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**A. Survey of Citizen Perceptions of Safety Regarding the Sears Tower Site**

*By Nico Arends, Department of Urban and Regional Planning, University of Illinois at Urbana-Champaign*

This survey is part of graduate student research concerning "Urban Design & Terrorism." I am interested in the perceptions of safety among users of specific urban sites, and particularly the Sears Tower.

Answering these questions will take 1-2 minutes. The information you provide will be entered into a data set and combined with the information collected from other people. The information will only be used for my research and will not be distributed to any other parties. Participation is completely voluntary and you can discontinue the survey at any time.

If you have any further questions, please e-mail me at [narends2@uiuc.edu](mailto:narends2@uiuc.edu).

Thank you in advance,

Nico Arends

Version: Neighbourhood
Date:.....
Time:.....

- 
1. How unsafe do you feel on the streets because of possible terrorist attacks?
    - a. very unsafe
    - b. somewhat unsafe
    - c. not unsafe
  
  2. How unsafe do you feel when you are proximate to the Sears Tower?
    - a. very unsafe
    - b. somewhat unsafe
    - c. not unsafe
  
  3. Have you noticed any protection measures at the Sears Tower since '9/11'?
    - a. no (*go to question 7*)
    - b. yes, namely.....
  
  4. Do you feel safer now with this protection?
    - a. much safer
    - b. somewhat safer
    - c. not safer
  
  5. Do any of the changes at Sears Tower constrain your ability to move around the area?
    - a. yes
    - b. no
  
  6. Do you regard this kind of protection as positive or negative?
    - a. positive
    - b. negative
  
  7. What is your gender?
    - a. male
    - b. female
  
  8. Which age category are you in?
    - a. 15 – 20
    - b. 21 – 30
    - c. 31 – 40
    - d. 41 – 50
    - e. 51 – 60
    - f. 61 – older
  
  9. How long have you lived or worked in the neighbourhood? \_\_\_\_Years
  
  10. Do you have any other information that you would like to add, regarding terrorism prevention measures?  
.....  
.....

*Thank you very much for your participation!*

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**A. Survey of Citizen Perceptions of Safety Regarding the Sears Tower Site**

*By Nico Arends, Department of Urban and Regional Planning, University of Illinois at Urbana-Champaign*

This survey is part of graduate student research concerning “Urban Design & Terrorism.” I am interested in the perceptions of safety among users of specific urban sites, and particularly the Sears Tower.

Answering these questions will take 1-2 minutes. The information you provide will be entered into a data set and combined with the information collected from other people. The information will only be used for my research and will not be distributed to any other parties. Participation is completely voluntary and you can discontinue the survey at any time.

If you have any further questions, please e-mail me at [narends2@uiuc.edu](mailto:narends2@uiuc.edu).

Thank you in advance,

Nico Arends

Version: Tourists
Date:.....
Time:.....

- 
1. How unsafe do you feel on the streets because of possible terrorist attacks?
    - a. very unsafe
    - b. somewhat unsafe
    - c. not unsafe
  
  2. How unsafe do you feel when you are proximate to the Sears Tower?
    - a. very unsafe
    - b. somewhat unsafe
    - c. not unsafe
  
  3. Have you noticed any terrorism prevention measures at the Sears Tower?
    - a. no (*go to question 7*)
    - b. yes, namely.....
  
  4. Do such measures make you feel safer?
    - a. much safer
    - b. somewhat safer
    - c. not safer
  
  5. Do they significantly constrain your ability to move around and enjoy the site?
    - a. yes
    - b. no
  
  6. Do you regard this kind of protection as positive or negative?
    - a. positive
    - b. negative
  
  7. What is your gender?
    - a. male
    - b. female
  
  8. Which age category are you in?
    - a. 15 – 20
    - b. 21 – 30
    - c. 31 – 40
    - d. 41 – 50
    - e. 51 – 60
    - f. 61 - older
  
  9. Do you have any other information that you would like to add, regarding terrorism prevention measures?  
.....  
.....

*Thank you very much for your participation!*

**B. Tables with results of the surveys on *Citizen Perceptions of Safety Regarding the Sears Tower Site***

1. *“How unsafe do you feel on the streets because of possible terrorist attacks?”*

	Neighbours			Tourists			Total
	Male	Female		Male	Female		
a. very unsafe		2	2 (7%)	1	3	4 (13%)	6 (10%)
b. somewhat unsafe		11	11 (37%)	4	8	12 (40%)	23 (38%)
c. not unsafe	8	9	17 (56%)	9	5	14 (47%)	31 (52%)
	8	22		14	16		60

2. *“How unsafe do you feel when you are proximate to the Sears Tower?”*

	Neighbours			Tourists			Total
	Male	Female		Male	Female		
a. very unsafe		1	1 (3%)	6	8	14 (46%)	15 (25%)
b. somewhat unsafe		13	13 (43%)	2	6	8 (27%)	21 (35%)
c. not unsafe	8	8	16 (54%)	6	2	8 (27%)	24 (40%)
	8	22		14	16		60

3. *“Have you noticed any protection measures at the Sears Tower since “9/11”?”*

	Neighbours			Tourists			Total
	Male	Female		Male	Female		
a. no	4	1	5 (17%)	7	12	19 (63%)	24 (40%)
b. yes	4	21	25 (83%)	7	4	11 (37%)	36 (60%)
	8	22		14	16		60

4. *“Do you feel safer now with this protection?”*

	Neighbours			Tourists			Total
	Male	Female		Male	Female		
a. much safer		6	6 (24%)	1		1 (10%)	7 (19%)
b. somewhat safer		8	8 (32%)	2	3	5 (45%)	13 (36%)
c. not safer	4	7	11 (44%)	4	1	5 (45%)	16 (45%)
	4	21		7	4		36

5. *“Do any of the changes at Sears Tower constrain your ability to move around?”*

	Neighbours			Tourists			Total
	Male	Female		Male	Female		
a. yes	2	7	9 (36%)	2	3	5 (45%)	14 (39%)
b. no	2	14	16 (64%)	5	1	6 (55%)	22 (61%)
	4	21		7	4		36

6. "Do you regard this kind of protection as positive or negative?"

	Neighbours			Tourists			Total
	Male	Female		Male	Female		
a. positive	3	16	19 (76%)	6	3	9 (82%)	28 (78%)
b. negative	1	5	6 (24%)	1	1	2 (18%)	8 (22%)
	4	21		7	4		36

7. "What is your gender?"

Neighbours		Tourists		Total	
Male	Female	Male	Female	Male	Female
8	22	14	16	22	38
30		30		60	

8. "Which age category are you in?"

	Neighbours			Tourists			Total
	Male	Female		Male	Female		
a. 15-20	1		1 (3%)	3	2	5 (17%)	6
b. 21-30	3	7	10 (34%)	2	4	6 (20%)	16
c. 31-40	2	6	8 (27%)	1	2	3 (10%)	11
d. 41-50	1	5	6 (20%)	3	2	5 (17%)	11
e. 51-60		4	4 (13%)	2	2	4 (13%)	8
f. 61-older	1		1 (3%)	3	4	7 (23%)	8
	8	22		14	16		60

9. "How long have you lived or worked in the neighbourhood?" (only for neighbours)

	Neighbours		
	Male	Female	
a. 0-2 years	2	3	5 (17%)
b. 3-5 years		16	16 (53%)
c. 6-10 years	2	4	6 (20%)
d. 11 - longer	4	1	3 (10%)
	8	22	

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**C. Interview with Mr. Albert H. Mark, architect of City of Chicago Public Building Commission, and Mr. Thomas W. Vukovich, architect of City of Chicago Department of General Services.**

*Date of interview: December 10<sup>th</sup> 2004*

The **City of Chicago Public Building Commission** oversees and helps to ensure the quality of facilities. It enhances education, safety and recreation in every community by building and renovating hundreds of schools, libraries, parks, police stations and other facilities. The PBC designs, develops and manages projects like state-of-the-art, crime-fighting police facilities to cascading fountains that become neighbourhood showpieces (City of Chicago Public Building Commission 2003).

The **City of Chicago Department of General Services** is dedicated to supporting all City of Chicago Departments in the delivery of public services by providing clean, safe, and accessible buildings through efficient facilities and asset management. Their Bureau of Architecture, Engineering, and Construction Management undertakes construction projects that enhance the quality of life for Chicagoans by renovating and reconstructing health care and human services facilities, public safety buildings, and cultural institutions. It prepares the designs for all landscaping of city owned property (City of Chicago Department of General Services 2004).

**1. Can you explain what the role of the DGS and the PBC is in the terrorist attack prevention task?**

*DGS is more related to the maintenance and the upkeep of adjusting facilities. PBC builds the new facilities. We work hand in hand during the building of those facilities. Once it is done, it is only the task for DGS.*

**2. How and when did the task of terrorist attack prevention measures start? What were the main causes that this has to be done? Did “9/11” had any influence?**

*It has always been our task. We stepped up on the surveillance and also it is tight into the central office, the ‘911’. They monitor every city-owned facility in the city by central location. There was always a concern for security, but it certainly got stepped up after September 11<sup>th</sup>.*

*Surveillance is always foremost to attack or counter-attack the terrorism threat. Because you can build a castle, but if you have no surveillance, you would not be aware of threats.*

*We have started with the installation of a lot of cameras, which has been picking up on our new facilities that the PBC does for us. Surveillance is the foremost for attack the entire terrorism. We place cameras in security-needing areas like street corners, and also at facilities with special vehicular entrances and pedestrian entrances. You have to have key cards to come in.*

**3. Who decides if a building gets protected? Is it on federal or on state level? What is the role of the Department of Homeland Security?**

*All of the above, as well as City government for city owned facilities and county for their buildings. The Department of Homeland Security is the Federal level. They provide funding and information and*



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*guidelines for the local government to follow. Since 9/11 there is always a constant dialogue between Department of Homeland security and the city, in that frame of reference. The PBC and the DGS come up with the policies. The mayor does not want to close off city hall. People can come in here and are welcome here. You have to find a balance between making people feel welcome and not making it a fortress.*

**4. Are there any regulations for which building gets protected and which doesn't? In which way does it have to do with the function and if it's representative or not?**

*There is no formalized policy for implementation. In downtown they do a lot of things like installing bollards and other such things. They prevent vehicles from coming too close to buildings. It is something the GSA does. They formalize security procedures, for building facilities*

**5. Chicago is famous for its nice architecture, so in which way is aesthetics important? Or does it only have to be safe?**

*Life safety is the number one priority. But aesthetics should always be taken into account. If you go around the downtown centre, like Daily Plaza, they put some nice planters and bollards. I want it to look pleasant (Mark). The benches of stone have been strategically put there where there is no truck drive up. But at least, with the general public, when you look at it, it is very pleasant. You cannot really tell that it is a bollard. It is the most used plaza in the whole city; there are always activities there every day. That's way it is important to make it so pleasant. Especially in downtown with so many high-rises, there is not too much open space where people can go during lunch hours and spend their time.*

**6. What makes you decide to make a temporary measure everlasting?**

*When the threat is felt as a permanent one, then the measure has to become permanent, also.*

**7. Is there any cooperation with the Department of Planning and Development?**

*Yes if it is a landmark designated building or structure. Otherwise it needs to be approved by other city agencies, such as Chicago Department of Transportation (CDOT), Department of Construction and Permits (DCAP), Chicago Fire Department, Chicago Police Department, etc.*

**8. Do you experience any resistance from the fire department or the police, because the protection measures may hinder them?**

*Yes, they need to review, comment, and eventually approve the design. As long as we work together, there should not be any problems.*

**9. Do private buildings like the Sears Tower have to protect its property as well, or is it not mandatory?**

*It is not mandatory but highly recommended.*

**10. Do you experience any interest of organizations like neighbourhood agencies in the terrorist attack prevention task?**

*I am not aware of any. You may want to contact the Chicago Police Department or the Office of Emergency Management and Communications for this information.*

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**11. Do you think citizens regard these measures as increasing their safety or as a constraint to move around?**

*Both, but I think they understand the necessity of the situation. It is a mind-set they have established; the need to feel safe.*

**12. Do you agree with people who say that cities become fortresses because of these sorts of protection?**

*Yes and no. Yes when aesthetics was not taken into account when anti-terrorism measures were implemented. No when the owner hires an architect to come up with a solution, stressing the importance of the "form" as well as the "function". The impact on the architectural design has been very minimal.*

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**D. Interview with Mr. H. van de Vet, responsible officer of the Department of Public Order and Safety of the municipality of The Hague**

*Date of interview: March 23<sup>rd</sup> 2005*

The Department of Public Order and Safety of the municipality of The Hague is aggravated with controlling the police- and fire department and creates policy to combat crime, drugs problems, and violence on the streets. Also, it is responsible for combating terrorism. In reaching their goals and the execution of their tasks, they want to cooperate with the inhabitants of The Hague, which is translated into a safety plan called 'A Safe The Hague: an assignment for all the inhabitants of The Hague' (Gemeente Den Haag 2005).

**13. Do you think The Hague is more likely to be a goal of terrorist attacks because it is the Dutch court and royal capital?**

*The Hague is indeed the court and royal city. There are a lot of buildings with international functions, like the International Justice Court and foreign embassies and consulates. This might be the reason that The Hague experiences a heightened threat. And, it is the third largest city of The Netherlands.*

**14. What is The Hague doing to protect its city against terrorist threats?**

*We are creating policy to make The Hague a better and safer city to live, and work in. Also, we protect our buildings which are at great risk of being attacked. Think about the different governmental buildings, the royal palaces, and the buildings with an international function, like the U.S. embassy at the 'Korte Voorhout'.*

**15. Which department(s) is/are aggravated with this task?**

*The Department of Public Order and Safety creates policy to make The Hague a safer city to live, and work in. But, at the end, the mayor is the one who is responsible.*

**16. Which buildings or objects are better being protected than 'normal' ones?**

*The U.S. embassy at the 'Korte Voorhout' is an example of a protected building, although it is a temporary measure. The municipality would like to see them moving out of the inner city, but that is not what the embassy wants. They do not want to be banished into the outer meadows.*

**17. In which way has been tried to make the protection measures fit into the current cityscape?**

*It makes a big difference whether you are in the design stage, or if you have to implement security measures in an existing situation. If you look at the U.S. embassy on the 'Korte Voorhout', those measures have been implemented afterwards. They had to fit into an existing situation. You will always see that.*

*The difference lies within the design of the site around the protected object. In The Hague, we try as much as we can to take the existing situation into account. A good example is the site around the 'Binnenhof' and its security. This is the centre of power in The Netherlands, the prime minister, and the parliament are housed here. The site layout is decisive; whether you can solve it on a naturally way, or if you do not have enough space to do it.*

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*From now on, in the early design stage of new buildings, the security measures are being fit into the plan as naturally as possible. The measures will not attract attention and being seen as a security measure directly. But, they are security measures indeed.*

**18. Are some parts of the city less accessible because of terrorism prevention?**

*I am not aware of any. You will always see at places like the 'Binnenhof' that there is security when you want to enter this site. You are only allowed to enter, if you have an appointment. It is not accessible publicly by car, but for pedestrians it is.*

**19. Do you foresee the same protection measures as can be seen on the photographs taken in the U.S.A?**

*I do not think that the measures as can be seen on the photographs from the U.S.A. will be implemented here in The Netherlands. Something has to happen first, before we are implementing measures like these.*

**20. Do you think these measures influence the appearance of a city?**

*Yes, if you look at the measures as implemented in the U.S.A., no, if you look at the situation in The Netherlands.*

**21. Are you afraid of cities beginning to look like fortresses more and more because of such protection measures?**

*The representatives of the nation want their meetings to be publicly accessible, so that people can visit their meetings. It is not possible to close the 'Binnenhof' hermetic. You have to search for a balance between safety and the democracy constantly. It has to exist together. It shall always be the same consideration, so I do not see The Hague changing into an impassable fortress.*

**22. Do you think that these measures increase or decrease feelings of insecurity?**

*The average citizen will not notice the measures. At best they realize that a certain spot used to be a parking place, which now is a place where flower boxes are placed. Feelings of insecurity are being measured here in The Hague on a neighbourhood scale. What can be seen is that people regard their neighbourhood as more safe than other unfamiliar ones. They do not know it so well, and do not know what is happening there. And, they think that someone else is always feeling more unsafe than they do their selves. It has to do with the unknown, which I think works for this kind of security as well. When you ask people about it, they will realize that it might be unsafe there, but it has little influence on their perception. This is the difference between objective and subjective safety.*

*Only guards and attendants will feel more at ease with the security measures. They do not have to think at each car being parked what kind of car it is, what it is doing, and for how long it is already there. In case of a flower box, they do not have to make that consideration. Someone who has a clear vision on arriving and departing of people and cars will feel more safe. Only the people in the surrounding of a particular protected object can feel more unsafe and think that a car (with bombs) shall park in front of their building/object.*

**23. How do you foresee the Dutch situation in a couple of years?**

*When a private party is implementing measures, it will feel more safe itself, but the neighbour shall probably feel more unsafe, because the cars shall be parked in front of his building, instead of in front of the neighbour his building. So what he might do, is implement measures too. And it will continue in this way.*

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## **E. Interview with Mr. D. Berg, responsible officer of the Department of Public Order and Safety of the municipality of Rotterdam**

*Date of interview: March 30<sup>th</sup> 2005*

The **Department of Public Order and Safety of the municipality of Rotterdam** develops policy in mitigating danger and threat. Amongst their tasks is the implementation of physical protection. They create a guide for the analysis of safety and develop scenarios in case of emergency. In this way safety risks can be recognized in an early stage (Gemeente Rotterdam 2005).

### **24. What is Rotterdam doing to protect its city against terrorist threats?**

*The most recent example of physical security is the security of Jewish objects. The murder of Van Gogh gave a lot of commotion, and we got a letter of a Jewish organization who wanted their synagogue to be better protected. It had protection by using bollards at the front, but not at the back of the synagogue.*

*That letter was redirected from the office of the mayor with the request to solve this problem as fast as possible. We have good connections with the people who take care of this, so the bollards are already implemented at the synagogue.*

*Because of this example, some other Jewish objects are being inspected by the police, to see if it is urgent that they get better (physical) protection as well.*

*This inspection means looking at the situation, and see if it is necessary that it gets physical protection. Not only the physical situation is being inspected, but also the threat and the risk. The probability and the kind of consequences are also being taken into the final decision.*

### **25. Which buildings or objects are being protected better than 'normal' ones?**

*The synagogue in the neighbourhood called 'Hilligersberg' is interesting to see. And, there is a jeweller at the 'Schiekade'. An artist has painted these anti-ram bollards.*

*At the beginning and the end of a shopping area, we place anti-ram bollards as well. And, together with some bank buildings, that is it for Rotterdam I guess. Nothing really spectacular.*

### **26. In which way has been tried to make the protection measures fit into the current cityscape?**

*In such a way that they are not too obvious. But, that is only possible when you build a new building. You can try as much as possible to make it fit into an existing situation, but you are dependent on the layout of the site.*

### **27. Do you think these measures influence the way citizens use or see the city?**

*We are not aware of any deregulations of pedestrian flows. We do not have ministries and almost no embassies here. And, if we have any, they are fenced off with fences.*

*We do not have these physical security measures here in Rotterdam. We have those anti-ram bollards in front of jeweller shops in different sizes and forms. Those measures are also being implemented in shopping areas, but more to prevent cars from entering, than protection against terrorism.*

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**28. Do you think that these measures increase or decrease feelings of insecurity?**

*The anti-ram bollards will not have influence on feelings of insecurity, I think. If you look at the situation around the U.S. embassy in The Hague, it has influence. But, not more than people experiencing a threatening sphere. They do not like to walk around the embassy, that is all they experience.*

*Except for the implementer itself, it will not have any influence I think. Or for the people who are involved in the situation, like personnel in a shopping area of at the embassy. Not for the normal public.*

*I think, camera surveillance does have an influence. It is more visual and has more influence on some ones freedom of physical exercise. They see cameras all over the place, that might have an influence.*

**29. Are you afraid of cities beginning to look like fortresses more and more because of such protection measures?**

*The Netherlands will not so soon become a fortress. We do not see such things here before something terrible happens here or in a neighbouring country. But, can we wait for that? That is your consideration. The societal pressure is not so high that we want, or need it.*

*It is always a consideration when you talk about safety. At the one hand, you do not want anyone to enter, but you do want to enter yourself. The 'Euromast' has symbolic value. You cannot come close to it with a vehicle. I think it is protected by using a fence at 20 metres around the tower. The objects who really need protection are of a political and religious kind, and we do not have a lot of them in Rotterdam.*

**30. Are some parts of the city less accessible because of terrorism prevention?**

*I am not aware of that. Only shopping areas are less accessible by car, but that is a normal situation in most of the inner cities in The Netherlands.*

**31. Do you foresee the same protection measures as can be seen on the photographs taken in the U.S.A?**

*I think in The Netherlands we will not see such measures. Only more digital surveillance, instead of those measures as you can see on the photographs. Around embassies and ministries you will always have these measures. And, maybe it will increase a little, but not too much. First, something terrible has to happen.*

*You just cannot implement so many measures that nothing will happen anymore, you have to be realistic. They will be implemented, that is for sure, but also because of traffic regulation, and for forcing back traffic out of inner cities. Time and money are also important factors in measures being beautiful or ugly. The sphere on Wallstreet is getting more and more embittered. It is not getting better. It looks like in Chicago they had more time and money to spend on implementing the measures.*

**32. How do you foresee the Dutch situation in a couple of years?**

*Maybe, the threat will be moved by implementing security measures. If all the important buildings, like governmental, royal, and international ones are being protected, the terrorist will move to another, not yet protected, spot.*

*It only ends if the attacker decides that he does not want to attack anymore. That is the only way to stop a terrorist attack. You can take every security measure possible, but at a moment that someone wants to attack, it does not have the desirable outcome. He has fewer victims, and fewer damage, but the threat is turning back. Even if you make it a fortress, you cannot prevent a bomb from being placed. Actually, what is being created looks more like a fake safety, than a real one.*

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## **F. Interview with Mr. M. Schilstra, responsible officer of the Department of Public Order and Safety of the municipality of Amsterdam**

*Date of interview: May 11<sup>th</sup> 2005*

The **Department of Public Order and Safety of the municipality of Amsterdam** has developed a so called 'alerteringsysteem' which joins up to national policy. By using colour codes the citizens of Amsterdam will be kept informed about the threat level in Amsterdam.

Also, an action plan called "*Wij Amsterdammers*" has been developed. This is meant to strengthen the fight against extremism and terrorism, by bringing the citizens together and learning scholars how the judiciary works, to create a larger unity in the end (Gemeente Amsterdam 2005).

### **33. What is Amsterdam doing to protect its city against terrorist threats?**

Here, in Amsterdam, we presume that an attack will take place anyway, and that is what we take into account during times of preparations. Not something on a special individual level.

### **34. Which department(s) is/are aggravated with this task?**

*The police knows the vulnerable objects, and they have developed measures for those objects, which will be implemented by either the government, or by the company itself. It is not mandatory; it is their own responsibility, but in the end the mayor of Amsterdam is always responsible. Everything comprising public order happens on behalf of the mayor; he is responsible for that. The mayor will get an advice, which we can accept, or not.*

*If a risk analysis shows that the risk is too high, than the measures will be implemented or will be adjusted to that. This is a consequence from the new 'alerteringsysteem'. Some measures are attached to that, and that is why, in specific cases with a higher risk, those roadblocks are being placed.*

### **35. Which buildings or objects are better being protected than 'normal' ones?**

*Events are more and more protected against terrorist attacks. Last January Iraqi elections have been held in Amsterdam. The navy area was protected with security measures better than normally. A street has been partially closed off, a bus stop has been closed, and we gave out some prohibitions for cars.*

*Also, Some Jewish organizations, like synagogues, and mosques, especially after the murder of Van Gogh, ask for better protection. Measures have been taken, after risk analysis.*

Certain persons, buildings or events can be selected as being 'state domain'. For which the state is responsible. In the case of local domains, Amsterdam is responsible.

### **36. In which way has been tried to make the protection measures fit into the current cityscape?**

*In principle, we try as much as possible to incorporate the measures into the existing situation. That is why you see the flower boxes so much.*

### **37. Do you think these measures influence the appearance of a city?**

*It is the mayor's responsibility to disturb public life as less as possible on the one hand, but to maintain public order and safety on the other hand. But, the police aims at 100% safety. That is a consideration you have to make.*

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**38. Do you think that these measures increase or decrease feelings of insecurity?**

*It can have an influence on the users of affected areas, but not to an extreme extent. After the Iraqi elections we got a lot of letters from complaining citizens. They had to make detours, they had to park elsewhere or could not use the bus stop. You will always have to justify the decisions to the citizens and the media. As long as you explain it is for their own safety.*

**39. Are you afraid of cities beginning to look like fortresses more and more because of such protection measures?**

*I do not think The Netherlands will change into a fortress. In Amsterdam one can see security around different buildings such as the Dutch Bank, but that is not very radical compared to the United States.*

**40. Are some parts of the city less accessible because of terrorism prevention?**

*We will not see that, though sometimes temporary at events, like the Iraqi elections. Or just little parts like the situation at the U.S. consulate.*

**41. Do you foresee the same protection measures as can be seen on the photographs taken in the U.S.A?**

*I think we will see those flower boxes as can be seen on the pictures from the U.S.A. That is exactly what one can see at the U.S. embassy in the Hague. And, maybe, we have those mounting road parts, but not in the near future, I guess.*

**42. How do you foresee the Dutch situation in a couple of years?**

*That is a difficult question. It has two sides. As a government you have to make clear that you are implementing measures. And, some measures cannot be implemented invisible. You have to show that the government is taking its responsibility. It shall not be as extreme as can be seen on Wall Street, I guess. We have to think about safety more in the future, also at events like 'Sail' in coming August. In general, it can get a little bit more vehement than last years and less accessible and things like that.*



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## **G. Overview of informal conversations**

### **Mr. Richard F. Ramsey; architect at Rogers Marvel Architects, New York City**

*Date of conversation: November 23<sup>rd</sup> 2004*

Rogers Marvel Architects (RMA) seeks no stylistic label. Solutions are developed from a critical understanding of inherent project strengths and weaknesses; and are based on site conditions, political realities, material properties or budget constraints (Rogers Marvel Architects 2005). Their firm includes architects, graphic designers, industrial designers, landscape architects, preservationists and digital specialists.

Among their projects is the redesigning of public space in the economical and financial district Wall Street and the business district Battery Park along the Hudson river. In redesigning public space they closed some streets or parts of sites, to prevent cars from entering, and by this means decreased the opportunity for a car to deliver a bomb next to a building at risk.

### **Mr. Frank Uffen; urban planner at New Amsterdam Development Consultants, New York City**

*Date of conversation: November 23<sup>rd</sup> 2004*

The New Amsterdam Development Consultants (NADC) is a group of professional consultants who combine both local and international expertise in real estate development and urban planning. They explore, create and export innovative strategies, master plans and cutting-edge development concepts (New Amsterdam Development Consultants 2005).

They help clients defining development and investment strategies for urban markets, and manage the process of concept development, planning, design, and implementation. Their client profile consists of real estate developers, corporate clients, investors, institutional funds, government agencies, and development authorities.

In Washington D.C. they have done a project in which a shopping centre asked for better physical security. They redesigned public space and implemented physical protection measures like benches and bollards.

### **Mr. H. Croes & Mr. R. Geerligs; responsible officers at the Government Buildings Agency, The Hague**

*Date of conversation: March 23<sup>rd</sup> 2005*

The Netherlands government is aiming at optimal quality of government housing. The task of the Government Buildings Agency (GBA) is to translate that goal into practice. It provides accommodation for government departments, independent administrative bodies and international organizations. Approximately 110.000 people work in buildings under the control of the GBA. In simple terms, the GBA ensures that these people have a pleasant workplace to enable the national government to function properly (Ministerie van Volkshuisvesting Ruimtelijke Ordening en Milieu 2005). Their real estate portfolio consists of almost 2000 buildings, and varies from museums till

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prisons, and from monumental buildings till brand new offices. One of its most important and extensive tasks is maintenance, which includes safety and protection as well. The GBA's philosophy is that a building is never solitaire, it always stands in a certain surrounding, and in an optimal situation a building its surroundings are complementary to one another and they strengthen one another.

**Table with valuations of the variables in the analysis of the six different case studies**

	Symbolic value	Economic value	Design of protection measure	Harmony with surrounding	Effect for pedestrians	Effect for vehicles	Create feelings of insecurity	Effect for urban design
Figure 5.4	+	+	+	+	-	-	0	+
Figure 5.5	+	-	+	+	+	-	0	+
Figure 5.6	+	-	-	-	-	+	+	+
Figure 5.7	+	+	+	+	-	-	0	0
Figure 5.17	+	+	0	0	+	+	+	+
Figure 5.18	-	+	-	-	-	+	+	+
Figure 5.19	-	+	+	+	+	-	-	+
Figure 5.20	+	-	+	+	-	-	-	0
Figure 5.23a, b	-	-	-	-	-	+	0	+
Figure 5.23c	+	-	-	-	-	-	+	+
Figure 5.23d	-	-	+	+	+	-	-	0
Figure 5.23e	+	-	-	-	-	+	+	+
Figure 5.23f	+	-	+	+	-	-	0	0
Figure 5.24a, b	+	-	+	+	-	-	-	0
Figure 5.24c	+	-	-	-	+	+	+	+
Total amount '+'	11	5	8	8	5	6	6	10
Total amount '0'	0	0	1	1	0	0	5	5
Total amount '-'	4	10	6	6	10	9	4	0

11 out of 15 examples from the U.S.A. have a symbolic value, and 4 not at all. 10 from 15 have an economical value. Most of the examples with a symbolic value, do not have an economical, and vice versa.

In 6 examples there is no attention paid to the design of the protection measure, which corresponds with the 6 examples that are not in harmony with their surrounding. 10 and 9 examples do not have an effect for respectively pedestrians and vehicles. 5 and 6 examples do have a certain influence on respectively pedestrians and vehicles. 10 examples do have an influence on urban design, and 5 examples are classified as neutral. This means that they have a certain effect, but not an obvious one. Mostly, these are the examples who are in good harmony with their surrounding and do not really look like being protection measures. They are pretty good integrated into the overall design of the site and/or building.

	Symbolic value	Economic value	Design of protection measure	Harmony with surrounding	Effect for pedestrians	Effect for vehicles	Create feelings of insecurity	Effect for urban design
Figure 6.1	+	-	-	-	+	+	+	+
Figure 6.2	+	0	0	0	+	0	+	+
Figure 6.3a	+	-	+	+	-	+	0	+
Figure 6.3b	+	-	+	+	-	-	-	0
Figure 6.3c	+	-	-	-	-	-	+	+
Figure 6.3d	0	0	+	+	-	-	-	-
Figure 6.3e	0	0	+	+	-	-	-	0
Figure 6.5	+	-	+	+	+	-	0	+
Figure 6.6	-	+	+	0	+	-	-	0
Figure 6.7	-	+	+	+	-	-	-	-
Figure 6.9	+	+	+	+	-	-	-	-
Figure 6.10	+	-	-	-	+	-	+	+
Total amount '+'	8	3	8	7	5	2	4	6
Total amount '0'	2	3	1	2	0	1	2	3
Total amount '-'	2	6	3	3	7	9	6	3

8 out of 12 examples do have a symbolic value, and 3 do have an economical value. In 8 examples attention has been paid to the design of the protection measure, and 7 examples from this are in good harmony with their surrounding. This means that one example who is designed properly, is not in harmony with its surrounding. Both designs do not correspond with each other.

5 examples do have an influence for pedestrians, and only 2 examples influence the way vehicles can use the site or approach the building. 6 out of the 12 examples influence the urban design.