



Studying Preventing Crimes Against Tourists

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Abstract

Crime or misdemeanor concept of variable in space and time is a complex phenomenon and that there are different views about it. The point where they exercised control over it. For a long time, it was thought that the only way and the best measures to control crime in the criminal justice system and through punishment is formed. But today, there is a convergence on the issue of criminalization process is not a necessary condition for social control, in other words only controls do not appear in official forms. This approach eventually led to the emergence of the concept of preventive criminology narrow focus of prevention. This means using different techniques in order to prevent delinquency, aimed to prevent crime go and stay ahead of crime. That is applied in two ways: First, by eliminating or limiting factors causing offense and the management of environmental factors (physical and social) which in turn will create opportunities for crime. Here prevention of recidivism is not considered by us, but measures were taken to an observer before committing a crime or prevent criminal in our situation before. This means the prevention of criminal policy, along with criminal prevention equipment and facilities¹, they are used as a complementary mechanism. So prevention is to own means of non-violent measures outside the criminal justice system and by civil society or with the cooperation of the public sector in relation to specific environments, specific groups of people or the public, will be applied.

Keywords: *Situational Prevention; Social Prevention; Preventive Police*

Introduction//Prevention

Lexically, prevention meant to forbid and defeat and prevention is to hamper which is synchronized to its technical concept in criminal science. Today, prevention is meant to predict and

¹ Criminal prevention means to prevent through threatening to punishment and recourse to penal system to prevent crime commission and the guarantee of implementation and punishment and official condemnation by society toward crime and threat against anyone that its side effect is its deterioration.

aware. As an idiom, the first perception is to take criminal initiatives to prevent recidivism by criminals or other people in the society while human communities were using punishments in order to combat crimes.

Considering prevention, there various categories equal with the number of criminologists. In a general category, prevention is divided into three types: social prevention, situational prevention and police prevention.

1.Social Prevention

Social prevention includes radical, deep and long initiatives toward people and their surrounding environment. People's understanding should be increased and the society should learn tourists' rights. In such case, two considerations are paid attention theoretically and practically. These two approaches are raised as structural or architectural and recreational or entertainment approaches in the format of "leisure time". It means that the structure of streets, neighborhoods and new towns as well as security issues against crimes are considered. In architectural and spatial approach, the goal is to omit blind points in constructing buildings and possibly pave the way for crime commission. Thus, the architecture and construction of buildings should be in a manner which provide full sighting adapted to human cultural and mental needs. Another approach is based on regulating leisure time and cultural issues which pays a special attention to youngsters. Leisure time should be regulated in a manner that can fill youngsters' free time variedly. Concerning social prevention through environment, such initiatives are toward environment and urbanism policies and the development of cities should be considered by their criminal making aspects. Thus, constructing towns, towers and blocks should be based on criminological and sociological studies².

As already mentioned, security and safety are important factors in selecting destinations for tourists and crime and insecurity are important deteriorations against developing this industry. Thus, all hosting countries attempt to provide a safe and riskless image (security) image of their own country and take initiatives to support and protect tourists against potential criminals³.

2.Situational Prevention

Situational prevention means to take preventive initiatives to limit or omit proper opportunities and situations for crime commission. Such kind of prevention intends to limit or omit proper opportunities and conditions for crime commission. It is executable on intentional crimes and, overall, such crimes as robbery and homicide based on previous relationship between criminal and victim (conflicting homicides). Thus, in such type of prevention, simultaneous to social initiative on preventing people's criminality, other initiatives should be taken to prevent victimization. Situational prevention needs to spend costs. Creating barriers on the way of crime commission in the framework of situational prevention need financial costs. The government should provide the light of a given neighborhood or street which is the location of buying, selling and consuming illicit drugs, vehicle robbery or harassment which would yield to new financial load⁴.

Clarke believes that crime situational prevention is a measurable and evaluable initiative against crime. Such initiatives are toward certain forms of crimes and through management or invention in immediate environments, they can reduces crime opportunities and to increase its risks and costs through a sustainable and systematic manner which is always considered by a large number of criminals⁵. Such

² Najafi Abrandabadi, Ali Hussein, relations between situational prevention and delinquency control, pp. 17 - 18

³ Najafi Abrandabadi, Ali Hussein, delinquency prevention and local police, legal studies by Shahid Beheshti University, p. 13

⁴ Najafi Abrandabadi, Ali Hussein, people's contribution in providing public security, Ministry of Interior, vol. 9 – 10

⁵ Rosenbaum, Denise, Loricio, Arnur, Davis, Robert, crime situational prevention, translated by Reza Parvizi, p. 147

kind of prevention has attracted the opinions from crime to environment. Situational prevention matters crime opportunities' reduction and invest on it and is supported by daily activity theories and lifestyles. Clarke has divided the techniques which can consider them as the main strategy to mitigate crime opportunities and to make changes in environment into three groups:

1. Increasing needed actions: this group of strategies intend to impact needed efforts and actions for crime commission by criminals. The techniques to foster crime goals such as steering wheel lock in cars, controlling accessibility to crime goals and protecting/supporting them are, *inter alia*, the techniques which derivate criminals in order to prevent and contact between delinquent and victims and to control facilitators such using credit cards instead of cash money are in such category.
2. Expanding crime commission risks: utilizing such techniques would cause that a potential criminal assumes the risk of being seen, arrested and prosecuted as high in decision making step. Such mechanisms include using enter/exit displays to make it difficult to enter some objects to certain places, official monitoring including the attendance of uniformed police forces, security cameras, monitoring employees including thicker sellers, hotel guards and so on, natural monitoring and supervision such as more light in streets and neighborhood watch-out plans.
3. Mitigating the attraction of goals: omitting the goals would keep away the crime potential interests from potential criminals' access which include using thickets instead of cash money, using phone cards instead of coins, using time locked boxes, marking the properties, etc.⁶.

As seen, crime situational prevention involves a wide range of anti – crime actions and initiatives. Such diversity can be easily seen in abovementioned examples.

One should note that the focus of theories which justify crimes against tourists is on situation and opportunity element. Thus, preventive guidelines and initiatives should ensure destroying such opportunities and intervention in before crime commission conditions. It would lead to crime situational prevention and environmental – type social prevention. Therefore, in this part of discussion, proposed guidelines and initiatives to curb crimes against tourism are mainly based on above principle. In addition to situational prevention and environmental – type social prevention conducted by governmental officials or civil entities and tourists through reducing the opportunities and fostering the signs, we should also refer to prevention through tor managers, hotel owners and so on.

1. Cooperation and coordination among relevant organs and institutes: developing and fostering cooperation and communications among law enforcement organizations and tourism offices as well as various private sector entities operating in tourism industry such as hotel owners and travel agencies would improve effective initiatives to enhance tourists' security and safety and by reducing the crimes and increasing security and lack of unsafety feeling, the beauties and attraction of tourism destinations will be improved. Relevant officials should be equipped with the most recent statistics on such crimes to determine the depth and intensity of calamity and tourists' victimization patterns as well as the time and places with the most serious crimes against tourists so that they can take necessary initiatives by more awareness. Thus, one can say that lack of cooperation and assistance by relevant organs is seen as the main weakness in curbing tourism related crimes. In the meantime, executive entities especially campaigning ones prevent stimulation of public feelings toward tourism and they will not let tourists be "legitimate victims". Obviously, if the society and its structure is in a way that it confirms or at least being silent toward anti – tourism activities implicitly or explicitly, then victimizing tourists becomes

⁶ For more study on situational prevention, please refer to Khaleghi Samira, *ibid* and Rosenbaum, Denise, Loricio, Arnur, Davis, Robert, crime situational prevention translated by Reza Parvizi, pp. 147 – 172, and Gessen, Raymond, relations between situational prevention and delinquency control, translated by Hussein Najafi Abrandabadi, *Legal Research Journal*, Shahid Beheshti University, vol. 19 - 20

easier. Finally, public and joint actions are needed to control crimes against tourism and to make security which is necessary to develop this industry⁷.

2. Police actions: in laws and regulations and in public opinions, police have been always bailiff with the mission to discover crimes, to arrest delinquents and, overall, related to the term “crime and criminal curb”. Thus, the role of police has been traditionally imagined only in the framework of a criminal system. However, parallel to the emphasis of criminological findings on profit and impact of prevention in reducing crimes on the one hand and theoretical/practical acceptance of prevention as a new scope on criminal policy along with its traditional scope namely curbing on the other hand, a new vision on police mission and functions was generated in early 1970s⁸. In this manner, new types of official or judicial police with certain functions were created along with traditional police to address special cases such anti-riot police, judicial police and so on. A new type is tourism police. Due to reasons mentioned in the chapter on police support from tourism, some countries have established “supportive offices or special police” to protect tourists in the framework of their laws and regulations. Thus, in most countries, police are the main force to execute laws to support and assist all people in its jurisdiction. However, tourists are often facing with various problems and they may be exposed by more threats as well as abuses by ordinary police officers especially in the third world nations. In some countries, as recommended by Global Tourism Organization, special offices and sections are established to protect tourists so-called tourism police. It can communicate with tourists with their own language or international languages better than local police, it can address all cases in which tourists are involved and in long term, it can decisively have very positive on tourism. Besides, the efficiency of police patrol in tourism crime hotspots especially in nights and even, manuals should be devised to improve and develop it and to improve police officers’ motivation for better intervention in tourism related crimes.
3. Tourism offices: the officials of tourism locations as the main incumbents of this industry should provide tourists by necessary guidance through preparing and distributing training manuals and aware them of potential risks and threats and organize periodical training on security and safety for workers in this industry. Mentioned manuals will be prepared and distributed to improve tourists’ information and awareness in recognizing the situation of locations which make any threat or danger for them and provide them with needed alarms and explain the position and primary direction of such places. Additionally, such information can include insecure and crime hotspots surrounding tourism institutes and tourists’ commuting centers and other necessary information. For instance, in Thailand, relevant authorities have prepared and installed posters which guide tourists on fraudulent operation against their jewelries and precious objects and provide recommendations to hide the place of their jewelries. In Caribbean or other destinations, it is recommended that in islands, tourists should wear proper clothes outside swimming zones to prevent stimulation of local people’s violence feeling and objection. Also, they provide necessary recommendation on selling things in expensive prices so they should buy from trustworthiness sellers especially those ones who have received the confirmation and agreement of official authorities and have attached official price labels⁹.
4. The role of people and training local communities: training people in local communities on the benefits of tourism and cleaning this point in people’s mind that tourists are not profligate persons and the aim of developing and supporting them is not to support those one who use the generated opportunity to conduct their illegal intentions. Their actions would not threaten national traditions; rather, it is a factor for dialogue of civilizations. This can be done by installing signs which show friendship between locals and tourists and other efforts in mass media, schools and universities. Such initiatives in high populated destination with crowd tourists can be a rapid and effective step

⁷ Chesney- Lind and Lind, op.cit,p.185

⁸ Najafi Abrandabadi, Ali Hussein, delinquency prevention and local police, legal studies by Shahid Beheshti University, vol. 25 & 26, p. 17

⁹ Rosenbaum, Denise, Loricio, Arnur, Davis, Robert, crime situational prevention, translated by Reza Parvizi, p. 158

since it improves social control and unofficial monitoring as the best preventive factor along with other actions. Such long term strategies on public contribution and short term programs such as allocating a percentage of tourism incomes to local people would not only reduce their opposition to this industry but also it causes their more contribution and supervision which deprives potential criminals from crime commission opportunities and increases the costs of crime commission. It is implemented successfully in Bermuda and Fiji so that tourists' victimization is too low there. In plans to develop this industry, the items which increase the gap between locals and tourists and cause animosity, hostility, angriness and annoyance of the society should be revised. The lack of effective controls in the society on tourism development would be certainly related to angriness and annoyance of hosting society residents which can yield to some criminal problems.

5. International organizations: by preparing and distributing tourism ethics charter, legal rights charter and legal and police supports of tourism and sending it to all countries, such organizations can globalize tourism rights and enforce countries to conduct preventive initiatives to protect tourists' rights. They can generate strong links between members of Tourism Global Organization on developing this industry and providing their security. They can establish penalties and rapid penal procedure as uniformed regulations in all nations. WTO's efforts to organize international conferences and issuing declarations are examples of such initiatives. These organizations can devise agreements on illegal actions such robbery and transferring artistic works and sexual tourism and other issues and in this way, they can pave the way for rapid criminals extradition which would result in depriving criminals from the possibility of escape and to increase crime commission costs¹⁰.
6. Tourists' precautionary initiatives: a necessary factor for crime commission is the existence of a proper victim and due to their features, tourists are proper goals for criminals. Obviously, lack of a proper goal or easy victim is enough for crime prevention. Hence, in addition to the performance of other entities including tourism managers and law enforcement organizations, tourists themselves can [lay a very vital role in ensuring a safe and enjoyable vacations. Visitors can improve their security by considering below items¹¹:

- (1) Using a map for planning the route before movement and using crowded routes, if possible.
- (2) In the evening, walking with other people and avoiding the attendance in dark or low light areas. Tourists should not leave their accommodation place in nights.
- (3) Taking valuable objects from cars while leaving it even for a short period.
- (4) Locking windows and doors while leaving accommodation place and taking valuable objects away sights.
- (5) Enough attention while walking in dark parking.
- (6) Retaining hotel room key in a safe place while leaving the room to use recreational facilities such as pools and delivering the key to receptionist.
- (7) Close attention to law enforcement officers' and tour leaders' recommendations or other responsible persons.
- (8) Traveling with credit tours with official permit from competent authorities.
- (9) Respecting local traditions and not criticizing locals' traditions and culture in public places and other cases which may play role in their victimization and may create needed opportunities for crime commission.

¹⁰ Piz, Ken, the status of crime primary prevention in UK, translated by Mahdi Saburipour, Legal Administration of Justice Journal, vol. 47

¹¹ Rosenbaum, Denise, Loricio, Arnur, Davis, Robert, crime prevention and environment structure, translated by Reza Parvizi, Security Journal, vol. 11 & 12

(10) Prevention by hotels¹²: rapid action in crime commission against tourists in hotels and accommodation centers is the main feature of crimes against them. Such rapid action can be based on two items:

- (a) Sufficient information on details of the building namely its architectural map
- (b) Material rapid action which is again highly due to building designing.

It is obvious that access to maps and designs of the buildings should be limited and they should not be revealed during and after construction. There are many instances that access to such maps has been the main step of designing fatal attacks. In the meantime, criminal has been able to escape rapidly upon criminal or terrorist attack while the damages are further since there is no way for residents to escape.

Below points are general and overall recommendations which should be considered while designing new hotels and accommodation centers:

1. There should be balustrade or fence around the hotel. By such initiatives, one can prevent the penetration of non-responsible guys and to control there. Such fence can be preferably a material barrier like a wall or infrared ray camera, closed circuit camera or monitoring and supervision cameras.
2. A clear path inside the fence (wall) and should have enough light in nights.
3. All rooms and windows of ground and the first floors except than waiting room, restaurant, self – service, café should narrow and limited sufficiently to prevent hidden entrance by offenders inside the building through them.
4. A direct, open and revealed path should be constructed around the building to make access to all four sides of the building easier and in emergency conditions, rescue vehicles can pass easily. It is too vital for discharging guests in upper floors.
5. Paths and ways ended to hotel main entrance (main door) should be pitched and curved to prevent cars can enter or exit the street by high speed. Garden and green area around both sides of paths should not be at the same level of the route so that a car with high speed cannot use them to turn and escape. In the meantime, such paths should be attractive and beautiful.
6. It is better to use a chain or a direct and strong barrier at hotel main entrance to prevent using weapon by cars which enter/exit hotel by high speed.
7. Plant wall or tall plants coverage should not be used close to hotel main entrance or its walls since it prevents eyesight and hinders the prevention the entrance of illegal and hiding explosives.
8. One should minimize using glass and objects which can be separated easily and decoration in public places at ground floor. It does not mean to omit glass in main entrance or living hall completely since in the case of any explosion, a gap will be created or pressure from gases can break them and, as a result, safety valve will be opened. In fact, their absence may damage full building and cause a disastrous calamity.
9. Hotel authorities should support and protect their guests against criminal acts such as robbery (as the most common crime reported in such places). Among hotel staff, someone should be

¹² As already mentioned, an approach in crime social prevention is structural or architectural approach namely the construction and architecture of buildings should provide crime prevention. Similarly, this theory is adapted to crime situational prevention concept, that is, by changing the environment and architecture of the buildings, we intend to deprive criminals for crime commission opportunity and to increase its costs. Such authors as Newman and Jeffrey argue that by changing the design of commercial and residential spaces, one can prevent crime commission. Newman believed that buildings should be designed in a manner to limit public accessibility and encourage residents to monitor neighbors' behavior in public places and responsibility feeling in this regard. Newman's "defensible space" concept and "crime prevention through environmental design" concept (CPTED) are identically adapted to crime situational prevention. Modifying and changing the environment in order to alarm potential criminals is to make crime commission difficult or, more like, to inactivate crime commission.

responsible to control security issues and supervise all sections¹³. Here, we point out guidelines to prevent robbery in hotels:

- (a) Robbery prevention is mainly conducted by controlling the keys by reception staff. They should put their guests' keys in safe places out of the access of disallowed people. If people work in shifts as reception staff, one should not deliver keys to them without controlling and determining people's identities. Furthermore, reception staff play a vital role in establishing security since they are in a position and place that can register and memorize all people who enter or exit the hotel. Likewise, needed training and alarms should be installed on reception table. Main entrance should be monitor night and day. This can be done by staff's direct control or through closed circuit cameras. In the meantime, hotels should attempt to utilize a combination of visible security devices. It would yield to more assurance and confidence of guests and would also deter criminals from robbery.
- (b) Room security: hotel guests should lock their rooms from inside and doors should have a hole through which people behind the door can be easily recognized. Modern Key Card system is a trustworthy investment by hotels and it can remarkably improve the security if it is utilized properly and competently. In reception section or inside the rooms, hotels should have safety boxes so that guests can retain their valuable objects, checks and cash money.
- (c) Proper lighting: in front of the hotel, reception, main entrance, entry/exit doors and parking should have enough lighting to prevent robbery. In nights, the number of entry/exit points should be minimized and some doors should be closed strongly. If not forbidden by law, all entry doors should be equipped with closed circuit TVs. In corridors and public places of the hotel, such devices can be used so that receptionists can easily control the condition and act rapidly in the case of any event. It would be too effective if such TVs can control all abovementioned places simultaneously.

In conclusion, tourists' visibility and accessibility is too effective in encouraging criminals as well as the opportunity to escape after crime commission. Thus, tourism places should design and create a safe (defensible) environment through designing facilities and the attendance of capable guards to minimize tourism crimes¹⁴.

4. Police Prevention

Delinquency Police Prevention means social and cultural initiatives by police to make the society healthy and to fight against criminal factors not just as a pillar of criminal system. It means that in addition to its task as a bailiff, police can intervene before crime commission. Principally, police act traditionally after crime commission while administrative police can be expected to intervene before crime commission in terms of sociocultural conditions to prevent crime and offence occurrence. In such prevention, people's contribution is too effective in increasing police efficiency.

In all countries, the main task of police is to establish order and public and individual convenience, discover the crimes and preventing their commission. Considering the dominating opinion of ruling power, any country defines other tasks and missions for police which differ country to country. Police and its officers should not only support and protect their society, but also should support and protect their society's image and its economic facilities. Crimes against tourists not only damages the society and its economy, but also by the prevalence of such crimes, intensive campaigns will be started and such society and destination is shown as insecure. As a result, the number of entering tourists will be

¹³ Rosenbaum, Denise, Loricio, Arnur, Davis, Robert, crime prevention and environment structure, translated by Reza Parvizi, Security Journal, vol. 11 & 12

¹⁴ Ali Faghihi Sattary, Majid Rezaeirad, crime prevention studies quarterly journal, Prevention Police Journal

reduced seriously which would decrease economic incomes and damages the society. In fighting against such criminal actions, police offices and officers play a vital role and are in the frontline of defending the society against such criminal acts. Thus, police as the main force to implement law in most countries needs more support and attention since tourists are facing with more problems and difficulties than locals and may be confronted with further and more important threats and dangers.

Due to the prevalence of crimes against tourists and their special conditions in terms of vulnerability and sensitivity, the necessity to support them is multiplied. Following to recommendation by World Tourism Organization on establishing tourism police in any country or city, some countries have established such special entity with certain tasks and their personnel is chosen by special conditions. In many members of World Tourism Organization, tourism police is established including Egypt, Greece, Cyprus, Syria, Mexico, Florida (USA), Italy, Spain, Ireland, Slovenia, Thailand, Zimbabwe, Malaysia, Hawaii, South Africa. Etc.

(A) Tourism Police Establishment

1. Establishment Reasons, Goals And Tasks¹⁵

Since tourists are not familiar with local culture, traditions, laws and language, local and many other items, they are encountering more problems and difficulties than locals. Thus, supporting and protecting tourists by local police is often seen as insufficient. Extortion and threatening tourists by local police is common which manifested as collusion and complicity between police officers and local criminals in fraudulence or robbery. In cases tourist is a victim, local police is not able to communicate with victim with its native or international languages and such police lacks needed training and skills. Although law enforcement entities claim that all people are treated similarly, they admire that they act out of normal manner in handling special situations. In some cases, police officers have to decide in an issue which they are not aware of its needs, deficiencies and impacts on tourism industry. Human nature of police is so that when they encounter with unknown conditions, they seriously and accurately follow laws, guidelines and commands. Since they understand delicacies and sensitivities of this industry, they try to act based on laws and manuals and to execute and respect current norm in the best manner. Sometimes, such sensitivities cause that police forces avoid involvement in tourism cases.

Since tourism is too important economically, it fully depends on security. Any insecurity and the prevalence of any crime and dissatisfaction of victimized tourists due to the performance of law enforcement organs would hurt this industry and, as a result, national economy,

Considering above points and to provide tourists with better services, World Tourism Organization has recommended a special organization in both local and national level so-called Tourism Police and has announced that by the support and cooperation of tourism and law enforcement offices, Tourism Police should be established in all countries and necessary training and facilities should be provided¹⁶.

2. Supporting The Tourists by Police

There are three steps to improve supporting the tourists by police in tourism and recreational destinations as below:

¹⁵ Ibid p. 94

¹⁶ Najafi Abrandabadi, Ali Hussein, delinquency prevention and local police, legal studies Journal, vol. 19 & 20, p. 17

2.1. Constant cooperation between police and tourism industry: the first step is regular cooperation and coordination between police and tourism industry.

Such cooperation can be in the format of tourism security and safety committee in any city or place. Cooperation with hotelier association, participation in congresses, cooperation with tourism offices and conducting joint programs in order to stop crimes before commission are, *inter alia*, grounds for cooperation. Some of these efficient executive programs can be explained as below:

- (a) Visible policing: it is proved that there is a negative and direct relation between the number of officers in streets and the number of committed crimes in a certain area. It means that more number of officers in a recreational and tourism place would reduce committed crimes there and vice versa.
- (b) Coordination on a national level: researches have proved that crimes should be handled in national or state level rather than a local one. Criminal bands will not attack tourists only in special zones. If they are reluctant to attack tourists in an area, they will do it in another area. Thus, one should combat crimes in national and state or macro – level. Furthermore, when a crime is occurred in a small recreational area may be shown in media in a manner as if such crime is committed in all recreational zones of that society.
- (c) Changing properties which lack security standards: tourism police is too concerned on such issues since most keys and locks of guest' rooms are old and are accessible easily. To prevent financial or violent crimes, it is better that tourism facilities are equipped with modern security system under auspice of police.
- (d) Controlling tourism workers: there are likely some people working in tourism industry whose background is uncertain. Thus, it is recommended to inspect and revise the situation and background of workers in terms of experience, education and criminal records. Additionally, in the case of crime commission by them against tourists, highest penalty should be considered for them.
- (e) Coordination of efforts: police cannot alone keep all recreational areas safe and it admires that it needs supports by other groups in the society. Initiatives such as national day on fighting against crimes, standby in hotels and tourism places to prevent crime commission and similar programs would make it easier for incumbents to implement the law.

2.2. Ongoing education of tourism officials: it is obvious that anyone would support and encourage security training for tourism places' staff. So, one of the tasks of tourism police is to train its staff on crime commission in such places so that their unintentional actions do not expose tourists in more threats. Such training would cause better support from tourism industry against terrorism attacks and crimes of opportunity.

2.3. Constant training of police officers: due to cultural and sociological differences, tourists are damaged by social instability more than normal and are often easy goals for criminals. Thus, tourism police officers should have sympathy toward guests' needs. When a tourist is victimized, police should know how to calm them and how to help them in order to reduce the possibility of their victimization. A necessary issue in this regard is the capability of police officers to speak in a foreign or international language¹⁷.

To support tourists, police can increase the number of its walking patrols in crowd tourism places. Police officers should be exogenous and sociable and communicate with people and accept profoundly that a part of their job is to communicate with their society's guests. Thus, they should be able to talk with tourists and have regular friendly attendance in streets. Such unofficial dialogues would not only enable

¹⁷ Najafi Abrandabadi, Ali Hussein, roundtable on people's contribution in providing public security, p. 25

police officers to achieve more information about their needs, but also it draws the image that such society is sufficiently safe since police officer has the opportunity to talk with someone except than a colleague.

In long term, tourism police officers should be able to speak in most foreign languages so that in emergency cases they can talk with tourists directly. Tourism police should have gull information on destination (recreational place) and its attractions and in areas with high crowd of tourists, police officers should have walking patrols. The main aims of constant training pf police officers include:

Training on the tourism economic impacts, more awareness on tourism industry constituents, awareness of tourism industry special terms and concepts, awareness on tourists' psychology and sociology, awareness of international tourists' needs, difficulties and morale, conceiving tourists' special needs who cannot speak in local language, awareness of crime prevention techniques and procuring the security of tourism areas.

Usually, police officers accept the changes better when they are fundamentally prepared and represented via a training program. Such programs are too vital since most officers are not aware of their public relation and social marketing value. The tasks by tourism police mostly include the provision on tourists' security, their support and protection, identifying tourism fascinations in order to protect them, notification, providing special services such administrative services, rapid action in criminal cases in which tourists are involved and preventing tourism – related illegal activities.

Other tasks of this force is to monitor right implementation of laws in tourism jobs, to provide service based on general manuals of tourism organizations, to provide law enforcement services to tourists and tours, to monitor and control coastal cities and tourism and ancient sites, terminals, docks in terms of cleaning. Health and public order, to identify all needs and deficits in accommodation places and tourism jobs and to provide proper solution to remove them. One can add the facilitation of customs, consular and visa affairs, tourists' transportation, facilitation of judicial issues concerning tourists, providing right information and news to press and media to such tasks.

As seen, providing tourists with such services would cause that they do not touch current problems in administrative systems especially in underdeveloped nations and they will be interested in revisit which will be the best campaign for tourism industry.

Conducting above tasks obviously requires a special administrative system with financial facilities that its budget is usually funded by tourism offices and authorities or government. Tourism police officers are employed from local police who are eligible in terms of familiarity with one or more foreign languages, voluntarily services, experienced, with high patience, high public relations, and sociable.

As a result, tourism industry needs that law enforcement organizations participate not only in issues related to their society but also issues related to tourism industry actively and sincerely, considering the fact that tourism has become a large industry, it is in now the time that tourism authorities with the help of police can protect and support this industry well. Full monitoring, prevention and reduction in crimes against tourists needs to establish a special police force that its only task is to support tourism industry and to select its trained officers to treat tourism issues. Such office would have a certain treatment toward this industry and its officers would highly attempt to prevent crimes against tourists and tourism facilities.

It is obvious that for the success in crime prevention, tourism police should have close cooperation with tourism authorities. Also, tourism authorities should take all necessary initiatives to

prevent crimes against tourists' properties and to do their best to ensure funding financial resources and other equipment required by police. Reciprocally, tourism police with help tourism authorities through training, cooperation and aids to conduct crime prevention and reduction in the best manner¹⁸.

Another way to resolve problems due to crime increase in tourism sites is to ask the people who work near such sites to act as police eyes and ears (public supervision). Local businessmen, guards, the janitors, sellers and other people who work in streets can aware police before crime occurrence. In some tourism destinations, costal hotel notify each other on crime commission in beaches. Additionally, to coordinate efforts to identify perpetrators, police will intervene. Notifying that local people and seller cooperate with police would have a deteriorating impact on crime since multiplies police effectiveness on criminals.

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¹⁸ Khaleghi, Samira, crime prevention techniques, p. 87