

In response to residents' experiences with theft and feeling unsafe, the VRA Board developed a survey to understand the scope of these issues. The survey was administered through a google form and promoted through the VRA Facebook page, SPARR Facebook page, UV weekly email and word of mouth. Residents were asked to share their perspectives anonymously and only one response per household/apartment. The survey was open from February 7, 2019 to February 26, 2019. There were 269 respondents.

Respondents were also asked to identify their building number. The accompanying cluster maps detail thefts based on location: 1) Respondents who have had anything stolen 2) Packages stolen 3) Bikes stolen and 4) Vehicles stolen.

1. How long have you lived in the Village? (269 responses)

- 38.3% less than 1 year
- 43.1% 1-3 years
- 16.7% 3-5 years
- 1.9% more than 6 years.

2. What floor do you live on? (268 responses)

- 37.7% first floor
- 41.8% second floor
- 20.5% third floor

3. Has anyone in your housing unit had any of the following items stolen on UC Village property?

- 272 people reported they had a package stolen.
- 91 people reported they had a bike, skateboard, or scooter stolen.
- 41 people reported they had clothes stolen.
- 24 people reported they had children's toys stolen.
- 18 people reported they had their vehicle stolen.
- 8 people reported they had their wallet or bag stolen.
- Other items that were reported to have been frequently stolen were bike accessories (seats, handlebars, baskets), umbrellas, and motorcycles.

4. Where did each of the above theft incidents take place on UC Village property?

- 236 people reported it had taken place at their front door.
- 75 people reported it had taken place in their mailbox.
- 64 people reported it had taken place on bike racks.
- 51 people reported it had taken place on their balcony.
- 25 people reported it had taken place in their vehicle.

- 25 people reported it had taken place in their laundry room.
- 22 people reported it had taken place on the playground.
- 4 people reported it had taken place during a home break in.
- 3 people reported it had taken place on the sports fields.
- 2 people reported it had taken place in the study center.
- 1 person reported it had taken place in the community center.

5. What time of day did each of the above incidents occur?

- 176 incidents had taken place in the afternoon.
- 127 incidents had taken place in the middle of the night.
- 70 incidents had taken place in the evening.
- 69 incidents had taken place in the morning.

6. How did your housing unit report each incident?

- 311 incidents were not reported.
- 69 incidents were reported to UCPD.
- 64 incidents were reported to neighbors.
- 33 incidents were reported to the Village Office.
- 4 incidents were reported to their community advisor.
- 3 incidents were reported to 911.

7. If you did not report an incident above, why not?

- 64.2% believed nothing could be done.
- 29.2% did not know who to call.
- 16.5% did not believe the response would be quick enough.

8a. Close the 6th street pedestrian and car gates at night.

- 92 people strongly supported
- 39 people supported
- 54 people were neutral
- 42 people did not support
- 37 people strongly didn't support

8b. Close the 6th street pedestrian and car gates at all times.

- 37 people strongly supported
- 18 people supported
- 43 people were neutral

- 65 people did not support
- 77 people were strongly against

9. Increasing UCPD patrols. (266 responses)

- 74.8% were in support
- 15% were neutral
- 10.2% were not in favor.

10. Install bike lockers. (266 responses)

- 73.3% were in support
- 19.2% were neutral
- 7.5% were not in favor

11. Better locks on doors. (261 responses)

- 55.2% were in support
- 33% were neutral
- 11.9% were not in favor.

12. Install cameras in:

Laundry rooms (265 responses)

- 59.7% were in support
- 22.6% were neutral
- 32.4% were not in favor

Hallways (254 responses)

- 61.4% were in support
- 19.7% were neutral
- 18.9% were not in favor

Facing parking lot (260 responses)

- 76.5% were in support
- 13.8% were neutral
- 9.6% were not in favor

Facing courtyards (254 responses)

- 61% were in support

- 20.5% were neutral
- 18.5% were not in favor

Common rooms/buildings (253 responses)

- 49.4% were in support
- 28.5% were neutral
- 22.1% were not in favor

13. More training on security education. (266 responses)

- 42.1% were in support
- 40.6% were neutral
- 17.3% were not in favor

14. More flyers and emails about security education. (265 responses)

- 36.6% were in support
- 34.7% were neutral
- 28.7% were not in favor

15. Have all entrance points to Village require an access code/swipe in. (267 responses)

- 48.7% in support
- 18.4% neutral
- 32.9% not in favor

16. Provide any additional comments on your experience or perspectives on security measures below:

- ⇒ Allow people to have pets. You can tell more than half the dogs around here aren't service/emotional support animals anyway. No one will break into a house with a dog.
- ⇒ I'm wondering that setting up some brighter lights around the village could influence these thefts.
- ⇒ About time someone took the security issues seriously
- ⇒ Form neighborhood watch per building
- ⇒ Package delivery to the office or a controlled access area would be more effective than expensive security.
- ⇒ Very supportive of any improvements in security at the village.
- ⇒ Install package lockers or give us larger mail boxes.
- ⇒ Residents leave food for the homeless people on purpose outside of the hallway
- ⇒ I guess an important question would be how these measures would translate into rent increase
- ⇒ I have seen people twice checking windows to break in and I have seen multiple people with open bottles of alcohol roaming around the complex.

- ⇒ More safety for families
- ⇒ Allow gun ownership, research has shown spikes in crime in gun restricted zones
- ⇒ Am very concerned about meth lab cleanup and would like a communication from the village about our safety involving that site
- ⇒ The self locking laundry doors are great, but maybe we could keep reminding residents to make sure doors are fully closed to prevent theft there.
- ⇒ If package/toy/bike theft is what is making people feel unsafe, then solutions should be geared towards those kinds of problems. Bike locks are a great idea. As would be locking storage sheds for outside toys, and perhaps a delivery area other than front doors where packages are kept safely - a lot of apartment buildings use these.
- ⇒ It'd be nice if we can install entrance doors for each building entrance. Currently our apartment door it is fully exposed to the public - sometime, I have undesirable visitors/strangers knocking my door, sometimes late at night makes me feared.
- ⇒ Also, there should be better mailbox system, so the packages are better secured - Amazon, Fedex ...
- ⇒ I think missing packages are pretty common in village.
- ⇒ Substantial funding will be required to make the village safe. It should be closed to all through traffic.
- ⇒ Theft is out of control.
- ⇒ Window locks and dowels should be in all apartments. We should not have to request them (I did not even know they were available, so we bought our own dowels).
- ⇒ Something should be done to reduce through traffic from drivers who are non-residents. Any additional security installations should not cause an increase in rent.
- ⇒ I cannot honestly answer most of these questions because I don't know how these issues are affecting my neighbors. What I can tell you is this; I stopped using the busses for a semester because they used to drop us off near the post office and we would have to walk dangerous streets to get into the village, but I'm using them again now that they no longer do that.
- ⇒ Close 8th street entrance to public. Someone should really do something about the growing homeless population on Harrison St, not to mention the never ending sea of trailers taking up permanent residence on the surrounding street
- ⇒ I think any security measures put in place shall not hinder practicality (e.g. ability to get food delivered, or order an Uber without having to buzz someone in maybe several blocks away from home). I think the primary issues with security are related to package and bike thefts, and they are fixable with measures that do not create problems to the livelihood of the area
- ⇒ I DO NOT FEEL SAFE HERE ANYMORE, SO MANY THINGS HAVE BEEN STOLEN AND I AM LOSING MONEY !!!!! Why do we even have bike racks if people are stealing from them?? How safe can it be here if packages are stolen during the day in broad daylight???? Why are there so many people living in vans RIGHT outside the village?????
- ⇒ We do not keep things in the hallway, but many of our neighbors do. We know that is a risk for theft so we avoid it.
- ⇒ I support the selections above if the improvements can be made without passing the cost to the tenants. We already pay well over what we should to receive little security and that should be improved out of basic necessity before increasing other measures that will not be implemented fully or maintained.
- ⇒ Perhaps locked storage lockers for packages with 24 hour access.

- ⇒ This is about security (not theft), but cars (non-village residents) drive thru Jackson with speed. I always fear someone being run over. Please control traffic or put bumps.
- ⇒ People leave stuff outside, unsecured, all the time. Theft isn't that big of an issue. I had a wheel stolen off of my bike, but that's because I didn't lock that wheel, and left it unmoved for a week on one of the racks farther away from building entrances.
- ⇒ Cars drive way too fast while cutting through the village. Speed bumps on all roads would be a good idea.
- ⇒ A larger Amazon locker would be great to house larger packages, maybe creating a mail room with attendants to receive and release packages with proper ID would be another alternative solution to avoid package thefts.
- ⇒ We recommend giving residents bars/door stoppers for terrace doors to be used when traveling. We also support measures to foster community, rather than suspicion.
- ⇒ Any measure to it possible to open the front window (Ground Floor) at night
- ⇒ This is an urban setting , I know now not to leave any items in my car overnight.
- ⇒ What good would cameras do when people have caught package thieves and public urinals on tape in the village and University Police are never able to catch or convict anyone, even with video evidence? I think that having physical barriers that require access codes or remote controls to enter the village, better locks on doors and windows, increased in-person police patrols, and better training for neighbors to call and report suspicious activity would by far be the most helpful to deter crime.
- ⇒ Provide package lock box!!!! That is the easiest and most direct solution to the issue of package theft. All we need is a locked box for UPS/USPS to put packages into so they can be there safely until residents can get them. Like an amazon locker but for all types of mail.
- ⇒ provide something like "safe box" for package delivery to each household
- ⇒ I also feel that if the village facilitated more "get to know your neighbors" events this would help to build community. I envision each building having a rep that could organize events per building (meaning on a small scale than Village-wide). These events would be geared getting to know your neighbors. Potlucks in the court yard, bowls nights, little valentine's day notes to your neighbors, etc. It would be like a dorm RA but for the building, on a volunteer bases and more low key. These could quarterly events and then maybe there could be a annual event in which all the buildings come together.
- ⇒ By building trust between our neighbors, people would feel more safe. People would be more willing to trust their neighbors and maybe ask them to pick up packages for you when you see them out, or keep an eye open if you will be out of town. This is how I feel really safety will be built.

Additional comments grouped by topic:

1. Floor

- ⇒ It seems like folks living on the ground floor (especially in the west village) are an easy target for theft, especially for those that have to leave items out on their porch. Having some sort of locked storage space for folks living on the first floor near buildings could be helpful.
- ⇒ A thief, thinking no one was home, tried to pick the lock of my front door in the middle of the night. This was not a homeless person looking for objects to steal off pitches and patios. This was a professional thief. The ground floor is especially vulnerable to break-ins. Sliding glass doors on first-floor patios are not secure, but neither are front doors with a simple deadbolt. The fact that theft occurs in the village is not simply tied to matters directly on the village campus: two blocks away is a field of tents, cars on blocks, and RVs. This area is not safe, especially at night. In the village, people on bikes move in and out of the area at all times of the day, mostly rummaging through dumpsters, but also stealing bikes and bike parts

8. Closing 6th St. gates

- ⇒ Not mentioned here is the problem of through-traffic which creates dangers at crosswalks especially. A gate at all entrances would dramatically reduce this issue.
- ⇒ Question above is broken and can't be interpreted. In survey methodological terms, you've created a "double-barrel" question. For example, I would STRONGLY support closing the 6th Street (and 8th Street) car gates at ALL times but I would STRONGLY oppose closing the pedestrian gates at ANY time.
- ⇒ In addition to the above crimes, last week I witnessed a homeless man shooting up heroine and passing out while standing up at the corner on Ohlone and Gooding. This occurred in the mid afternoon while families were walking around. Myself and a village employee confronted the man and he eventually walked out towards Jackson st. Before my motorcycle was stolen, it was knocked over while someone was parallel parking in a spot that was not theirs and the person fled the scene, leaving damage to my motorcycle and two others. I have also come across multiple opened packages at the mailboxes, as well as, finding the remnants of package theft in discrete corners of buildings that do not correspond to the address of the package. I have confronted various junkies who were dumpster diving in the village and made them leave through either an aggressive presence or calling ucpd. Many of the thefts in the village are crimes of opportunity, and with homeless drug addicts coming in from 6th st via bicycle, it is important that we do not allow them to dumpster dive, as it gives them an incentive to be here and commit various other crimes of opportunity. A gate is great, but we also need increased security patrols, either ucpd or a private security agency. I have lived in many communities with gates, and unless there is a guard posted at the gate 24/7, it will not deter foot traffic from criminals, and this where the patrols can help. Lastly, the community needs to do more in speaking up when you see something, like dumpster diving or a crime being committed. It is our civic duty.

- ⇒ Opposition to having the 6th street entrance being gated might suggest that it would be too inconvenient, however I don't mind driving/walking around in the interest of security.
- ⇒ If the 6th Street pedestrian gate gets closed then residents should be provided with a key to access. Not everyone has a car and might walk by foot to the businesses there, sometimes because that's where they work. The rising fees at university village mean that everyone needs to work more and at late hours. I would hate to have to walk all the way around the community to get home late at night if I work on or around 6th Street
- ⇒ I am strongly against closing the 6th street entrance as we use this entrance for almost all of our daily trips. Walking here has also felt safer with the growth of businesses over the last 5 years.
- ⇒ I think the closing off 6th Street would be detrimental, especially to people like me who come home late at night from work in Burlingame. Closing one gate will just have people walking to another.
- ⇒ I don't understand why you want to lock just 6th st gates. It's not gonna help because there will be other ways to enter the village anyways.

9. UCPD

- ⇒ More security patrols at night would make me feel safer.
- ⇒ Under no circumstances should we increase police presence. They do nothing to keep us safe and only spend their time ticketing residents for petty things and hassling harmless people taking recyclables. They have targeted and profiled the children of Black and Latino residents and have only make things worse in the village. Instead foster a spirit of neighborly unity and we can look out for one another instead.
- ⇒ Increased police presence in the village inevitably leads to more village residents being policed. I have stopped multiple thieves during shifts when police were on the village campus, and even had a village officer ask me why I was arguing with someone in the middle of the street. It was a man I caught trying to steal a bike. Towing people's cars and ticketing every little infraction doesn't make the village a safer place and does not contribute to the comfort of non-involved residents. Also, I understand the desire to have cameras, and gates. These measures rarely have the desired effect. No gate or camera is going to create the kind of crime prevention people hope for. The amazing amount of money and effort involved with these measures could be used in more useful ways. My wife has retrieved a stolen bike from 2 people (who stole them) and I have retrieved one. The same day they were stolen. I've seen or heard of the police doing such a thing. Also, a cop would have to see the person stealing the bike actively. Otherwise they would have to use their best judgement and training to profile people that look suspicious (to them). Which means, they will be challenging people of color, people who don't look like they belong here, etc. No thank you. If the cops want to be helpful they can station one at the Buchanan entrance and one at the 8th street entrance and ticket people who don't live in the village using Jackson for a short-cut to Albany hill. Those people are menaces. They speed past the community center with many children in the area during rush hour.
- ⇒ I think if there's at least one UCPD car available 24/7 in the Village, it would help.

- ⇒ I have not witnessed any thefts, but still strongly support making UV safer. However, inconveniencing residents by limiting car access is not the solution. Additionally, more education is unlikely to help, as everyone already is aware of the need to lock doors and windows. I strongly support increased police patrols, and other enforcement measures. I also support measures to limit door-to-door solicitation, such as installing intercoms so there is no need to open the door to find out what an individual's business at your door is, or gating off hallways with keypad access codes. Door-to-door solicitation is sometimes used as a way to scope out security (i.e. presence of dogs) and affluence (visible TVs, playstations, etc). In the one year that I have lived here, 8 individuals have come to my door uninvited, asking for money/magazine subscriptions/political support/religious conversion, which is too much.
- ⇒ Also, I can't believe the lack of police presence here. It seems the only cops around are the ones giving parking tickets. We need them on the ground patrolling all night long at multiple locations in the village to deter theft.
- ⇒ Although it would be nice to have increased UCPD patrols to assist in preventing theft it would also cause overpolicing of residents and increase citation to student families that are already struggling financially.
- ⇒ I feel safe in the community because we have a bicycle cop and patrol cars driving thru.
- ⇒ Additional police patrols could also be helpful - my spouse and I have witnessed at least 3 instances of what we believe were probably thefts.
- ⇒ UCPD should have a 24 hour, on-site patrol; access to Village absolutely should be controlled and trespassers arrested.
- ⇒ I think a higher presence of UCPD in combination with video camera installation will help with deterring crime.
- ⇒ More patrolling
 - ⇒ A UCPD staff needs to tour the Village evening time and overnight constantly.
- ⇒ I am deeply disappointed by the tone of this survey, which seems to make two troubling assumptions 1) crimes are committed by those who are not village residents, and 2) the population on 6th street are to be particularly feared. Crimes committed BY village residents are often terrible - it was a village resident making meth in their apartment off Red Oak, it is village residents involved in domestic violence, child abuse and drunk driving. No one from 6th street, or anywhere outside of the village, is to blame for any of that. Crime logs from UCPD help to indicate what is happening in the Village when. See yesterday's here: <https://ucpd.berkeley.edu/sites/default/files/02062019.pdf> What I do notice here is that two people, or "suspects" were stopped near the village, but not arrest was made. So if anything, village concerns are being used to harass pedestrians in the areas nearby - that is not going to make anyone safer, and is an abhorrent display of elitism that I expect is also racist and classist.
- ⇒ Brighter streetlights for parking lots and sidewalks, increased patrolling at nighttime, and better locks for patio doors/windows.
- ⇒ More security personnel on site!
- ⇒ UCPD to place bait packages out for package theft.

- ⇒ We have never had an issue with security or safety here. We support our fellow residents who might actually feel threatened, rather than protected, by increased police presence and surveillance cameras.
- ⇒ I am however worried about increased police presence in our home. Maybe instead of police we could get a trained security company that does not use guns. I am strongly against guns being in an area where there are often children at play. We also have to consider how increased police presence will impact families of color and families from other places. For some communities police are not always the safest option, especially considering the present state of police brutality against racialized bodies.
- ⇒ Instead of having security ride around looking for cars to give tickets to, maybe you could have them actually patrol so our stuff won't get constantly stolen. Just throwing that out there.
- ⇒ I do not want more police presence in my community.
- ⇒ Bike cages and night patrols would be really appreciated.
- ⇒ Police on duty at night.

10. Bike Lockers

- ⇒ UC should support families using non-car transport by providing secure bike parking. Rack are not safe and there is not sufficient storage for a family of FOUR or more to store bikes on balconies, inside apts or in storage units.
- ⇒ I would also be in favor of bike lockers since I currently store my bike in my apartment for fear of theft.
- ⇒ Do not get bike lockers! Bike lockers have an increase of homeless populations storing and living in the small enclosed places creating more camouflage for theft and/or public health concerns as well as no control over older children wanting to play in them
- ⇒ Bike lockers would be a great help. After two stolen bikes (from racks with u-locks), our only option is to store bikes in our 3rd floor apartment.
- ⇒ Bike lockers seem like a great idea.
- ⇒ Bike cages and night patrols would be really appreciated.

11. Locks on Doors

- ⇒ Not only door locks, the door itself should be improved.
- ⇒ Brighter streetlights for parking lots and sidewalks, increased patrolling at nighttime, and better locks for patio doors/windows.
- ⇒ Should be a deadbolt on outdoor storage areas.

12. Cameras

- ⇒ Many of the thefts are probably homeless people. How are camera's going to help? Law enforcement doesn't enforcer homeless populations, right?

- ⇒ We believe camera surveillance is the best means. We are aware that it is not full proof against hard core thieves but it is a strong deterrent for occasional parcel pickers when they are being watched.
- ⇒ I do not want to be surveilled by security cameras all the time.
- ⇒ I really hope that we install the security camera at proper place.

13-14. Security Education

- ⇒ Security education measures have already been implemented. Security education can only go so far, there are issues outside of the residents' control. The Amazon lockers have helped but there are not enough lockers for the size of the village. There are times when packages cannot be delivered because the lockers are full.
- ⇒ The village is actually a pretty safe place. We need more EDUCATION than anything. You should always double-lock your bike with a substantial chain and u-lock. Don't leave things of value on the patio. And watch your children when they are playing outdoors. This is a neighborhood like any other in the US.

15. All access swipe

- ⇒ The village should be a closed gated community. But more lax guest parking would be good.
- ⇒ There seems to be a ton of people who do not live in the Village that drive through and I would strongly support efforts to only allow Village residents to get into the area
- ⇒ The number 1 thing that could significantly improve security issues is to have all entrance points, both for vehicles and pedestrians, require an access code/swipe in. This should be the number 1 priority, and it should be done as quickly as possible.
- ⇒ If we bar outside traffic, how will deliveries get in? How will cars? Will all the fixes increase our rent? If so just higher ucpd and personal care. Amazon locker is very nice
- ⇒ If the village was a gated community it would definitely be the most efficient way for theft. Today is our stuff, but later can be worse, like our Children. There is a lot of drug use and homeless people coming into the village, if they are getting away with hiding to use drugs, or steal, they might just think they can get away with worse. We need an access code gated community.
- ⇒ Access codes and swipe in create trouble for older residents and for guests who may be visiting. I know myself I have forgotten my house keys many times and the cost to get help getting in is too much already, I see this as a possible way that residents will just end up being charged for an inconvenience created by this possible program.
- ⇒ Having a swipe to get in at least with your car would be fantastic. The amount of traffic that should not be entering the village along Jackson Street is crazy. It is often difficult for us to park along Jackson Street because of the traffic or because of individuals parking in our spot near the school.
- ⇒ We need better protections overall. I would like more technical support: cameras, lockers, key in for entrance.
- ⇒ I am hesitant about turning the Village into a gated community. We're already set apart from the rest of the community and I don't think we should make that worse.
- ⇒ The village should remain a neighborhood, not a closed off dormitory or a gated community.
- ⇒ I prefer a security gate entrance for every from all entryway locations
- ⇒ The swipe card issue sounds complicated – what about older kids who are allowed to come and go

from communal spaces - would they be issued cards? What about visiting grandparents or nannies? Would they get their own cards? Or would a parent have to give their student ID to them - which would limit on-campus use for things like libraries.

- ⇒ No need to make the village a gated community just yet
- ⇒ I think the village should be a gated community with phone code and punch code as back up cause international student don't have phones at first.
- ⇒ Of all the changes, I would really like to see gates/access codes put in place to enter community
- ⇒ If all entrance points to the Village had a code/swipe, I would be in more favor of closing the gates.
 - ⇒ I think it's unnecessary to require all entrance points to the village to have a swipe in. It would make it really difficult for guests to visit the village.
 - ⇒ I think the village should be gated. There are hundreds of cars that drive through on Jackson for their convenience. Often speeding or not being mindful.
- ⇒ If installing a gate with a FOB please consider that both gates (pedestrian & vehicle) must be secure enough to not let the neighboring homeless walk right into this complex! Also consider that
 - ⇒ these entrances would be the places you need to install cameras instead of installing hundreds (that will probably never be monitored) in the hallways, laundry rooms, etc.
- ⇒ I believe that having a gated entry might help curb some thefts. But I am not naive enough to assume that all thefts occur from outsiders. I also want to be weary of creating an environment that aims to keep everyone out and all of us in. But I can see how a gated entry might resolve some major concerns.
- ⇒ This is the safest place we've lived in the bay area. Turning it into a gated community is ludicrously unnecessary in our opinion.
- ⇒ I do not want to live in a locked, enclosed community where I have to open a gate to enter and leave.
- ⇒ I feel very safe in the Village. And I strongly oppose cameras or gated communities both on principle (my most important reason) and because I do not feel it is necessary.
Thank you for your excellent management of the property.
- ⇒ Also support entrance points needing swipe-in due to creepy characters who obviously don't belong in family housing staring at my family with dirty looks like they pay rent here!