases employee stress						
To be in compliance with ordinance						
Other, specify_____						
Unk						
N/A (Store did not comply to ordinance requirements)						
B.26 Explain reasons why the store did not comply with each ordinance requirement (Check all that apply; check A/A if store is in compliance with requirement):						
a. Training	Too busy	too expensive	Unnecessary	Unaware of ordinance	Unk	N/A
Other, specify___						
b. Signage	Too busy	too expensive	Unnecessary	Unaware of ordinance	Unk	N/A
Other, specify___						
c. Drop safe	Too busy	too expensive	Unnecessary	Unaware of ordinance	Unk	N/A
Other, specify___						
d. Visibility	Too busy	too expensive	Unnecessary	Unaware of ordinance	Unk	N/A
Other, specify___						
e. Alarms	Too busy	too expensive	Unnecessary	Unaware of ordinance	Unk	N/A
Other, specify___						
f. Cameras	Too busy	too expensive	Unnecessary	Unaware of ordinance	Unk	N/A
Other, specify___						
B.27 Do you have the responsibility to implement security features such as those required by the ordinance?						
Yes No						
C. Registration and Training Materials						
C.1 Did your store receive registration and resource training materials from your Police Department's Convenience Store Safety Ordinance program?					Yes	No Unk
If no to C.1 then go to C.7						
C.2 Who sent the materials to your store?					Police department	Trade association
Other , specify_____						
C.3 Did you review the resource materials?					Yes	No N/A

<p>C4 Did you understand the resource material?</p> <p>C.5 Were the materials useful?</p> <p>C.6 Why were some or all of the materials not useful?(Check all that apply)</p> <p>C.7 Do you need additional resource and training materials to comply with the city C-store security ordinance?</p> <p>If yes, what materials do you need? _____</p> <p>C.8 Do you feel the police provides sufficient surveillance or presence in your store to protect employees and customers?</p> <p>If yes to C.8, then skip to D.1</p> <p>C.9 Please explain what help you need from the police.</p>	<p>Unk</p> <p>Yes No N/A Unk</p> <p>Yes No N/A Unk</p> <p>Insufficient information Did not need materials Regional manager or owner received them, not your responsibility Other, specify _____ N/A Unk</p> <p>Yes No Unk</p> <p>Yes No Unk</p> <p>_____</p>
<p>D. Robbery risk factors</p>	
<p>D.1 Are there commercial businesses open 24 hours within 100 feet from your store?</p> <p>D.2 Is the store located within one mile of:</p> <ul style="list-style-type: none"> a. Known drug trafficking activity b. Loitering youth, gangs, pan handlers or prostitutes c. Subsidized public housing projects d. Privately owned multi-family dwellings e. Areas with broken windows, graffiti, or abandoned cars on empty lots. 	<p>Yes No Unk</p> <p>Yes No Unk Yes No Unk Yes No Unk Yes No Unk</p>
<p>E. Benefits from compliance</p>	
<p>E.1 Did sales increase, decrease or stay the same since (<i>enter the effective date of the ordinance</i>)?</p>	<p>Increased Decreased Same</p>

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If E.1 is same or unknown, then skip to E.3	Unk
E.2 What percentage did your sales increase or decrease?	<5% 5-9% 10-19% 20+% Unk
E.3 How much was your total sales in 2010.	Total sales:_____
E.4 Overall return on investment from compliance?	Positive return on investment Negative return on investment Not applicable-not in compliance Unk
E.4 Did the following problems occur in the store less or more frequently, or no difference since (<i>enter the effective date of the ordinance</i>)? a. Loitering b. Gang activity c. Drug activity d. Shoplifting e. Theft f. Robbery g. Assaults to employees	L M ND Unk L M ND Unk L M ND Unk L M ND Unk L M ND Unk L M ND Unk L M ND Unk
E.5 Did the following problems occur in the neighborhood less or more frequently or no difference since (<i>enter the effective date of the ordinance</i>)? a. Loitering b. Gang activity c. Drug activity d. Shoplifting e. Theft f. Robbery g. Assaults to employees	L M ND Unk L M ND Unk L M ND Unk L M ND Unk L M ND Unk L M ND Unk L M ND Unk
E.6 Please indicate whether the following items increased, decreased, or stayed the same since (<i>enter the effective date of the ordinance</i>)? a. Property value of the store?	Decreased Increased No change Unk

<p>b. Employee turnover rate?</p> <p>c. Employee morale?</p> <p>d. Employee absenteeism?</p> <p>e. Storage capacity or in inventory on floor?</p> <p>f. Utility bills?</p> <p>g. Greater repeat customers?</p> <p>h. Improved or better clientele?</p> <p>i. Employee stress from threat of workplace violence</p>	<p>Decreased Increased No change Unk</p> <p>Decreased Increased No change Unk</p> <p>Decreased Increased No change Unk</p> <p>Decreased Increased No change Unk</p> <p>Decreased Increased No change Unk</p> <p>Decreased Increased No change Unk</p> <p>Decreased Increased No change Unk</p> <p>Decreased Increased No change Unk None</p>
<p>F. Cost of security features</p>	
<p>F.1 What is an estimate of the store's cost to comply with the ordinance to implement the following requirements? (<i>Keep in mind product planning, implementation and maintenance</i>)</p> <p>a. Training</p> <p>b. Alarms</p>	<p>\$_____ Unk</p> <p>\$_____ Unk</p>

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<p>c. Drop safes d. Surveillance cameras</p>	<p>\$ _____ Unk \$ _____ Unk</p>																																																																						
<p>G. Number of crimes during past three years</p>																																																																							
<p>G.1 Please record the number of the following crimes which at your store occurred during 2009, 2010, and 2011? (If unknown, enter UNK)</p> <table border="1"> <thead> <tr> <th data-bbox="66 493 893 525"></th> <th colspan="2" data-bbox="893 493 1104 525"><u>2009</u></th> <th colspan="2" data-bbox="1104 493 1315 525"><u>2010</u></th> <th colspan="2" data-bbox="1315 493 1531 525"><u>2011</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="66 525 893 556">a. Robbery</td> <td colspan="2" data-bbox="893 525 1104 556">_____</td> <td colspan="2" data-bbox="1104 525 1315 556">_____</td> <td colspan="2" data-bbox="1315 525 1531 556">_____</td> </tr> <tr> <td data-bbox="66 556 893 588">b. Were you working during any of these robberies?</td> <td data-bbox="893 556 974 588">Yes</td> <td data-bbox="974 556 1104 588">No</td> <td data-bbox="1104 556 1185 588">Yes</td> <td data-bbox="1185 556 1315 588">No</td> <td data-bbox="1315 556 1396 588">Yes</td> <td data-bbox="1396 556 1531 588">No</td> </tr> <tr> <td data-bbox="66 588 893 619">c. Non-fatal injury from assault to a worker during a robbery</td> <td colspan="2" data-bbox="893 588 1104 619">_____</td> <td colspan="2" data-bbox="1104 588 1315 619">_____</td> <td colspan="2" data-bbox="1315 588 1531 619">_____</td> </tr> <tr> <td data-bbox="66 619 893 651">d. Non-fatal injury from assault to a customer during a robbery</td> <td colspan="2" data-bbox="893 619 1104 651">_____</td> <td colspan="2" data-bbox="1104 619 1315 651">_____</td> <td colspan="2" data-bbox="1315 619 1531 651">_____</td> </tr> <tr> <td data-bbox="66 651 893 682">e. Homicide of a worker during a robbery</td> <td colspan="2" data-bbox="893 651 1104 682">_____</td> <td colspan="2" data-bbox="1104 651 1315 682">_____</td> <td colspan="2" data-bbox="1315 651 1531 682">_____</td> </tr> <tr> <td data-bbox="66 682 893 714">f. Homicide of a customer during a robbery</td> <td colspan="2" data-bbox="893 682 1104 714">_____</td> <td colspan="2" data-bbox="1104 682 1315 714">_____</td> <td colspan="2" data-bbox="1315 682 1531 714">_____</td> </tr> <tr> <td data-bbox="66 714 893 745">b. Non-fatal injury of a worker from assault not due to robbery</td> <td colspan="2" data-bbox="893 714 1104 745">_____</td> <td colspan="2" data-bbox="1104 714 1315 745">_____</td> <td colspan="2" data-bbox="1315 714 1531 745">_____</td> </tr> <tr> <td data-bbox="66 745 893 777">c. Homicide of a worker not due to robbery</td> <td colspan="2" data-bbox="893 745 1104 777">_____</td> <td colspan="2" data-bbox="1104 745 1315 777">_____</td> <td colspan="2" data-bbox="1315 745 1531 777">_____</td> </tr> <tr> <td data-bbox="66 777 893 808">d. Sexual assault of a worker</td> <td colspan="2" data-bbox="893 777 1104 808">_____</td> <td colspan="2" data-bbox="1104 777 1315 808">_____</td> <td colspan="2" data-bbox="1315 777 1531 808">_____</td> </tr> </tbody> </table>			<u>2009</u>		<u>2010</u>		<u>2011</u>		a. Robbery	_____		_____		_____		b. Were you working during any of these robberies?	Yes	No	Yes	No	Yes	No	c. Non-fatal injury from assault to a worker during a robbery	_____		_____		_____		d. Non-fatal injury from assault to a customer during a robbery	_____		_____		_____		e. Homicide of a worker during a robbery	_____		_____		_____		f. Homicide of a customer during a robbery	_____		_____		_____		b. Non-fatal injury of a worker from assault not due to robbery	_____		_____		_____		c. Homicide of a worker not due to robbery	_____		_____		_____		d. Sexual assault of a worker	_____		_____		_____	
	<u>2009</u>		<u>2010</u>		<u>2011</u>																																																																		
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<p>H. Information on the manager</p>																																																																							
<p>H.1 Are you the owner of the store? H.2 What is your age? H.3 What is your gender? H.4 What is your highest educational attainment?</p>	<p>Yes No N/A</p> <p>16-19 years 20-24 years 25-34 years 35-44 years 45-54 years 55-64 years 65 years and over</p> <p>Male Female</p> <p>Some high school Completed high school/GED Some college Associate's degree Bachelor's degree Master's degree</p>																																																																						

<p>H.5 Were you born in the U.S.? If yes go to question 55</p> <p>If no, what country were you born in:</p> <p>H.6 What is your race?</p> <p>H.7 What is your ethnicity?</p> <p>H.8 How long have you worked in a C-store?</p>	<p>Professional degree Doctoral degree Other</p> <p>Yes No N/A</p> <hr/> <p>a. White b. Black or African American c. American Indian, Alaskan Native d. Asian e. Native Hawaiian or Pacific Islander f. Other g. Multiple races h. Unknown</p> <p>Latin American Eastern Asia (i.e. China, Korea, Japan) South Eastern Asian (i.e. Vietnam, Cambodia) South Central Asian (i.e. Indian, Iran, Pakistan) Western Asian (i.e. Iraq, Saudi Arabia, Israel, Jordan, Syria) African North American /European Other, Specify _____ Unknown</p> <p><1 year 1-4 years 5-9 years 10 or more years</p>
<p>I. Information on store clerks</p> <p>I.1 How many clerks are employed?</p>	

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a. In the store? b. On the third shift (10:00P.M. to 6:00 A.M.) (record N/A if no third shift)	Number: ____ Number: ____
I.2 Please provide the number of store clerks employed by age group	a. 16-19 years ____ b. 20-24 years ____ c. 25-34 years ____ d. 35-44 years ____ e. 45-54 years ____ f. 55-64 years ____ g. 65+ ____
I.3 Please provide the number of store clerks employed by gender	a. Male ____ b. Female ____
I.4 Please provide the number of store clerks employed by born or not born in U.S.	a. U.S. ____ b. Not born in U.S. ____
I.5 Please provide the number of store clerks employed by race	a. White ____ b. Black or African American ____ c. American Indian, Alaskan Native ____ d. Asian ____ e. Native Hawaiian or Pacific Islander ____ f. Other ____ g. Unknown ____
I.6 Please provide the number of store clerks employed by ethnicity	Latin American ____ Eastern Asia (i.e. China, Korea, Japan) ____ South Eastern Asian (i.e. Vietnam, Cambodia) ____ South Central Asian (i.e. Indian, Iran, Pakistan) ____ Western Asian (i.e. Iraq, Saudi Arabia, Israel, Jordan, Syria) ____ African ____ North American /European ____ Other, Specify ____

<p>I.7 Please provide the number of store clerks employed by how long they worked for the C-store</p>	<p>Unknown</p> <p>a. <1 year ___</p> <p>b. 1-4 years ___</p> <p>c. 5-9 years ___</p> <p>d. 10 or more years ___</p>
<p>J. Police enforcement</p>	
<p>J.1 Has the store been cited by the police for being out of compliance with the city's convenience store ordinance since (<i>enter the effective date of the ordinance</i>)?</p> <p>If No, skip to end</p> <p>J.2 How many times were you cited for noncompliance?</p> <p>J.3 What was the total cost of the fines for all citations?</p> <p>J.4 Was your compliance a direct result of the citation?</p>	<p>Yes No Unk</p> <p>Number _____ Unk</p> <p>Total cost _____ Unk</p> <p>Yes No N/A Unk</p>

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Store Evaluation Form	
A. Store Information (pre-recorded)	
Store ID number _____	
Name of store _____	
Company name _____	
Store address _____	
Store telephone number _____ - _____ - _____	
Date of store site visit ____ / ____ / ____	
Time of store visit ____ : ____ AM PM	
Store is registered in Police Department's compliance program Yes No	
Survey staff ID ____	
B. Ordinance Requirements	
<u>Registration</u>	
1. Ordinance compliance Program registration sticker is posted	Yes No
<u>Signage</u>	
2. Signs posted saying the following:	
a. No loitering or trespassing (signs at all public exits and on front, sides and rear of store)	Yes No
b. Surveillance cameras are in use	Yes No
c. Minimum cash is on hand	Yes No
d. Employee cannot open drop safe	Yes No
e. Security alarm system in use	Yes No
3. Are there height strips at all public exits	Yes No
<u>Visibility</u>	
4. Unobstructed view of outside from cash register through all windows and public access doors extending from 3 to 6 feet above the ground.	Yes No
<u>Alarms</u>	
5. Silent panic or holdup alarm system evident in store	Yes No
<u>Surveillance camera system</u>	
6. Minimum of two surveillance cameras	Yes No
7. View of register	Yes No
8. View of main entrance/exit area	Yes No
C. Other CPTED features	
<u>Access/escape routes</u>	

9 A person outside can be observed from the register station before entering store	Yes	No
10 There is opportunity for a person outside to hide from customers and clerks in store	Yes	No
11 Access to parking lot is visible from within store?	Yes	No
12 Property is fenced to force entrance and exit in view of register	Yes	No
<u>Interior visibility</u>		
13. Are mirrors used to view rear aisle areas	Yes	No
14. Does the shelf height block view of persons in aisles	Yes	No
15. Is there a place to hide which is not visible from cash register	Yes	No
<u>Bullet-resistant shielding</u>		
16. Is bullet resistant shielding around cash register? If no to 16 then go to 18	Yes	No
17. Is bullet resistant shielding in use?	Yes	No
18. Does the store have a pass-through cash box?	Yes	No
19. Is there a security guard present?	Yes	No
<u>Store characteristics</u>		
20. Does store have a off-street parking lot?	Yes	No
21. Are there multiple clerks present?	Yes	No
22. Is store open 24 hours?	Yes	No
23. Is store located in a strip mall?	Yes	No
24. Is store located within ½ mile of an expressway?	Yes	No
25. Does store have gas pumps?	Yes	No
26. Describe store type:	Convenience Gasoline station with nightly closed kiosk with pass thru cash box Gasoline station with nightly open kiosk without pass thru cash box Small grocery store Other, describe____	
23. Is the store located within one mile of:		
a. Known drug trafficking activity	Yes	No Unk
b. Loitering youth, gangs, pan handlers or prostitutes	Yes	No Unk
c. Subsidized public housing projects	Yes	No Unk
d. Privately owned multi-family dwellings	Yes	No Unk
e. Areas with broken windows, graffiti, or abandoned cars on empty lots.	Yes	No Unk