

# City of Cambridge

The Civil and Human Rights Committee held a public meeting on November 19, 1997, beginning at 7:00 p.m. in the Sullivan Chamber for the purpose of discussing the recent incident of assault on a woman at the Cambridgeside Galleria Mall and the issue of violence towards women in Cambridge.

Present at the hearing were Councillor Katherine Triantafillou, Chair of the Committee, Councillor Henrietta Davis, Councillor Kenneth E. Reeves, Councillor Michael A. Sullivan, and City Clerk D. Margaret Drury. Also present were Police Commissioner Ronnie Watson, Superintendent David Degou, Sergeant Joe McSweeney, Detective Ann DiMasio, Denise Simmons, Cambridge School Committee, Steve White, Deputy Commissioner of Public Works, and Nancy Ryan, Executive Director of the Women's Commission.

Councillor Triantafillou convened the hearing and explained the purpose and the format of the hearing. She stated that the hearing would begin with testimony from interested community groups.

Kate Byrne, 9 Speridakis Terrace, Cambridgeport Women's Safety Committee, stated that she would provide some background on the Committee's activities and that she is a nurse, a domestic violence expert, and a rape survivor. She described the origin of the group in 1994 in the wake of several rapes in Cambridgeport. They organized self defense classes, public information, and a march in 1995. Still more women were raped. The Committee worked hard on a dead-bolt ordinance, without success. She does not believe that the City has acted responsibly. Even with 3 1/2 years of hard work on this issue, very little has improved.

Carolyn Lambert, Harvard Street, member of the Cambridge Women's Safety Group, stated that this group grew out of a grass roots effort three years ago. They felt that women's safety was seriously compromised by the lack of information about the attacks that were happening that autumn. She added that since then, with the Women's Commission, the Safety Network has taken several steps. They distributed hundreds of leaflets, met with businesses, wrote to the Globe, Tab and Chronicle to chastise them for not publishing information, met with police and publicized self-defense classes. She stated that the women of Cambridge have zero tolerance for indifference to the crime of rape. Ms. Lambert submitted written testimony for the points discussed by her and the following speaker. (Attachment A)

Nora Dooley, 358 Washington Street, Cambridge Women's Safety Network, stated that they have identified ways the City can be made safer. She said that the first is in the area of awareness. Police have sent alerts to media but the local media have refused to publish in some instances. It has fallen to women to publicize attacks on women. They request that the Department of Public Works leave up safety alert information at least until after the meeting being publicized.

Ms. Dooley then provided a list of specific recommendations for enhanced safety in public and private spaces and for a city-wide effort for the area of public education and awareness. This material appears on page 3 and 4 of Attachment A.

Lorie Benning, 55A Market Street, Elm Street Women's Safety Group, stated that the group was organized in response to two assaults on women in their neighborhood. The Police did not tell residents about the first assault, they only found out about the first assault because the Police told the victim of the second assault about it. It is very important for women to get information about attacks and to know each other. A dozen women set up a phone chain. A sub-group surveyed streets for poor lighting. They drafted a letter to landlords to inform them of their responsibilities to keep their space well-lighted. There has been no response. This is ground that the City should be covering. The police should inform citizens of crimes that threaten their safety. She submitted written testimony. (Attachment B)

Deborah Weaver, Ferry Street, Cambridgeport, described LEAP. In 1995, she began working with Cambridgeport Women's Safety Committee to develop a curriculum, Girls LEAP, Lifetime Empowerment and Awareness Program. This was a unique collaboration between activists, police and the community. They need help in getting the program up and running, writing grants, and obtaining funding. She submitted written testimony. (Attachment C)

Brenda Noel, Education Coordinator, Rape Crisis Center, 99 Bishop Allen Drive, stated that the center has been there for 25 years. She noted that only 17% of all rapes are actually reported. Rape cuts through all demographics, class and race. One in four women, one in twelve men will be raped. Sixty-five percent of rapes occur between people who know each other, Thirty-five percent is stranger rape. To end rape, there must be zero tolerance of violence against women by holding perpetrators accountable. She urged the City Council to consider the suggestions offered tonight and direct the City to cooperate and collaborate to move forward on these suggestions.

Denise Simmons, 188 Harvard Street, Vice Chair, Cambridge School Committee, urged the City to put its resources together to make the city safe for all. She described the difficulty in trying to live with the kind of fear that women face. She noted her concern for her 75 year old mother and her 4 year old granddaughter.

Councillor Triantafillou welcomed the representative of Wells Park Group, Steven Sigel, former General Manager of the Cambridgeside Galleria, now Regional Manager, Wells Park Group. He introduced Jerry Miller, the new General Manager of Cambridgeside Galleria, Kathy Duce and Carol Schuman from the Corporate Office, and Richard MacKinnon, President, MacKinnon Company, planning and development consultant for Cambridgeside Galleria. Mr. Sigel submitted a written description of the actions and steps taken by the Cambridgeside Galleria (Attachment D) and summarized this material. He stated that the Galleria has increased police details and will have one just for the garage area. They are adding another garage mobile patrol to increase the total to three.

Mr. Sigel noted that the more input they get from the community, the better able they are to make improvements to safety.

Councillor Triantafillou asked if there was an attempt to publicize the recent event in the mall. Mr. Sigel stated that they did go store-to-store but not immediately. The next time they would do it more quickly.

Councillor Davis asked whether the mall is aware of the program for crime surveillance through environmental design. Mr. Sigel stated that improved designs are more user-friendly as well. He added that lighting at the mall was upgraded after a meeting with the East Cambridge Neighborhood Group.

Mr. MacKinnon stated that there is also a re-look at the architecture to see if there are improvements that should be made.

Councillor Triantafillou asked how many rapes have been reported at the mall. Mr. Sigel said none.

Councillor Triantafillou asked about serious assaults. Mr. Sigel said that in seven years, there was one and it was a domestic issue; it was a knife attack.

Nora Dooley asked what the mall sees as its responsibility to notify the community. Mr. Sigel stated that the mall sees this as a police responsibility. Mr. MacKinnon added that the mall has committed to notify the Women's Commission at the same time as the police are notified.

Councillor Sullivan asked why the mall wouldn't take more steps to alert customers. Mr. Sigel stated that they do work with the East Cambridge Planning Team on these issues.

Councillor Sullivan asked what other malls do to alert their customers. Mr. Sigel stated that they have not found any malls that notify their customers.

Councillor Sullivan requested Mr. Sigel to supply the City Council with any available copies of security manuals for malls by national trade organizations.

Robert Fairchild, 358 Washington Street, recommended more effective notification of safety issues than by posting pieces of paper.

Carolyn Lambert, Harvard Street, stated that even though there is a concern about losing money if customers are notified of crime, it is better for customers to be told by the mall than to hear it as gossip.

Mr. MacKinnon said that this is being reviewed and has not been ruled out. Clearly, communication is essential.

Nancy Corben, Columbia Street, stated that she is more concerned about improved security than notification.

Councillor Triantafillou asked how many security officers there are at the mall. Mr. Sigel stated that it depends on the time, but in general, there are 12 to 14 security officers in addition to the police.

Brenda Noel noted the importance of breaking the silence.

Nancy Ryan, Executive Director, Women's Commission, stated that she is not sure it is the mall's responsibility to notify the public. One of the problems in this case was that the Globe and Chronicle ignored this story. The Chronicle refused to cover this story because it was in the middle of the Jeffrey Curley story. The Tab published the story but it was not until the next week. A big goal is to minimize rumor and maximize information. We need to put pressure on the Globe.

Nancy Elinot Page, Dorchester, stated that she would like more facts about the incident.

Councillor Triantafillou requested that Steve White, Deputy Commissioner of the Department of Public Works, discuss the removal of safety leaflets in Central Square and lighting. Mr. White stated that there has been emphasis since September of this year on removal of handbills and cleanup of the area. The City ordinance is clear. It does allow for posting with permission. The Department of Public Works is attempting to come up with a process that will allow some exceptions for vital information that the community is attempting to circulate. Groups wanting to post to communicate this kind of information should contact the Commissioner or Deputy Commissioner of Public Works.

Councillor Triantafillou asked about three trimming to improve lighting. Mr. White said that the Department of Public Works welcomes public input on what lighting issues exist.

Cheryl Nicoloro, 474 Windsor Street, requested brighter bulbs at the corner of Windsor Street and Columbia Street. Mr. White stated that he would look into this matter.

Kate Byrne, 9 Speridakis Terrace, stated that there is also an issue of the responsibility of private owners to see that their property is adequately lighted.

Councillor Triantafillou then invited comment from the Police. She introduced Commissioner Ronnie Watson and Commissioner Watson in turn introduced Superintendent David Degou, Sergeant Joe McSweeney and Detective Ann DiMasio.

Councillor Triantafillou requested that Commissioner Watson describe the current policy for public notification and investigation. Commissioner Watson stated that last year, two days after his arrival at the Cambridge Police Department, there was a rape in Riverside. The Police used the notification procedures in place at that time. The press started a house-to-house interrogation to find the victim. The Commissioner then decided to enlarge the area of notification. The Police Department has identified persons in each area who will distribute notifications within their neighborhood. The police also notify all of the City Councillors.

Councillor Triantafillou asked at what point the community is notified. Commissioner Watson stated that only confirmed information is disseminated and it is disseminated for stranger rapes and assaults.

Councillor Triantafillou asked what is the grid for Cambridgeside Galleria. Commissioner Watson stated that "grids" refer to neighborhoods. For non-residential areas, it is difficult. For the Galleria, there was immediate notification of Galleria Security, the Women's Commission and the East Cambridge Planning Team. Then there was a mailing to everyone else in the group.

Councillor Triantafillou asked about notification regarding the rape in the parking lot of the Harvest Coop; Commissioner Watson stated that a grid was used.

Liz Haycock, Windsor Street, stated that she lives near the Harvest Coop and is not on a list and did not know about the rape in the parking lot. Commissioner Watson stated that she can get on the list by contacting the Police Department or the Women's Commission.

Councillor Sullivan suggested using cable television.

Nancy Ryan stated that collaboration is necessary to think about the best ways of dissemination. The Women's Group will have that discussion.

Commissioner Watson stated that the Police Department is looking at utilizing communications equipment that can do automatic dialing in the notification process.

Councillor Triantafillou asked what will happen if people call the Police Department if they have heard a rumor of rape. Commissioner Watson stated that the log is confidential where there has been a sexual assault to protect the victim. People would have to call Sergeant Sweeney's department, but the desk will tell the public about a community alert. He will speak with George Fosque to ensure that people who call Emergency Communication have this information. The best number to call is 349-3393 to get the Shift Commander or 349-3346 for Sergeant McSweeney in the Sexual Assault Section.

Deborah Weaver, Perry Street, stated that she is a recipient of community alerts. She does not believe that everyone who received the alerts understands that they are responsible for disseminating the information. Commissioner Watson stated that the Police Department is in the process of drafting a letter to everyone on the list to explain the Police Department's expectations that the recipients will assist in notifying their neighbors. He noted limitations imposed by Chapter 41, Section 97D.

Katie Dolbert, 168 Norfolk Street, stated that she is a rape survivor and she is very conscious of privacy issues. However, she has questions about the manner of publication of the physical descriptions of the perpetrators. Commissioner Watson explained that because of the pending investigation, he cannot discuss this matter.

Daryl Beardsley, Cottage Street, asked if Mace is legal and if so, can the Police Department help women get it. Commissioner Watson stated that pepper spray is legal with a firearms identification card; that is what is used and it can be readily purchased. There are whistle programs.

Commissioner Watson provided crime statistics. (Attachment E)

Joyce Kauffman, 90 Reed Street, asked how information about rape on campus is disseminated and how the School Department is included in the loop with regard to attempted abduction of school children. She stated that community bulletin boards would assist in getting information out to the community.

Commissioner Watson stated that the incident involving the young girl happened at a private school. The School Department was notified within two hours.

Sergeant McSweeney stated that universities report their own statistics. They are not included in this loop. There have been two university rapes reported this year.

Nancy Ryan stated that before the present Police Commissioner there was a huge problem with Harvard and MIT. Now they are legally bound to report assaults on campus, but the level of communication requires constant attention.

Councillor Sullivan asked why universities are now bound to report. Ms. Ryan stated that a federal law passed a few years ago requires universities to keep and report their crime statistics.

Councillor Sullivan asked about reporting. Ms. Ryan stated that Harvard has administrative boards that technically can adjudicate a rape on campus.

Councillor Triantafillou stated that it is obvious that there is much to be done and that this is just a beginning. She stated that she hopes to solidify relationships between community, police, and the city. She thanked the community members for coming and urged them to stay involved. Councillor Triantafillou thanked Mr. Sigel, Commissioner Watson and the Police Department and noted that the point of all of this is information sharing.

Commissioner Watson said that he will be meeting with Nancy Ryan in the interim

The hearing was adjourned at 9:15 p.m.

For the Committee,

*Katherine Triantafillou (M)*

Councillor Katherine Triantafillou  
Chair

**Timeline- presented by the  
Cambridgeport Women's Safety Group**

**Presentation November 19th from the  
Cambridge Women's Safety Network**

*Speaker #1*

The Cambridge Women's Safety Network grew out of grassroots efforts by women in Cambridgeport in response to a series of housebreaks and rapes in that neighborhood 3 years ago. Their work has resulted in many improvements in communication and program's to enhance women's safety.

A series of sexual and violent assaults against women this fall brought another strong, grass-roots showing from the original group and resulted in women from across the city of Cambridge coming to public meetings where we resolved to heighten the awareness of violence against women, empower ourselves and other and to educate our community.

We all felt very strongly that our safety was seriously compromised by the lack of information about the attacks this fall. A sense of outrage spurred our outreach efforts. Our immediate and short term goal was to inform the community that 52% of the populace was at risk and needed to be aware. We did this through a series of leaflets, prominently posted and distributed and a series public meetings.

**Since late September our group and the Women' Commission have :**

- **distributed and posted hundreds of leaflets**
- **met with over 200 concerned women in open meetings**

- **met with the Harvest Coop manager**
- **met with the Galleria Mall management and security**
- **called and written to the Globe, TAB, and Chronicle too chastise them for not printing timely and important information (i.e. descriptions of perpetrators to facilitate their apprehension**
- **met with police to voice our concerns and to be update on all developments of the investigations following incidents**
- **Publicized the self-defense classes at the CPD**
- **started organizing various committees to work on education, awareness, empowerment, outreach, media accountability etc. and a possible Take Back The Night March**

We are here to tell you that the women of Cambridge have a Zero tolerance for indifference to this sort of crime. We have zero tolerance for poor performance in response to these crimes by any of our institutions, be they private or public. (Galleria Mall, Cambridge Chronicle, the DPW etc.) and we are here to ask that the full resources of our city be brought to bear upon the problem of women's safety.

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*Speaker #2*

We have identified some areas where the city and its departments could help to make our city a safer place for all vulnerable people. And we **are** all vulnerable at some point in our time on earth....men women, children - old and young, healthy and

or disabled  
~~attending~~

A city that is safer for women is a city safer for all...The following are but a few concrete suggestions about some particular areas of concern. We hope these suggestions are the beginning of a dialogue and that we can create a dynamic partnership with the City to work creatively and efficiently to address these and any other concern that may be raised tonight or in the future...

**I. Awareness = the existing network to alert the community about violent crime has some serious limitations** - In recent incidents the police have provided timely safety alerts to designated community representatives but in some cases local media have refused or neglected to publish them. The responsibility to spread the word to our community fell to the Women's Safety Network which posted hundreds of flyers. Many women acknowledged their gratitude for the information they received in this manner. Unfortunately the DPW, following their directives, tore down these posters, particularly in Central Square. We suggest that that the DPW be asked to leave up safety alerts at least until a meeting advertised on them has occurred.

We would like to know if the Police Department create a department or designate a person where people can call for accurate and timely information. And we suggest that the City create special public billboards dedicated to crime alerts.

**II. Enhanced Safety in public and private places:**

- safety call boxes in all restrooms, on streets, bus stops etc.
- well lighted streets, cut back trees and shrubs where necessary
- visible foot and bicycle patrols = visible police presence
- facilitate safe transportation after T hours - shuttle buses to campuses, parking areas etc.
- review the plan for city ordinance requiring security measures in multi-dwelling buildings that was blocked by the SPOA

**III. Public Education and Awareness campaign:  
a city-wide effort to combat violent crimes against women  
before they happen....**

- Training or information for all teachers in our public schools on resources available in our city to combat this sort of crime. our city is rich in resources on violence against women yet many of our public school teachers don't know about them or how to access them.
- self-esteem, self-defense and issue awareness classes for children in our public schools , city sponsored youth centers and after school programs
- on-going, **free**, self-defense classes for women
- support for the Girl's LEAP program developed for girls by the Cambridgeport Women's safety Group and piloted by the Graham and Parks School
- mandatory training for all city workers on the issues around sexual assault and violence against women.
- a safety poster that advises citizens of all the resources, private and public, in the city that support an end to violence against women
- **AND a budget commitment to such a campaign?**

**IV. How will your (City Council's) actions or resolutions on the questions and issues raised tonight ~~will~~ be reported to the general public and to this committee?**

**We'd like to thank Councillor Triantafilou for organizing this meeting, The Women's Commission, the Cambridgeport Women' Safety Group for their leadership and those present for their attention and time...**

.....

**We ask the women here to add their testimony in the form of their personal experiences, questions and/ or comments...**

## ELM STREET WOMEN'S SAFETY GROUP

November 19, 1997

In March 1997 there were two assaults on women on Elm Street between Broadway and Hampshire Streets, on the street, in the evening. The police never informed those of us who live in the area and so word and information spread in a very random, haphazard manner. The victim of the second assault, which we believe was an attempted rape (at 7:30 pm in a driveway next to the sidewalk), was our only source of information about the first assault (because the police told her). Nearly all the women in our immediate neighborhood had no idea that either assault had happened. This happens everywhere in the city—we are not unique.

A couple of women who live on Elm Street, realizing how critical it is for us to 1) get information about safety and crimes quickly and accurately, and 2) know each other and indeed know all our neighbors, called together a meeting of all women on two blocks of Elm Street and one adjacent block of Market Street. We knocked on every door, distributed a flyer, and talked with our neighbors. A group of about a dozen women met one Sunday afternoon, learned the facts about one of the assaults first-hand, and set up a phone chain. At this meeting we were reminded of how important it is for victims to be supported, how few mechanisms we have to help each other this way, and that we can only help each other if we know that rapes and assaults take place.

A sub-group met a second time to survey the streets for poor lighting. We drafted a letter and notified every landlord and homeowner by mail, informing them of their specific violations and the city ordinance that requires them to maintain well-lit spaces.

Since last March, we have activated our phone chain a number of times to do what the police and the city should be doing—informing people quickly and completely about safety issues. We have also joined with the Cambridgeport Women's Safety Group and hundreds of other women in Central Square after the recent rapes. Most recently, we raised the issues of lighting and immediate access to information at the recent local meet-the-police meeting.

We are not unique. All women in all neighborhoods need to feel safe, inside and outside their homes. What the Elm Street group has done is a very small step, a tiny step in covering the ground that the city should be covering. We should be able to rely on the city to enforce lighting and street safety conditions. We should be able to rely on the police to inform us quickly when women are assaulted and threatened. We are entitled to safety. As usual, it is those threatened and those at risk that end up doing the work. You can see from the presentation of the Cambridgeport Women's Safety Group that their relentless hard work over many years has been frustrated and ignored for too long. One minute is too long. This has been going on for years. This has to change.

Submitted by: Denise Bergman  
82 Elm Street

Susan C. Griffith  
59 Elm Street

Last May, around dusk one night, I was grabbed by a young man as I turned into my front yard. As this man yanked me toward him, I yelled at him, he let go and ran off down the street. The whole incident probably took two minutes. As near as I know, no one observed it.

As I ran into my apartment that night, I was outraged, scared and not quite ready to believe what just happened to me. I was confused--should I report this to the police? After all, I wasn't hurt and the man seemed so young--I could get him into trouble by reporting him. He might return and hurt me--we had looked straight into each other's faces as he yanked me toward him and he knew where I lived. What did it matter?

I did report the incident, and, with the support of my friends, I reluctantly and grumpily did whatever else needed to be done as follow-up. One of the things that I did was go over to the Cambridge Police Station to look at photos of men who had been arrested for other crimes, to see if I one of them looked like the man who had assaulted me.

A friend accompanied me to the police station--a trip we took time off work to make in the middle of the day. Once there, we needed to cross a series of minor barriers that made this task more intense, upsetting and uncomfortable than it naturally would be:

- Signage in the police station was not plain so it was not obvious where we should go.
- Once we found the cluttered, equipment-filled office, there was no staff there. We waited four or five minutes and then searched out someone in another office on the second floor.
- A helpful woman left her own office to check and see if staff were in the dark room--no one there, either. She left to find someone to help us.
- Another wait with no place to sit down or even feel comfortable.
- A few minutes later, an officer arrived and directed me to the photo books, told me to look at the books by myself without talking to my friend and told my friend she needed to stand a few feet behind me to insure there would be no interaction. The officer left as the person we presumed to be the staff member returned. I could not identify the man who assaulted me so I filled out the proper paper work and we left.

Several thoughts strike me as I reflect on the moments I have just described. One is just how much I did not want to deal with this incident in my life; another is how important the support of other women was in helping me deal with it responsibly; and the third is that little things do indeed mean a lot--I keep imagining what that dismal and upsetting trip to look at mug shots might have been like if someone had greeted us as we entered the station, if there had been a comfortable place to wait, if people had introduced themselves to us, if a note had been left telling when staff would return and if my friend had been allowed to sit by my side in silence.

When women experience violence, the urge to deny is strong and often prevails. In order to counter this, we must create ways for women to be there for each other and we must remember that little things like thoughtfulness and courtesy can make what can never be pleasant at least seem welcome and important.

Susan C. Griffith, 59 Elm Street

C,

**Cambridge City Council  
November 18, 1997**

In 1995 a group was formed within the Cambridgeport Women's Safety Group to begin to work with the Police Dept. It was our goal to survey the Dept. and to see where the concerns of the Women's community and the <sup>POLICE</sup> dept. converged. In the course of our discussions we found that while the Police and the City have made a serious commitment to the issue of domestic violence, programming in the area of women's safety was not as prioritized and children's safety programs were completely non-existent.

As a 20 year resident of Cambridgeport, I have had numerous occasions to be concerned about my own safety and to be distressed at the continued violence towards women. As a parent and a self-defense educator I was shocked and then mobilized to action to develop some safety program for children in the city. We began as a small group of concerned women and mothers to develop the curriculum that we call **Girls LEAP**, *LIFETIME EMPOWERMENT + AWARENESS PROGRAM*

Many of you city council members attended our first "community sharing day" last May at the Graham & Parks school. This was an opportunity for a group of girls to share their physical self defense skills and their thoughts and feelings about their experiences. Their Moms had received concurrent RAD training through the Police Dept. and were there to support and celebrate their daughters' achievements.

We all were extremely proud of the girls, honored in their trust and gratified at the apparent success of such a unique collaboration between activists, police and community participants.

Right now we need help. The city is in an uproar over the events that have occurred this fall that have eroded our sense of safety. Parents are scared of what their children are saying, and what they are not saying. The women's community <sup>IS FEARFUL</sup> ~~is fearful~~ ~~the program~~ is born out of a need that should have been addressed long ago. We all know that children need to be educated and trained in order to have a greater sense of control of their own lives, we should have planned for their safety the same way we teach them to not take drugs, to escape from a fire or to dial 911.

*GIRLS LEAP*

We need help because we are all working people trying to write the grants, talk to the human services dept., attend meetings and mobilize a trained staff to teach this program. We need a champion for our cause who will make it a bit easier to get the funds, to pay the staff, and to provide some of the resources to be effective. We need ~~to~~ City to not only give us a proclamation of support, but to actually help us get this program up and running. We can't waste any more time.

THE

CLOSE UP " FROM PHOTOCOPY  
Thank you

DEBORAH WBAVGR

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CAMBRIDGE MA.



# WellsParkGroup

D,

November 19, 1997

Councilor Katherine Triantafillou  
Cambridge City Council  
City Hall  
Cambridge, MA 02139

Dear Councilor Triantafillou,

Following the recent incident at CambridgeSide Galleria on October 4, we have met twice with Nancy Ryan of the Cambridge Commission on the Status of Women. During the first meeting, we expressed our concern over the situation and our commitment to public safety. We asked for community input on enhancements to our existing security programs. In addition, we gave all in attendance an overview of our ongoing programs. The meeting concluded with several action steps to enhance our programs.

On Monday, November 17, we had a follow up meeting with Nancy Ryan to review action taken.

Attached you will find a two page summary of ongoing security programs and a two page summary of action steps taken as a result of the first meeting.

I look forward to meeting you tonight.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Sigel', written in a cursive style.

Stephen B. Sigel  
Vice President/Regional Director of Properties

cc: D. Margaret Drury



D<sub>2</sub>

Listed below are the action steps taken at CambridgeSide following our recent review of existing programs, which are summarized at the end of this memo.

1. CambridgeSide Galleria is extending its community outreach programs to include several women's programs.
  - We have developed a relationship with the Cambridge Commission On The Status Of Women to include notification directly to Nancy Ryan whenever an incident occurs which needs to be communicated to her organization.
  - We will take part in "Suited For Success", an organization whose objective is to prepare economically disadvantaged women to be successful in the workplace by helping them secure the appropriate wardrobe, at low cost.  
*Tentative start date: January 1998*
  - We have met with Joyce Williams Mitchell of the "Mass. Coalition of Battered Women" for additional community outreach.
  - With the pending merger of Boston Rape Crisis Center and the Mass Coalition of Battered Women, we are trying to determine from Diana Goldfarb whether or not there should be one or two outreach programs.
  
2. Installation of additional video cameras in the following locations:
  - Level 1 Restroom Corridor
  - Level 2 Pavilion Corridor to Elevator and Garage
  - Level 2½ Corridor to Elevator
  - Level 3 Corridor to Elevator and Garage*Tentative completion date: before Thanksgiving*
  
3. Addition of another Cambridge Police paid detail for the garage.  
*Completion Date: 10/8/97*
  
4. Installation of additional intercoms within garage to allow for easier customer access and communication to Security.  
*Tentative completion date: before Thanksgiving*
  
5. Enhancement of all existing security and customer assistance signage for greater visibility. This would include the following:
  - Enlarging signs identifying intercoms including a contrasting wall color to create more awareness.
  - Eliminate any Marketing signs on this painted area to avoid confusion.*Tentative completion date: December 1<sup>st</sup>*
  
6. We will make the following changes to our Mobile Security patrols:
  - Increase our garage Mobile Patrols from two (2) to three (3).

- Add additional large red light bars on our patrol vehicles.
- Install a low volume friendly alarm for greater awareness of Mobile Patrol.
- Mobile drivers to be in more visible Security slickers (yellow).

*Tentative completion date: before Thanksgiving*

7. Installation of pay phones in women's restrooms (*complete*) and creation of signage next to this pay phone with key emergency numbers for women at risk.

*Tentative completion date: November 24<sup>th</sup>*

8. Enhancement of crisis communication with Store Managers and their staffs. We will achieve this by doing the following:

- Use Mall Alert phone system to disseminate important information.
- Communicate to Store Managers the community's concern that they share important security information with their staffs. This issue will also be communicated above Store Manager level.
- Develop a safety program for all retailers. This will include the following:
  - ◇ Develop a list of key safety tips for each retailer to post on their associate bulletin board.

*Tentative completion date: December 1<sup>st</sup>*

- ◇ Hold quarterly safety seminars (starting in January). These seminars would include Cambridge Police and Store Managers and Associates and would be communicated to the District, Regional and Senior Management of our retailers.

9. CambridgeSide will continue to remind all Store Associates of our Escort Program which has been in existence since mall opening. This also will be expanded to include the public.



## Security Programs

*AT CAMBRIDGESIDE, WE HAVE ALWAYS PRIORITIZED SECURITY AS EXTREMELY IMPORTANT. FOR THAT REASON, WE HAVE DEVELOPED SEVERAL PROGRAMS THAT GO FAR BEYOND THE TYPICAL MALL SECURITY PROGRAMS, INCLUDING STAFFING AND EXPENDITURES THAT EXCEED THE NATIONAL AVERAGE BY TWO TO THREE TIMES.*

- **Mobile Patrol** - Two golf cart “security vehicles” travel the garage seeking patrons in need of service, including escorts, package assistance, jump starts, flat tire repair, lock-out service, directions, etc. Their continuous presence performing these customer service functions is a major deterrent to potential criminal activity.
- **Exterior Bicycle/Motorcycle Patrols** - Weather permitting, a combination of Cambridge Police bicycle/motorcycle patrols and CambridgeSide Security bicycle patrols (trained by Cambridge Police) are utilized. CPD and CSG personnel patrol the entire exterior of the facility. The focus is customer and employee safety.
- **Cambridge Police Paid Detail Service and OIC Program** - To compliment our Security personnel, CSG hires multiple Cambridge Police Department (CPD) officers. As such, the OIC (**Officer In Charge**) was developed in 1994. The OIC is always a ranking CPD officer (Sergeant or above). He or she is utilized as the point of contact to direct other detail officers. This program has structured positions and patrols. The program maximizes visibility, availability and effectiveness.
- **Store Walk-Thru Program** - Implemented in 1995, Security devotes an officer to this program during all operating hours. On a continuous basis, the officer will enter stores, based on a structured rotation, make, at a minimum, eye contact or greeting with store personnel and move on to the next store. This program maximizes in-store visibility and has been very well received by Store Managers.
- **Cambridge Police Quarterly Store Visits** - Developed and implemented in 1994, this program was designed to maximize safety and security awareness. On a quarterly basis, a specially trained CPD officer and the CSG Security Director visit each store to conduct the latest training and awareness programs available. This one on one approach, as opposed to a group setting format, encourages the store employees to ask questions.
- **Probation Officer Program** - Developed and implemented in 1994, representatives of Cambridge, Boston, Roxbury and Dorchester Probation Departments provide, on a rotating basis, consulting services to help assure a safe environment

- **Truancy Sweeps** - Developed and implemented during 1995 in cooperation with Cambridge and Boston School Police Departments, this program initially called for random police "truancy sweeps". Youths in the mall are gathered and transported back to school, and their parents are notified. We have developed a system where we simply call the truant officers and support is dispatched to address the problem.
- **Employee Escort Program** - In place from mall opening, store employees are encouraged to call security for an escort to their car, the MBTA Station or the bank. The service is available 24 hours per day, 7 days a week. Additionally, the use of this service is monitored and when the number of escorts drop, correspondence is sent to each store as a reminder the service is available.
- **CCTV Camera System** - The CSG Security Base Operator monitors and records on a continuous basis (24 hour) a series of garage, exterior and in-mall cameras.
- **Detex System** - The CambridgeSide Detex system is set up to provide coverage for the entire facility 24 hours a day, including the garage and rear service areas. The designated security officer carries a computerized Detex clock to key stations throughout, which are "punched" into the clock and recorded to assure a full facility tour.
- **Patrol Patterns** - Designed to maximize security presence and visibility, each retail level has structured patrol patterns, as well as vantage points, which are alternated on a continuous basis. As previously stated, CPD is incorporated into the system.
- **Neighbor Crime Watch** - CSG Management and Security have partnered with Rich Vendetti's "Neighborhood Crime Watch Program". Over the past few years, we have hosted a meeting, provided equipment and administrative support.

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## RAPES IN AMERICAN CITIES OF 95,000–105,000 RESIDENTS 1995

City	Population	Rape Total	Rapes per 100,000
Wichita Falls, TX	99,606	90	90.36
Columbia, SC	104,457	89	85.20
Portsmouth, VA	104,505	77	73.68
Green Bay, WI	103,536	75	72.44
Lowell, MA	96,578	68	70.41
Midland, TX	97,973	68	69.41
Fort Collins, CA	101,416	66	65.08
Fontana, CA	104,258	66	63.30
Lafayette, LA	102,921	63	61.21
Albany, NY	104,637	61	58.30
Clearwater, FL	101,362	48	47.36
Pueblo, CO	102,971	46	44.67
Palmdale, CA	103,943	38	36.56
Roanoke, VA	97,616	35	35.85
Cambridge, MA	<b>100,428</b>	<b>35</b>	<b>34.85</b>
Berkeley, CA	100,332	33	32.89
Waterbury, CT	103,523	32	30.91
Manchester, NH	97,785	29	29.66
Carrollton, TX	96,035	28	29.16
Livonia, MI	100,975	29	28.72
Ventura, CA	96,772	25	25.83
West Covina, CA	103,817	24	23.12
Norwalk, CA	101,250	23	22.72
Arvada, CO	97,821	21	21.47
Santa Clara, CA	95,037	19	19.99
Burbank, CA	100,166	20	19.97
Downey, CA	100,391	19	18.93
Woodbridge Township, NJ	96,988	13	13.40
<b>Average Rapes per 100,000</b>		<b>43.77</b>	

By Uniform Crime Reporting definition, the victims of forcible rape are always female, and in 1995, an estimated 72 of every 100,000 females in the country were reported rape victims. The 1995 forcible rape rate was six percent lower than the 1994 rate and 13 percent lower than the 1991 rate.

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City	Pop.	Index	Murder	Rape	Robbery	Assault	Burglary	Larceny	MV Theft	Violent	Property*	Ind Rate	Viol. Rate
Arlington	46,272	603	0	4	15	64	100	356	64	83	520	13.03	1.79
Belmont	25,630	338	0	0	5	79	70	163	21	84	254	13.19	3.28
Boston	550,715	52,278	96	379	3,597	5,497	6,671	26,002	10,036	9,569	42,709	94.93	17.38
Brockton	87,888	6,359	6	39	312	870	1,522	2,341	1,269	1,227	5,132	72.35	13.96
Brookline	56,367	1,875	0	4	41	217	176	1,182	255	262	1,613	33.26	4.65
Fall River	89,913	4,024	2	29	149	388	1,019	2,061	376	568	3,456	44.75	6.32
Lowell	96,578	6,266	8	68	226	1,226	1,159	2,449	1,130	1,528	4,738	64.88	15.82
Lynn	78,739	6,225	9	17	333	1,053	1,086	2,384	1,343	1,412	4,813	79.06	17.93
Medford	55,974	1,940	1	10	27	434	297	946	225	472	1,468	34.66	8.43
New Bedford	95,139	5,155	6	64	237	849	1,498	1,858	643	1,156	3,999	54.18	12.15
Newton	85,824	2,102	0	3	14	160	278	1,469	178	177	1,925	24.49	2.06
Quincy	84,498	3,221	0	19	54	210	799	1,636	503	283	2,938	38.12	3.35
Somerville	69,316	3,049	3	4	97	390	582	1,352	621	494	2,555	43.99	7.13
Springfield	149,978	11,165	19	134	748	1,406	2,490	3,798	2,570	2,307	8,858	74.44	15.38
Watertown	31,608	1,222	1	1	8	116	128	896	72	126	1,096	38.66	3.99
Worcester	166,290	11,386	5	82	431	1,264	2,523	5,790	1,291	1,782	9,604	68.47	10.72
<b>Total</b>	<b>1,770,729</b>	<b>117,208</b>	<b>156</b>	<b>857</b>	<b>6,294</b>	<b>14,223</b>	<b>20,398</b>	<b>54,683</b>	<b>20,597</b>	<b>21,530</b>	<b>95,678</b>	<b>66.19</b>	<b>12.16</b>
<b>Averages</b>	<b>110,670.56</b>	<b>7,325.50</b>	<b>9.75</b>	<b>53.56</b>	<b>393.38</b>	<b>888.94</b>	<b>1,274.88</b>	<b>3,417.69</b>	<b>1,287.31</b>	<b>1,345.63</b>	<b>5,979.88</b>	<b>66.19</b>	<b>12.16</b>
Cambridge	100,428	5,606	3	35	295	463	953	3,313	544	796	4,810	55.80	7.90
<b>Camb. above/below avg.</b>	<b>-10,242.56</b>	<b>-1,719.50</b>	<b>-6.75</b>	<b>-18.56</b>	<b>-98.38</b>	<b>-425.94</b>	<b>-321.88</b>	<b>-104.69</b>	<b>-743.31</b>	<b>-549.63</b>	<b>-1,169.88</b>	<b>-10.39</b>	<b>-4.26</b>

All Data is for 1995 "Crime in the United States" was the source for the raw numbers - Calculations for Crime rates compiled by CPD CAU

Violent \* = total of Murder, Rape, Robbery and Assault

Property \* = total of Burglary, Larceny and Auto Theft

Ind Rate = Serious Crimes (Murder, rape, robbery, assault, burglary, larceny, auto theft) per 1000 of the population

Viol. Rate = Violent crimes per 1000 of the population

# Uniform Crime Report Statistics 1976 - 1995

<i>Crime</i>	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	Total Average
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<b>Murder</b>	3	1	1	2	2	3	4	7	6	0	4	2	7	7	3	5	2	2	1	3	3
<b>Forcible Rape</b>	29	39	32	46	51	28	30	37	31	27	31	36	30	25	29	38	33	30	28	35	33
<b>Robbery</b>	419	286	294	378	431	517	484	448	377	365	395	417	402	460	431	399	286	253	276	295	381
<b>Aggravated Assault</b>	399	488	535	436	461	389	344	445	365	312	304	340	371	365	614	567	551	643	473	463	443
<b>Burglary</b>	2216	1687	1810	2377	2357	2745	1740	1630	1415	1410	1420	1477	1337	1621	1470	1098	866	929	774	953	1567
<b>Larceny/ Theft</b>	2488	2211	2245	2613	2893	3586	3959	3287	3038	3256	3029	3229	3127	3692	3136	3363	3326	3563	3551	3313	3145
<b>Auto Theft</b>	2936	2574	2350	2278	1814	1545	1931	1699	1388	1257	1250	1152	1175	1170	1353	1012	887	964	761	558	1503

<b>Total Violent</b>	850	814	862	862	945	937	862	937	779	704	744	795	810	857	1077	1009	872	928	778	796	860
<b>Total Property</b>	7640	6472	6405	7268	7064	7876	7630	6616	5841	5923	5699	5858	5639	6483	5959	5473	5079	5456	5086	4824	6215

<b>Total</b>	8490	7286	7267	8130	8009	8813	8492	7553	6620	6627	6433	6653	6449	7340	7036	6482	5951	6384	5864	5620	7075
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Committee Report #1

S-805

A report from Councillor Katherine Triantafillou, Chair of the Civil and Human Rights Committee, for a meeting held on November 19, 1997 for the purpose of discussing the recent incident of assault on a woman at the Cambridgeside Galleria mall and the issue of violence towards women in Cambridge.

In City Council December 22, 1997

*Report Accepted,  
Placed on File  
on motion of  
Councillor Sullivan*