

# 2024 BENCHMARKING SURVEY

[www.CulturalSafeguardAlliance.org](http://www.CulturalSafeguardAlliance.org)





## About Us

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CSA emerged through regular monthly dialogues centered on the safeguarding of cultural properties with security and safety experts from around the world. We are focused on the exchange of expertise and mutual support regarding significant matters in the field.

## Who We Are

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Founded by:

- Adam Raffone
- James MacSkimming
- Stephanie McKenna

## What We Do

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CSA's goal is to cultivate cooperative efforts and tackle the modern-day challenges faced in the real of cultural security and safety. Our network is dedicated to guiding and supporting institutions, and facilitating access to resources.

# Why Do A Benchmarking Survey?

## Similar Questions

We all ask each other the same questions!

Why not get us all the answers we need on a larger scale.

## Options & Trends

Whether you are new to this industry or a veteran, you don't always know what options are out there or what is new and upcoming.

## Sense of Community

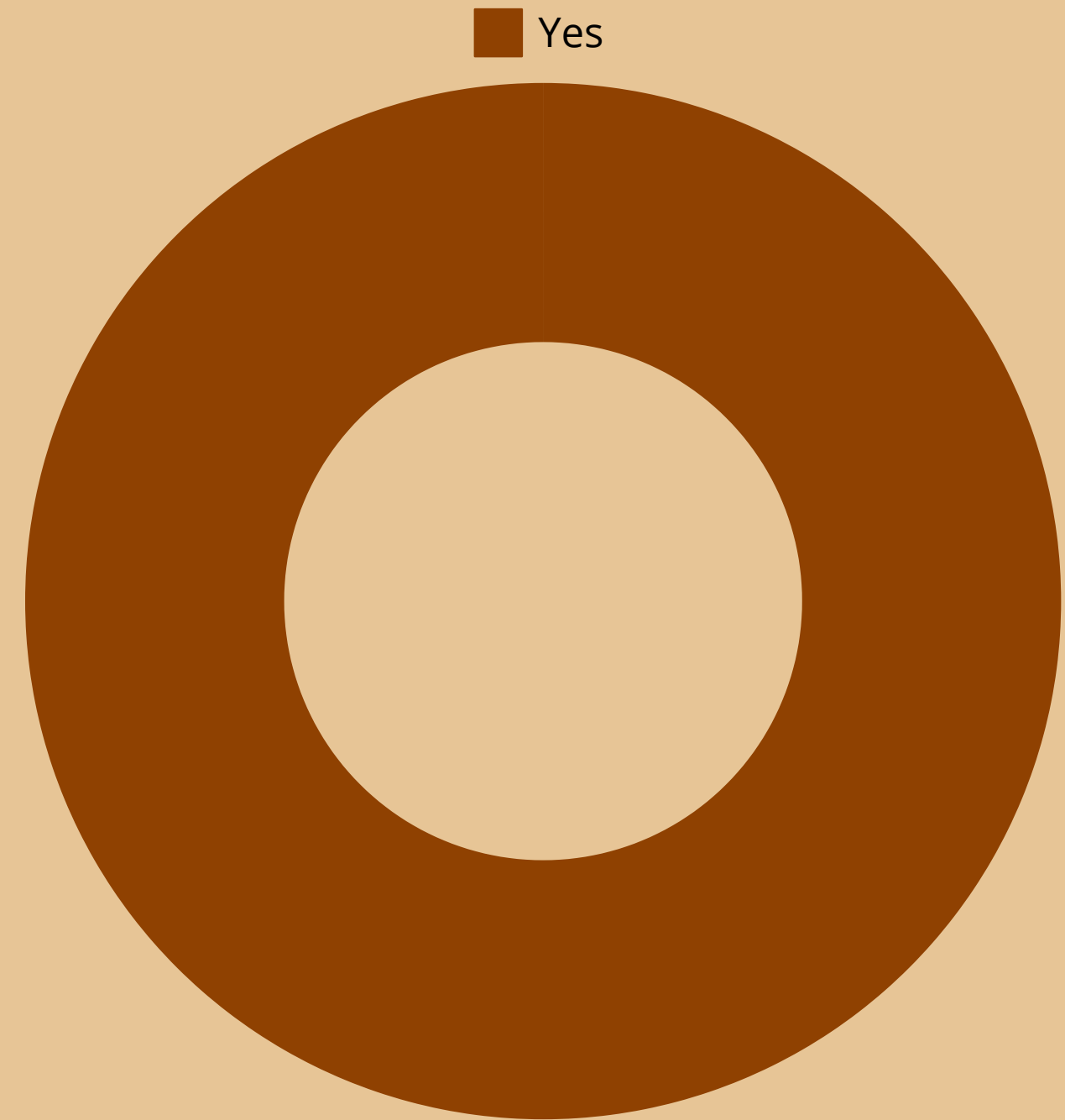
Sometimes we can all feel like we are on an island, and a benchmarking survey helps us see how we are connected.

## Data Driven Decisions

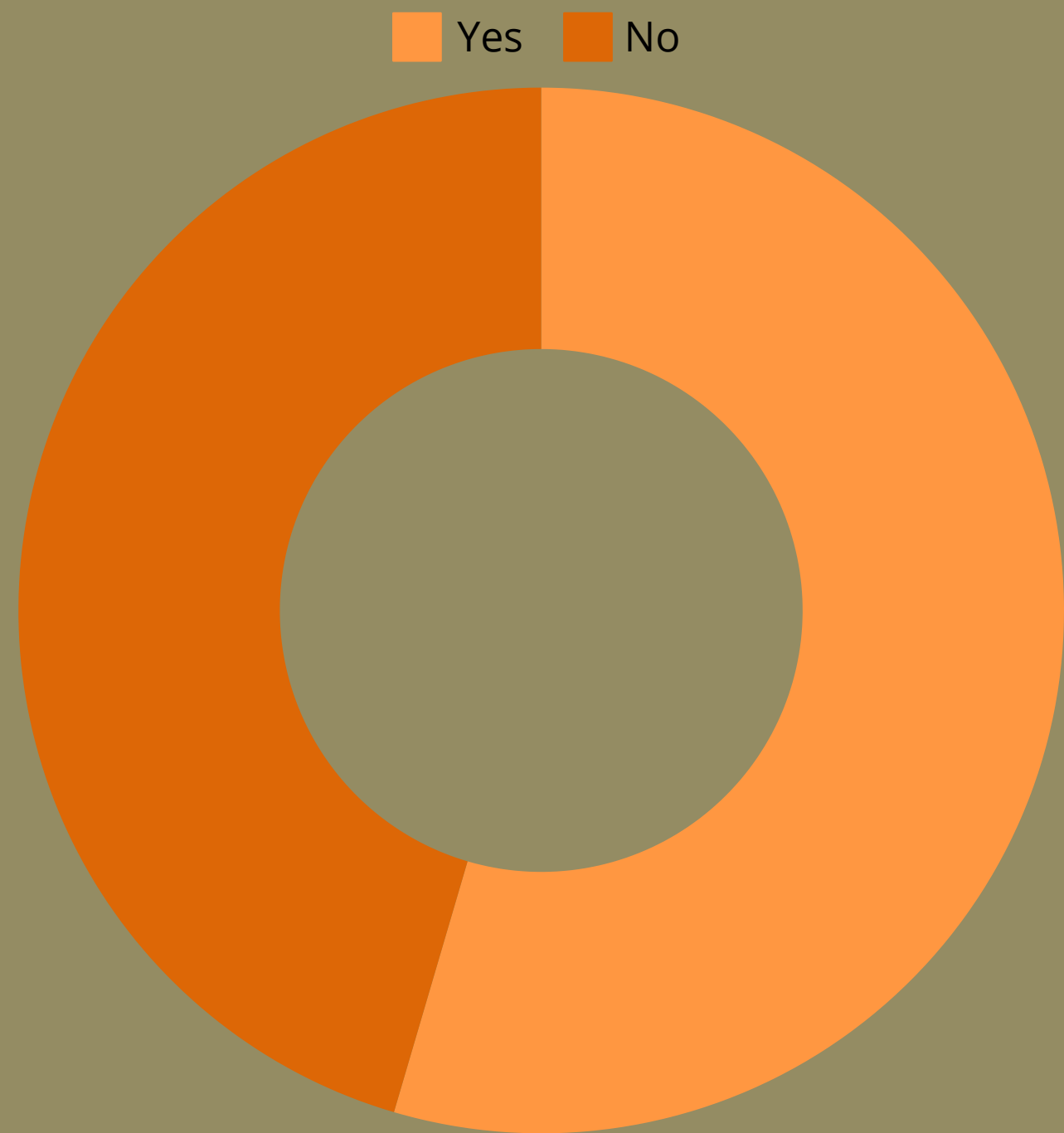
Executives love data, and benchmarking surveys are a great way to determine if you are in line with industry standards.

# Pre-Session Surveys

Do you feel the data in the  
benchmarking survey will be helpful  
for you and your institution?

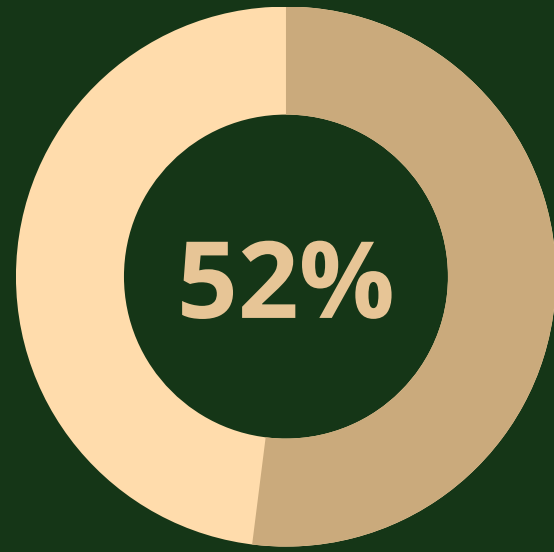




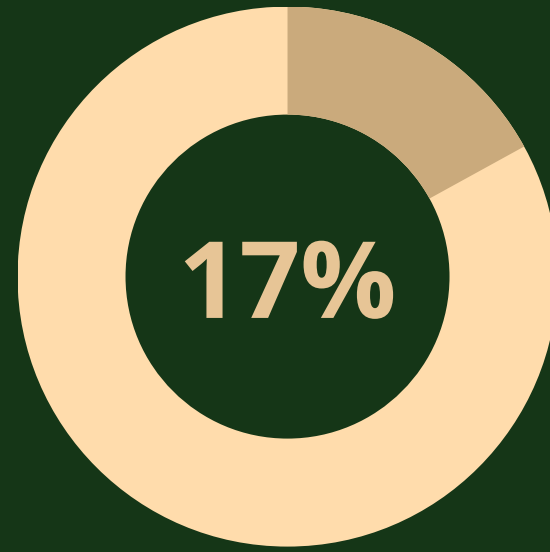


# Pre-Session Surveys

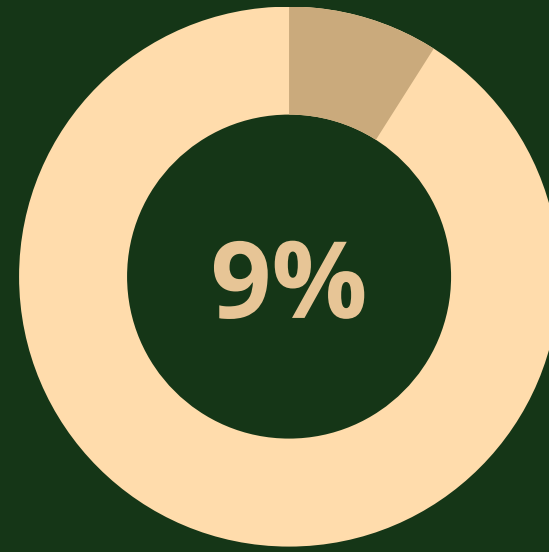
Have you ever used benchmarking data to explain or justify requests or needs to higher leadership in your organization?



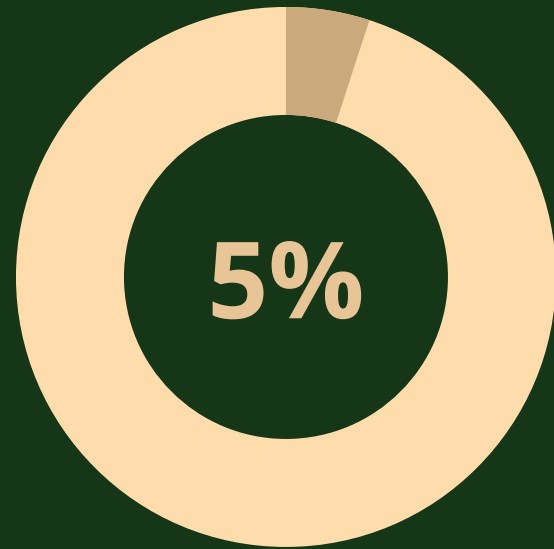
ART MUSEUM



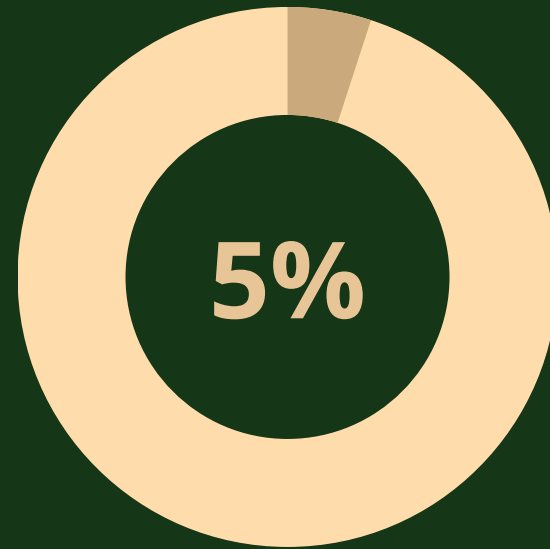
HISTORY MUSEUM



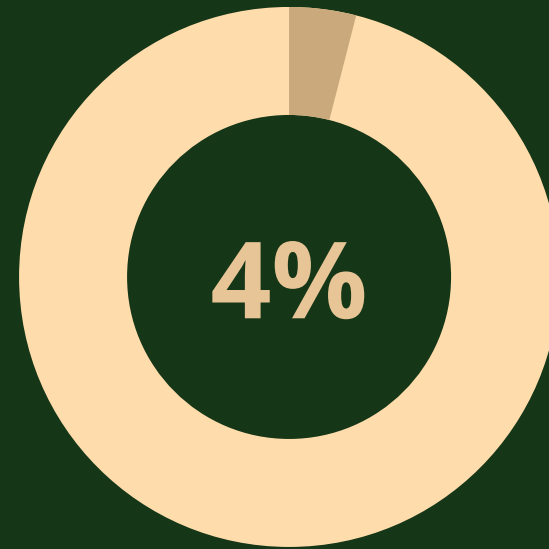
LIBRARY & LITERARY ART



ZOOS/AQUARIA



HISTORIC HOUSE



SCIENCE CENTER

## Survey Responses

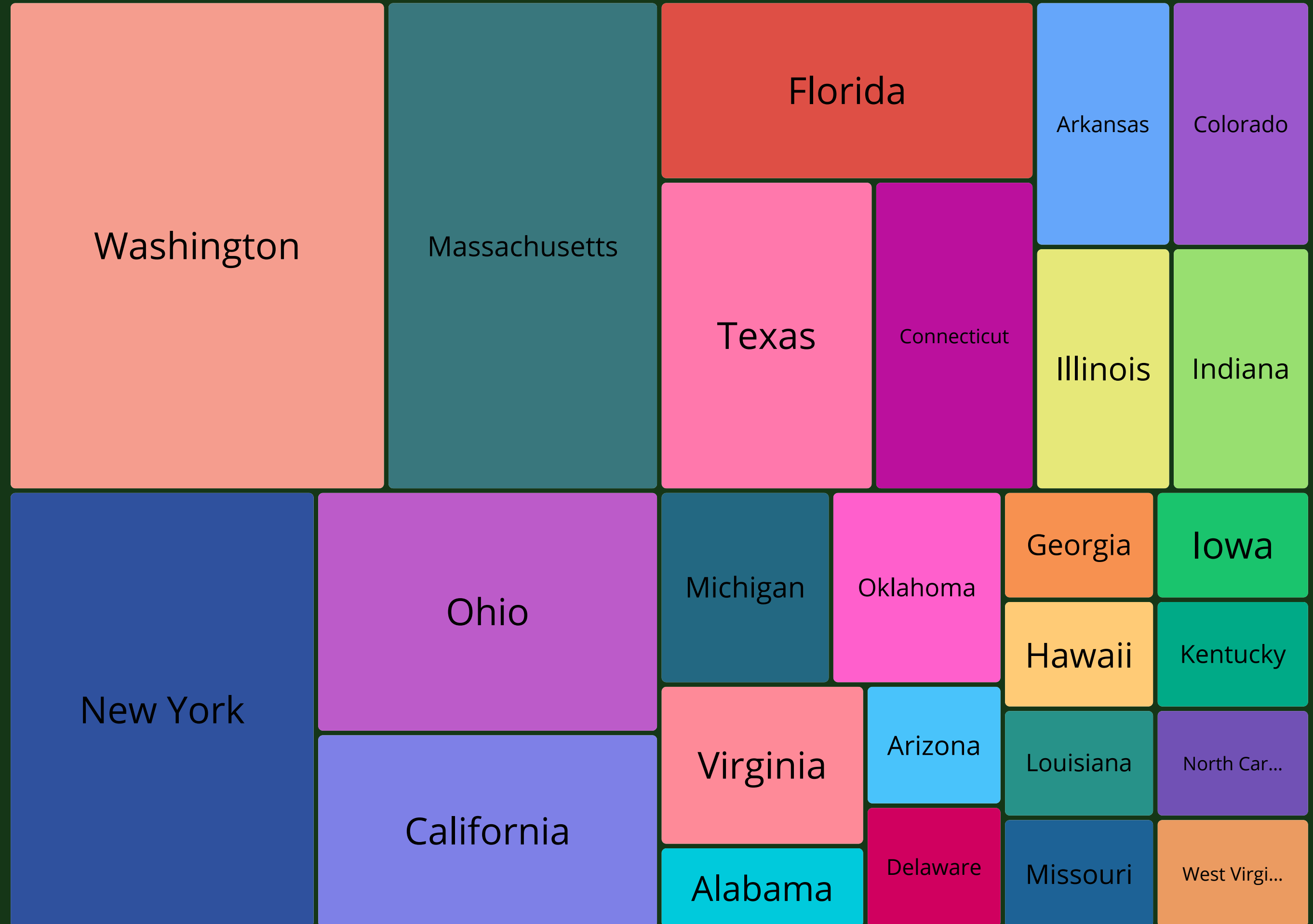
Collected over several weeks, we aimed to reach as many different types of cultural properties as possible.

We received responses from 75 different institutions this first year!

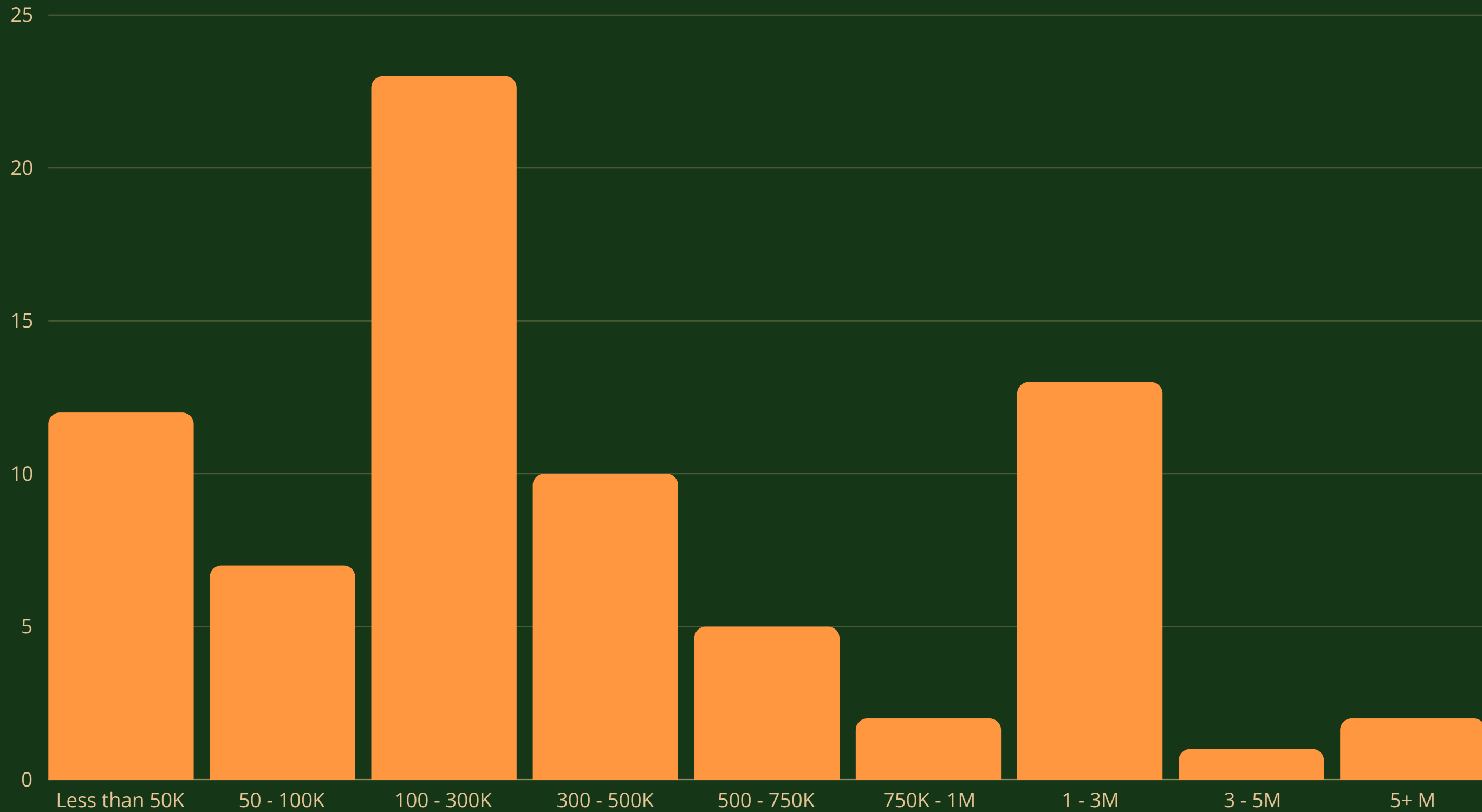
Each institution was only allowed 1 submission.

Questions were designed intentionally to coincide with other related industry surveys such as the American Alliance of Museums.

# Where is your institution located?

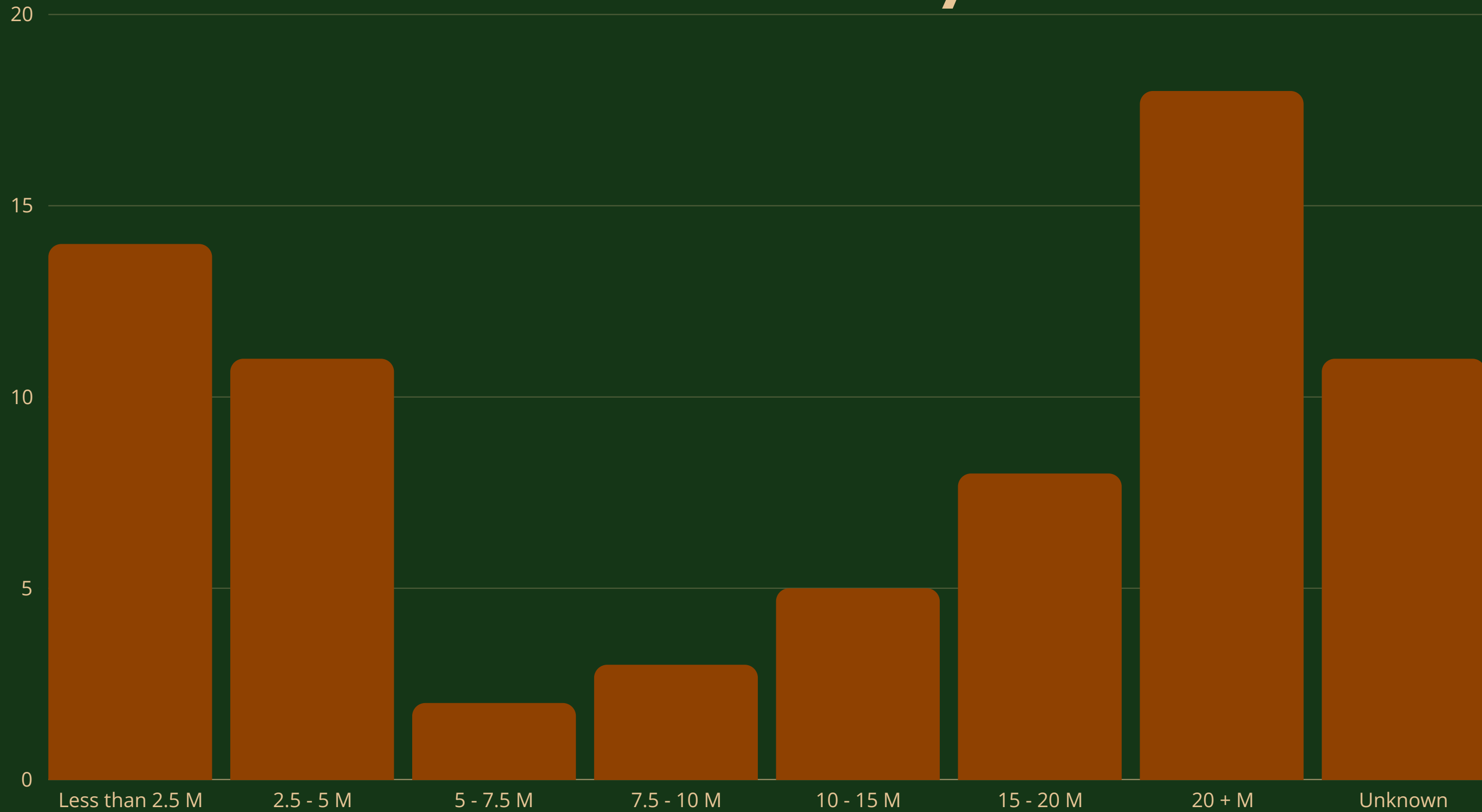


# How many onsite visitors did your institution receive in 2023?

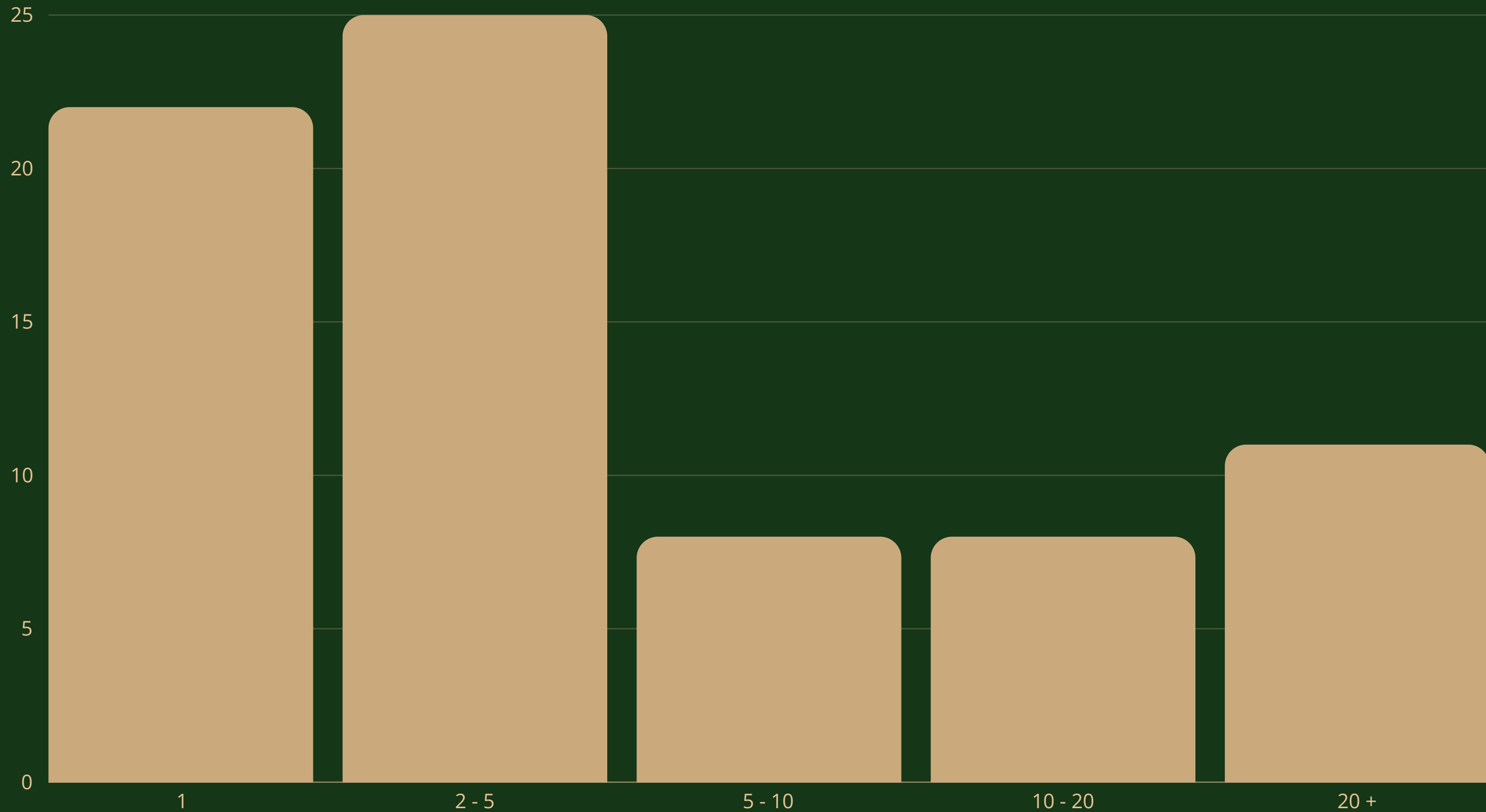




# What is the annual institutional operating budget for your most recent fiscal year?



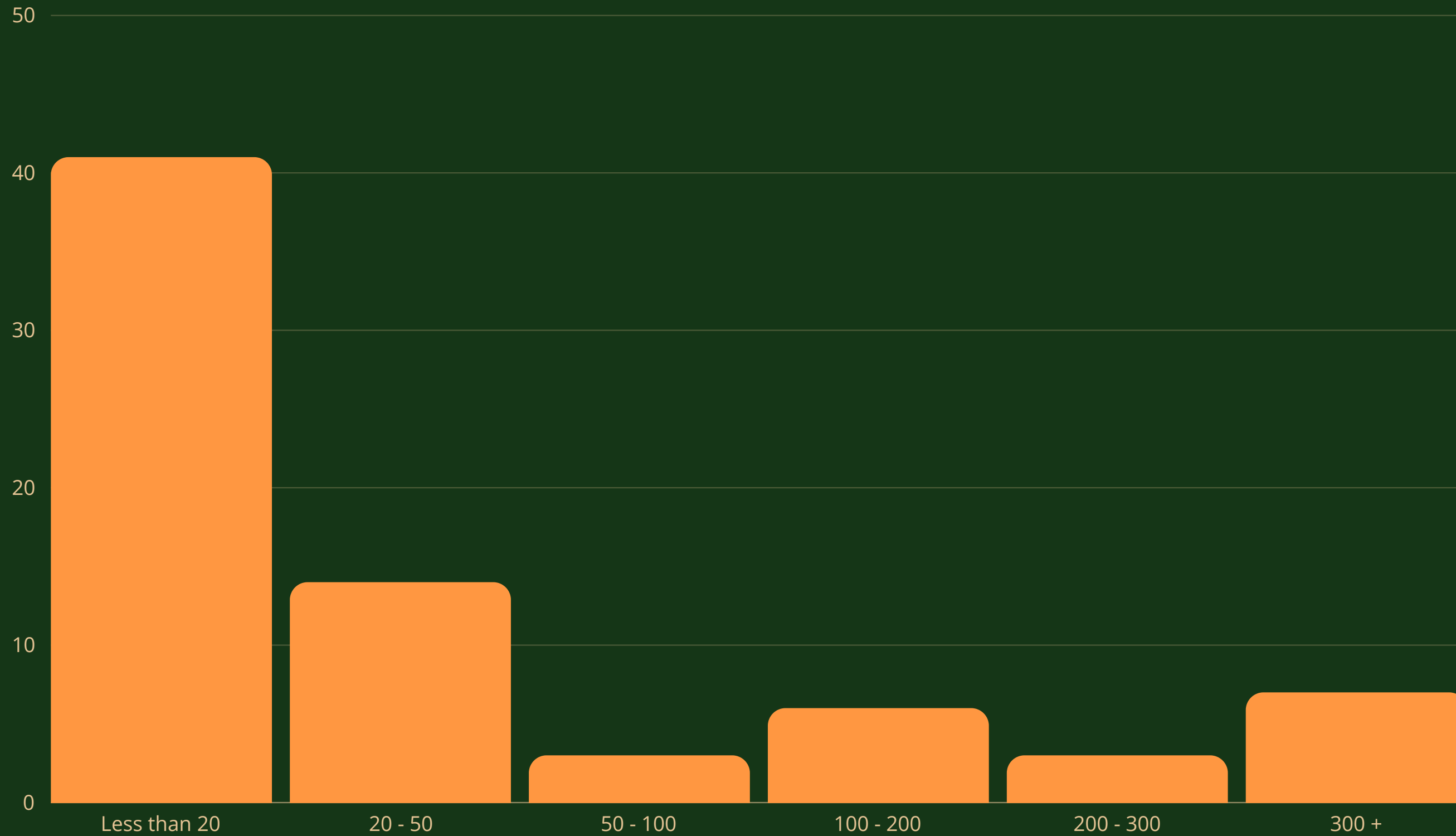
# How many buildings belong to your institution?



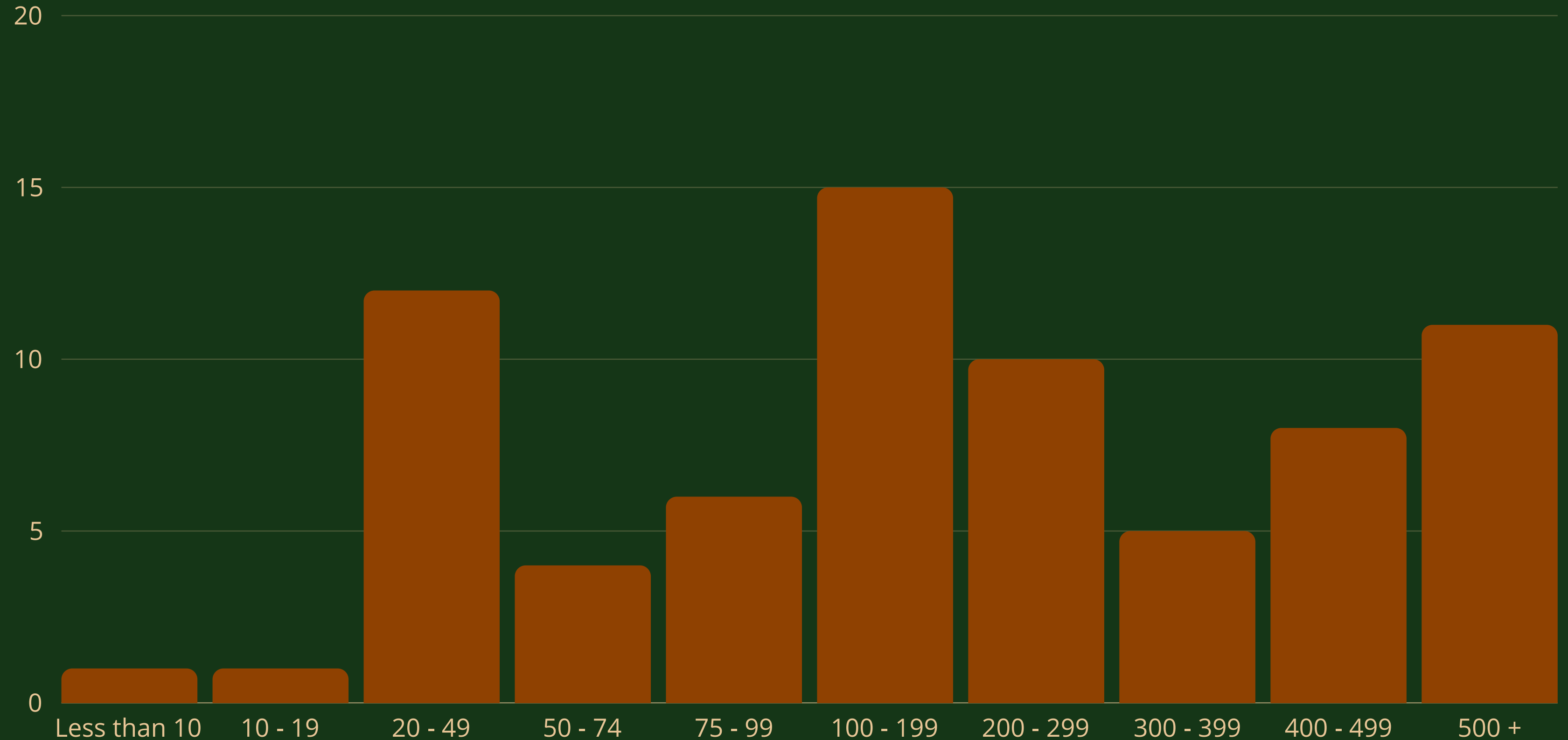
# What is the total square footage of all the buildings for your institution?



# How many acres does your property cover?

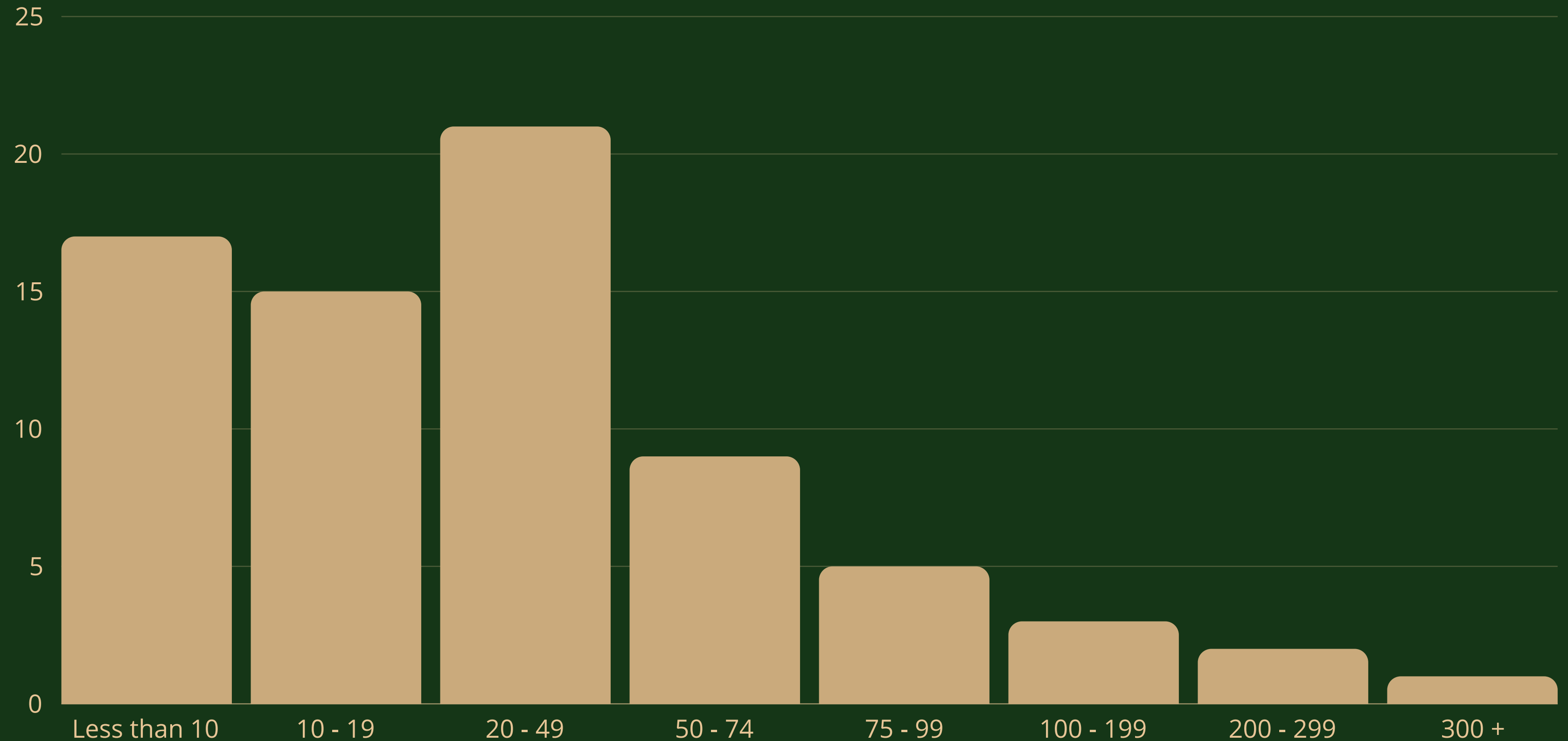


# How many total employees in your institution?

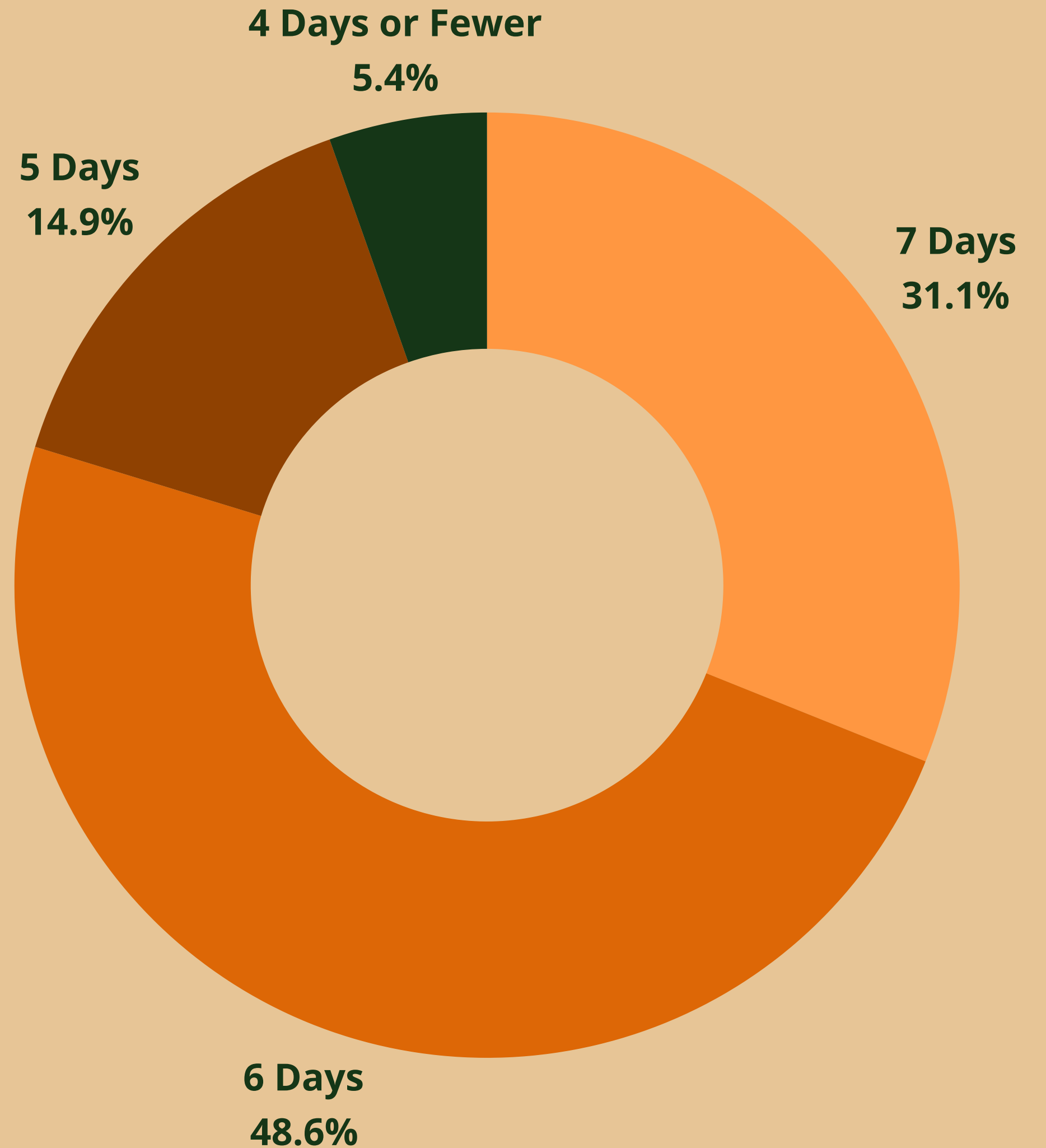




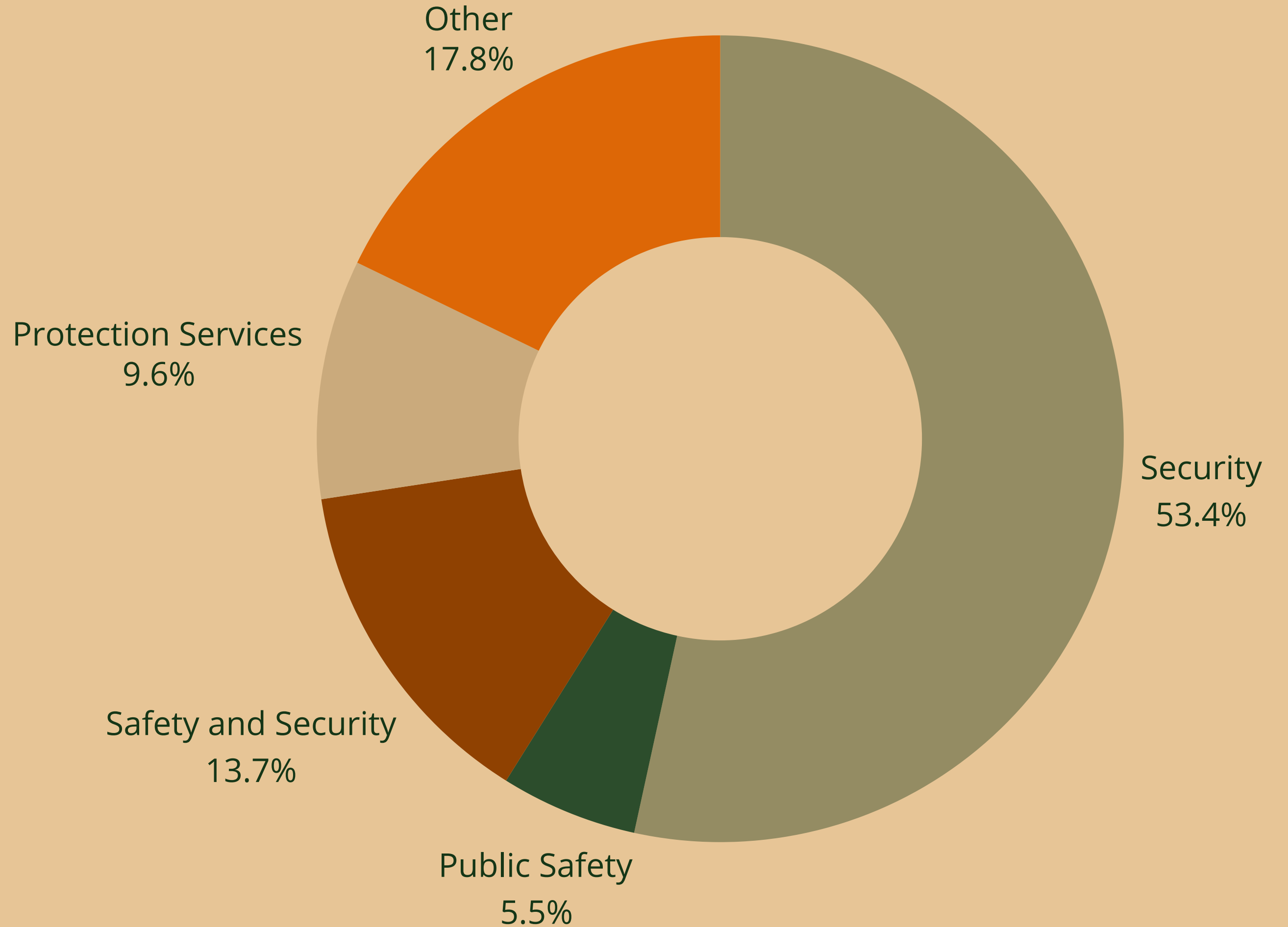
# How many total employees in your security department?



# How many days a week is your institution open to the public?



# How is your security department named?



# Submissions for “Other”

**01** Security and Visitor  
Services/Experience

**02** Safety Team  
Campus Safety  
Security & Safety

**03** Property Care  
Facilities & Security  
Part of Facilities

**04** No Separate Department

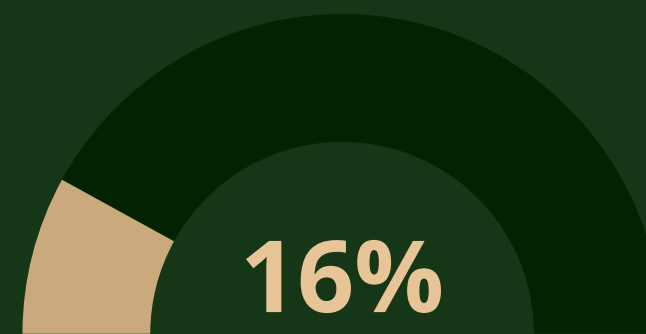
# What title do you give your entry level staff?



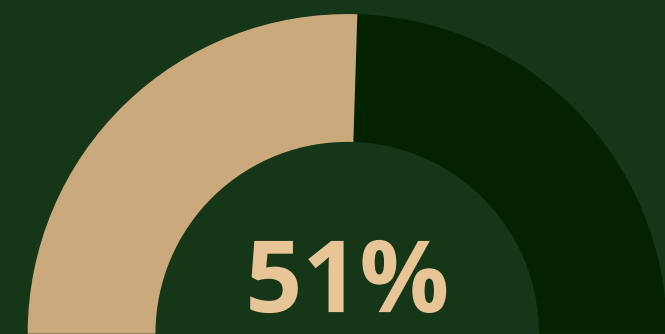
ASSOCIATES



ATTENDANTS



GUARDS



OFFICERS



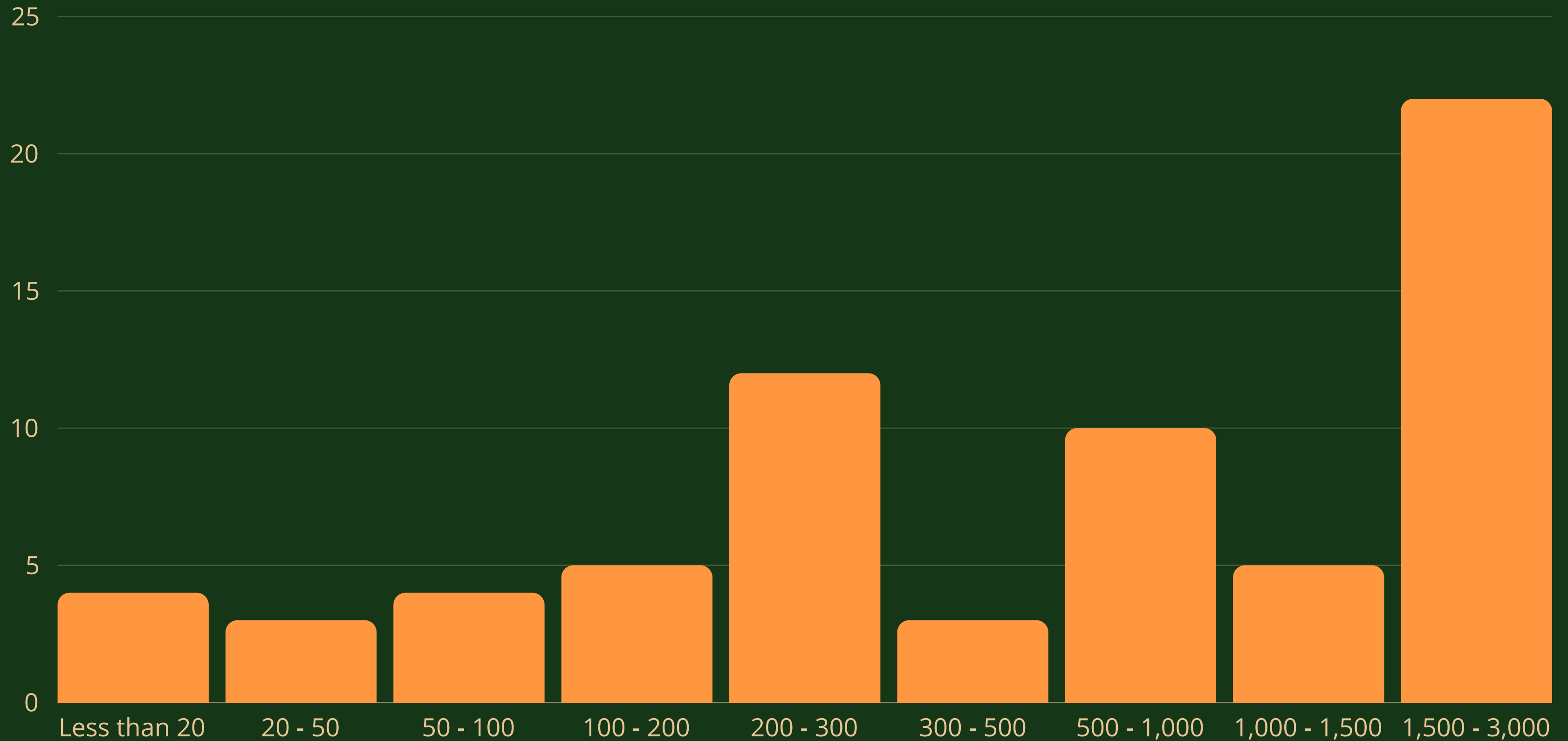
OTHER



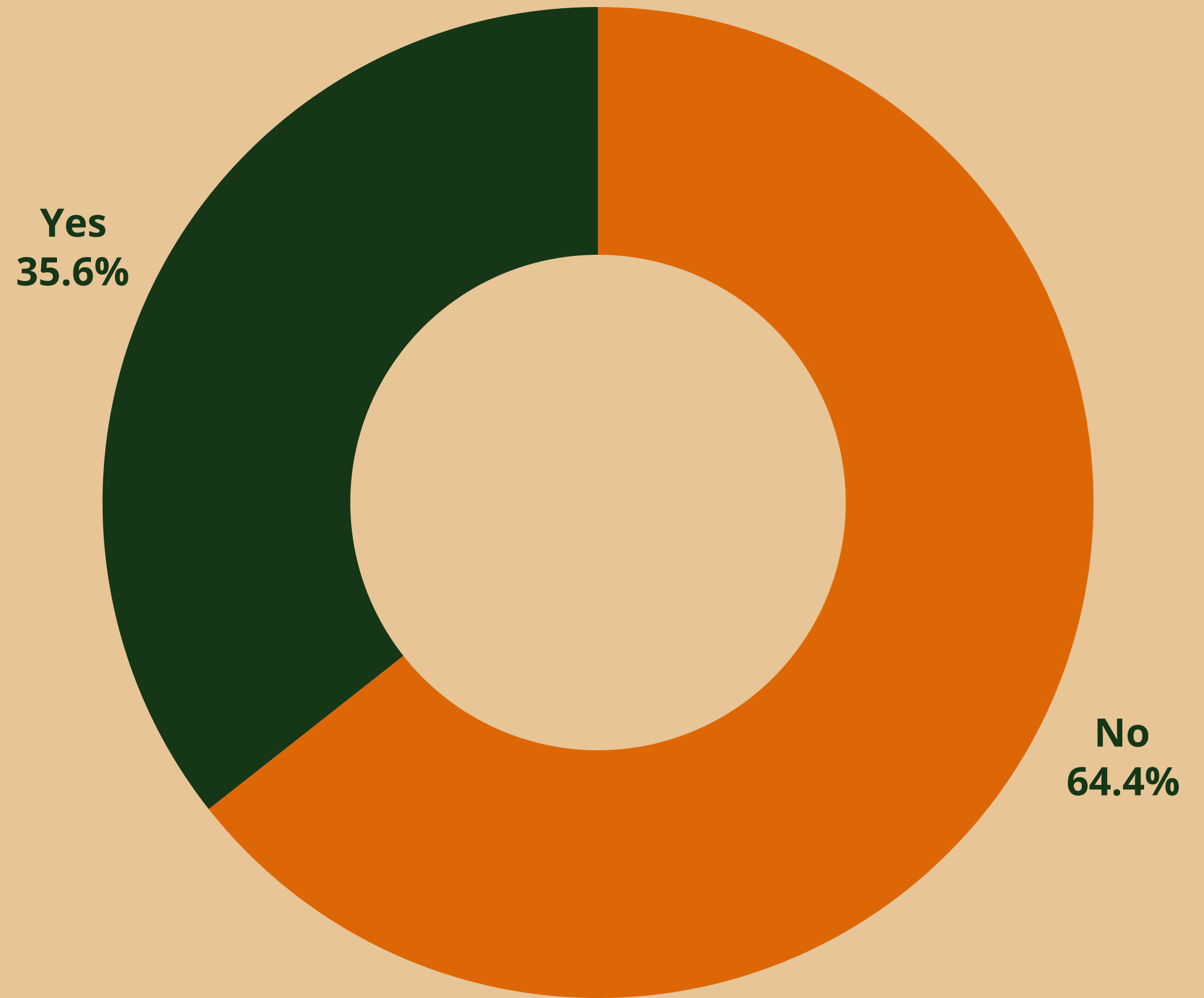
- No other staff
- Assistants (Gallery, Visitor, etc.)
- Ranger
- Safety Team Member
- Volunteer



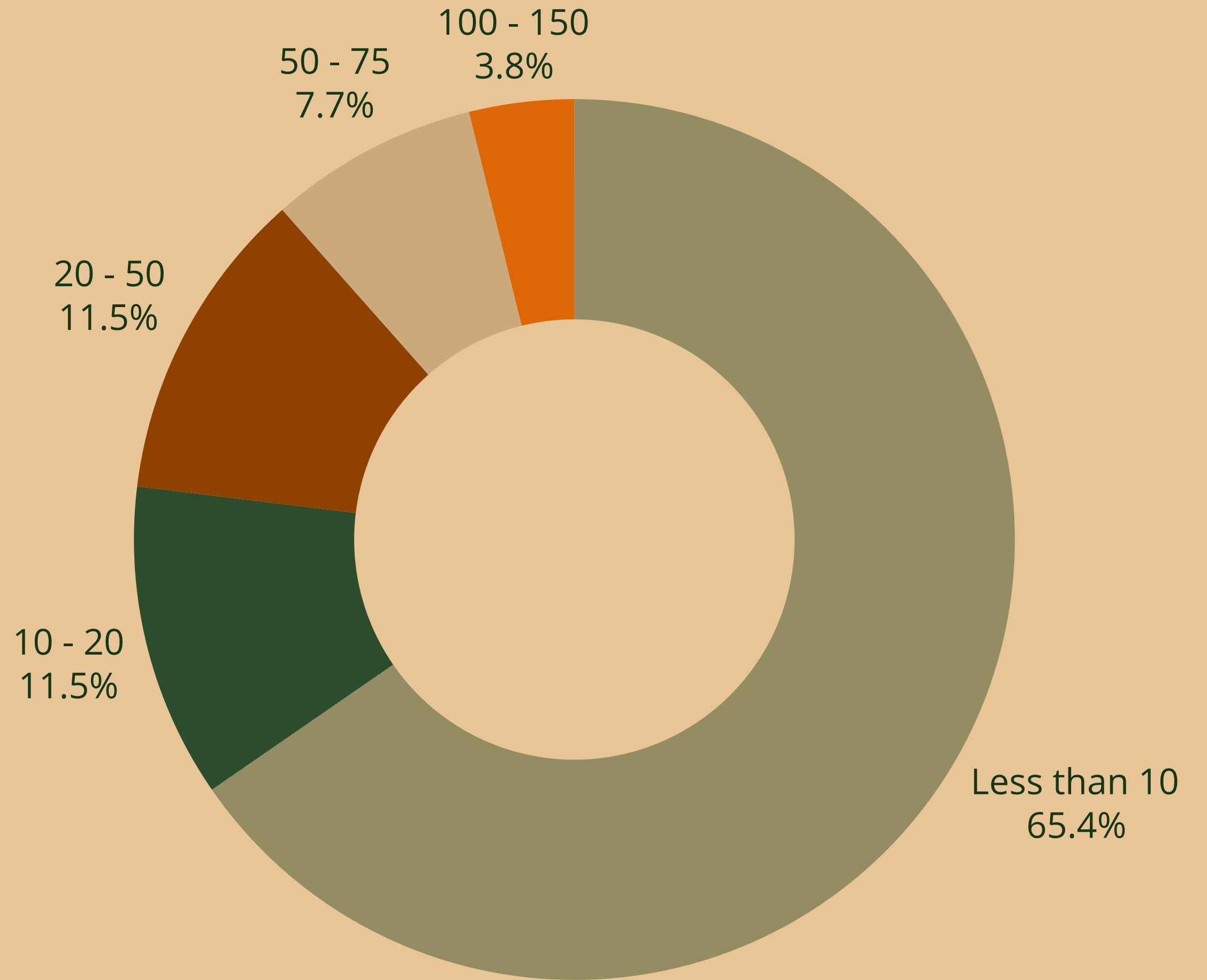
# How many sq ft of gallery space is covered by a single post?



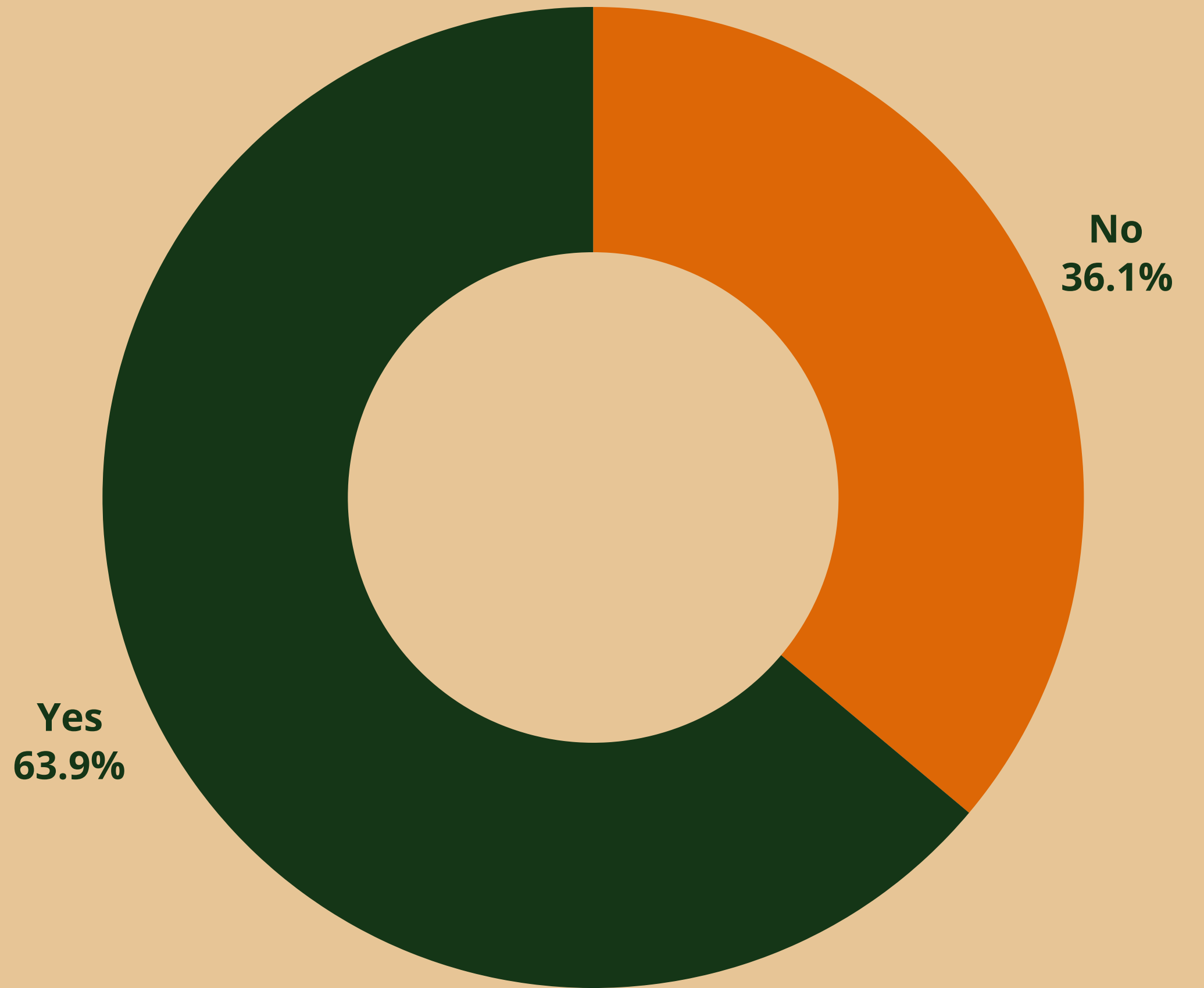
**Does your security department utilize contract security for daily operations?**



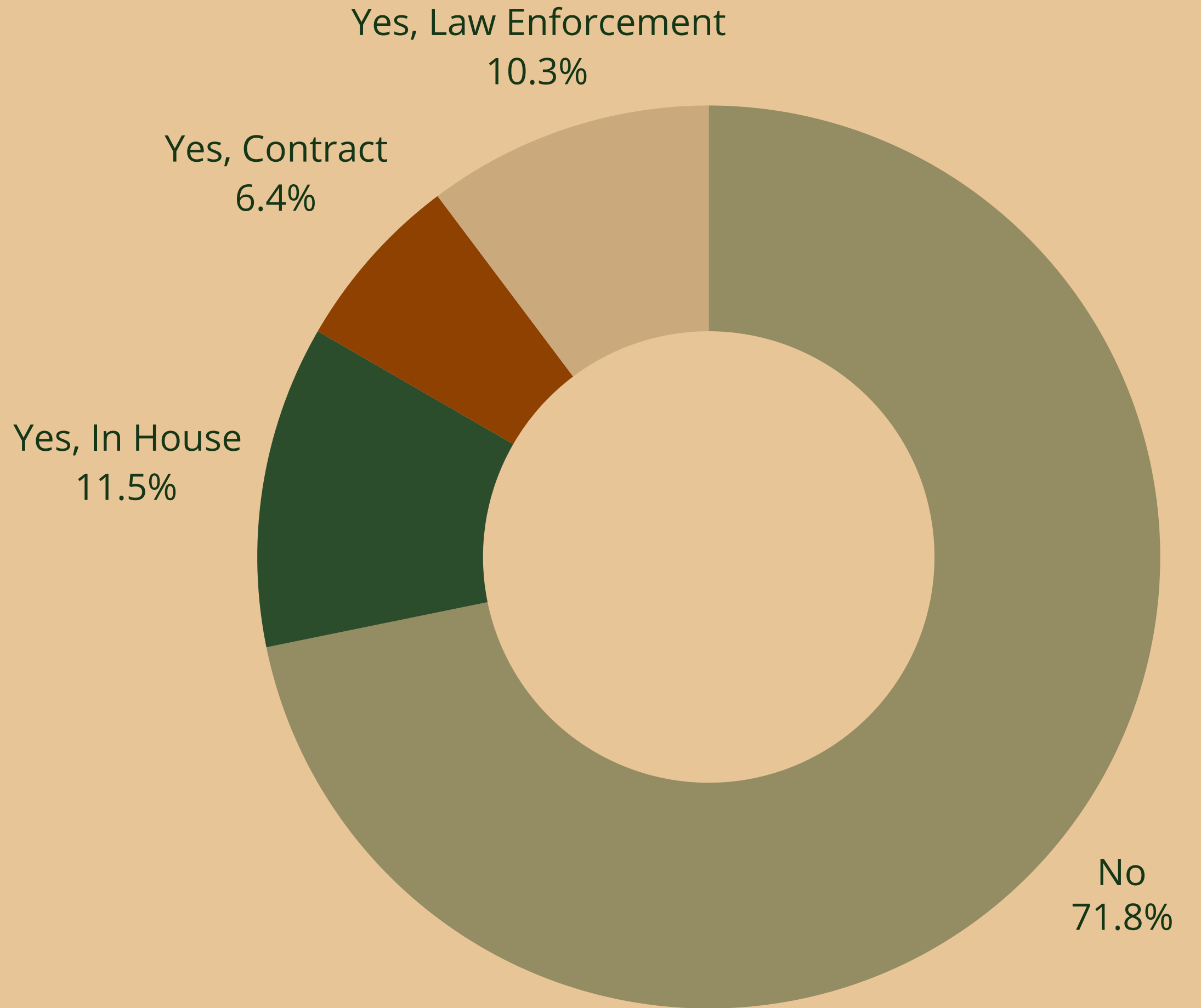
**If yes,  
approximately  
how many  
contract  
security staff  
are used each  
day for daily  
operations?**



**Does your security department utilize contract security for large events?**



**Does your security department utilize any armed guards or personnel for daily operations?**





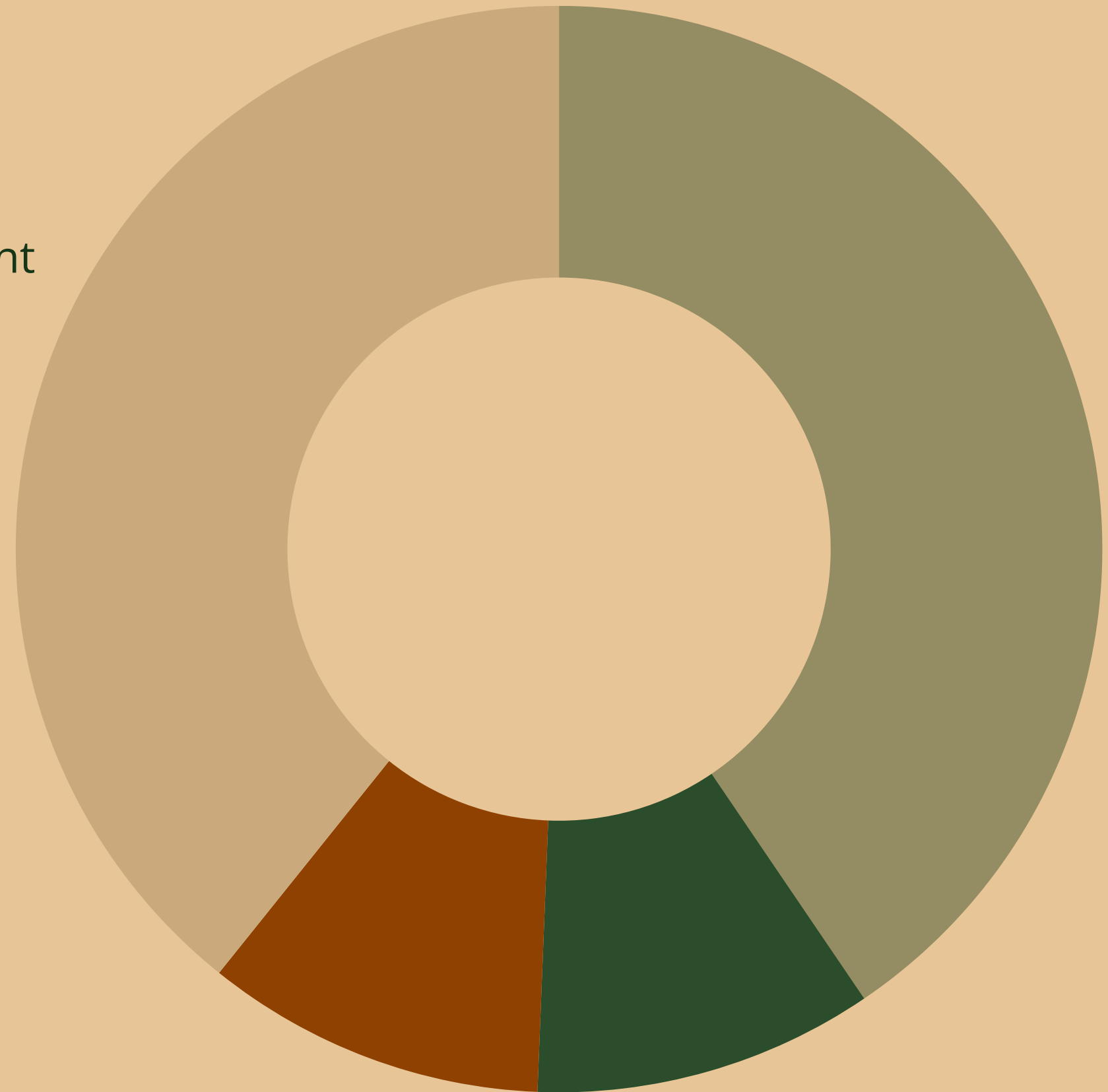
**Does your security department utilize any armed guards or personnel for events?**

Yes, Law Enforcement  
39.2%

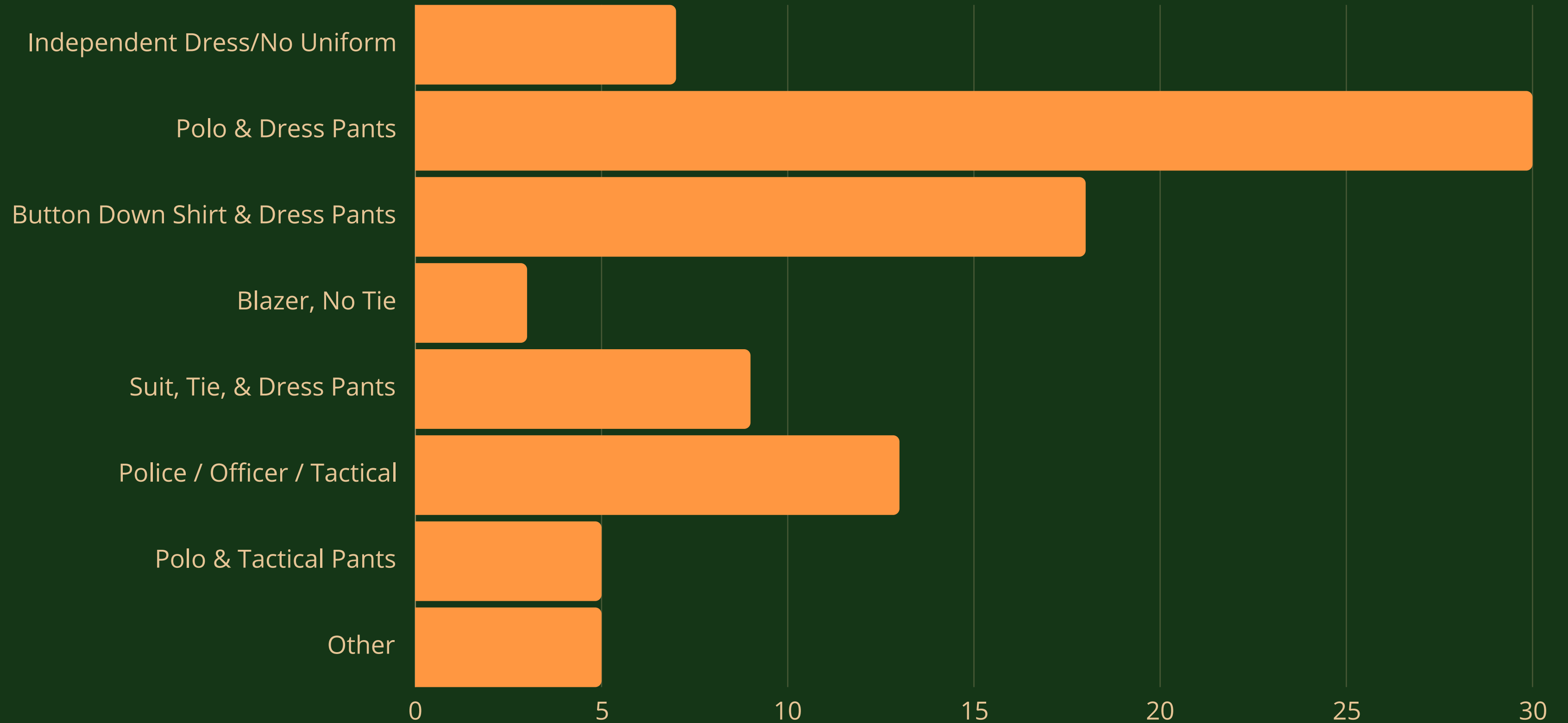
No  
40.5%

Yes, Contract  
10.1%

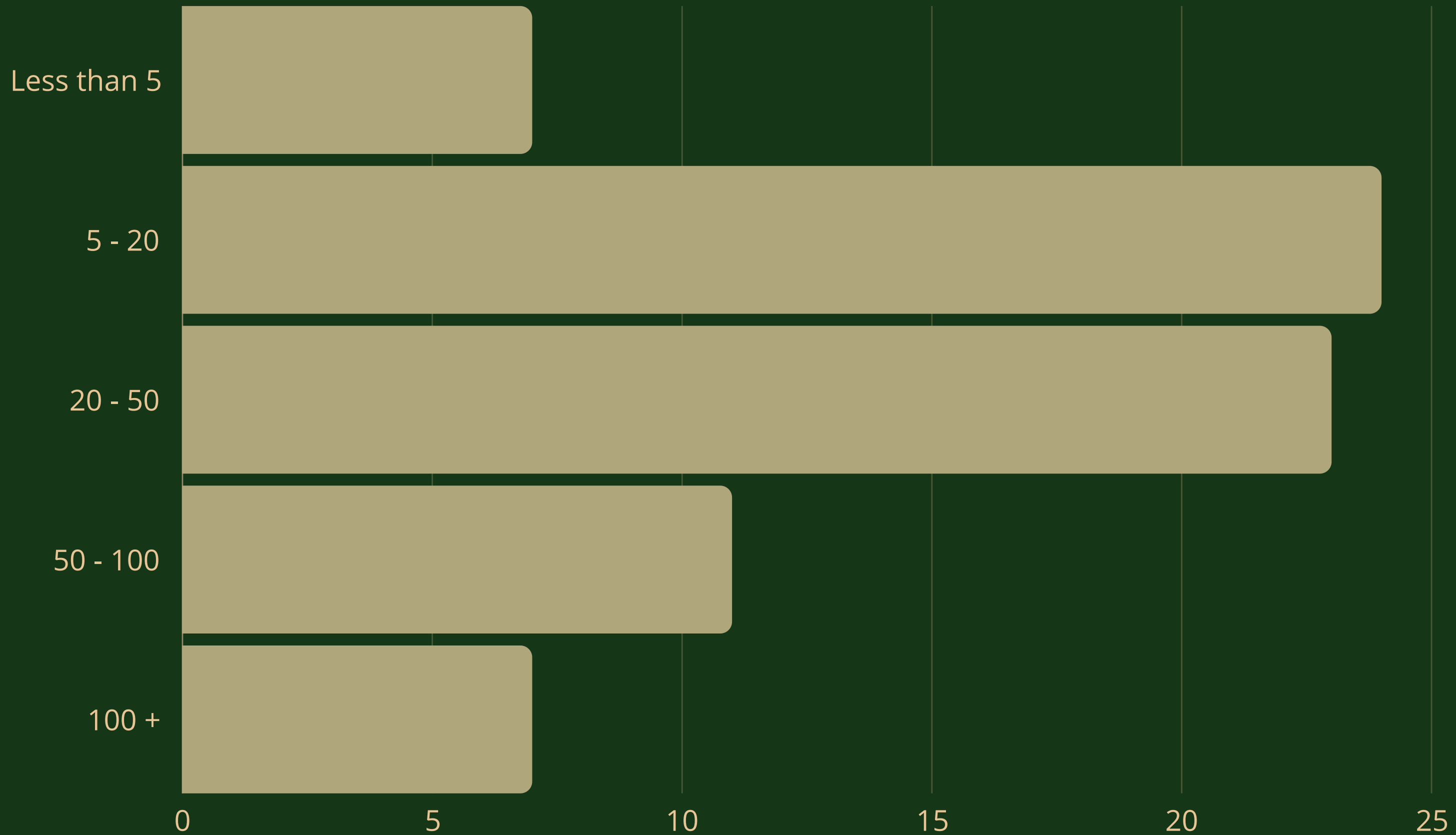
Yes, In House  
10.1%



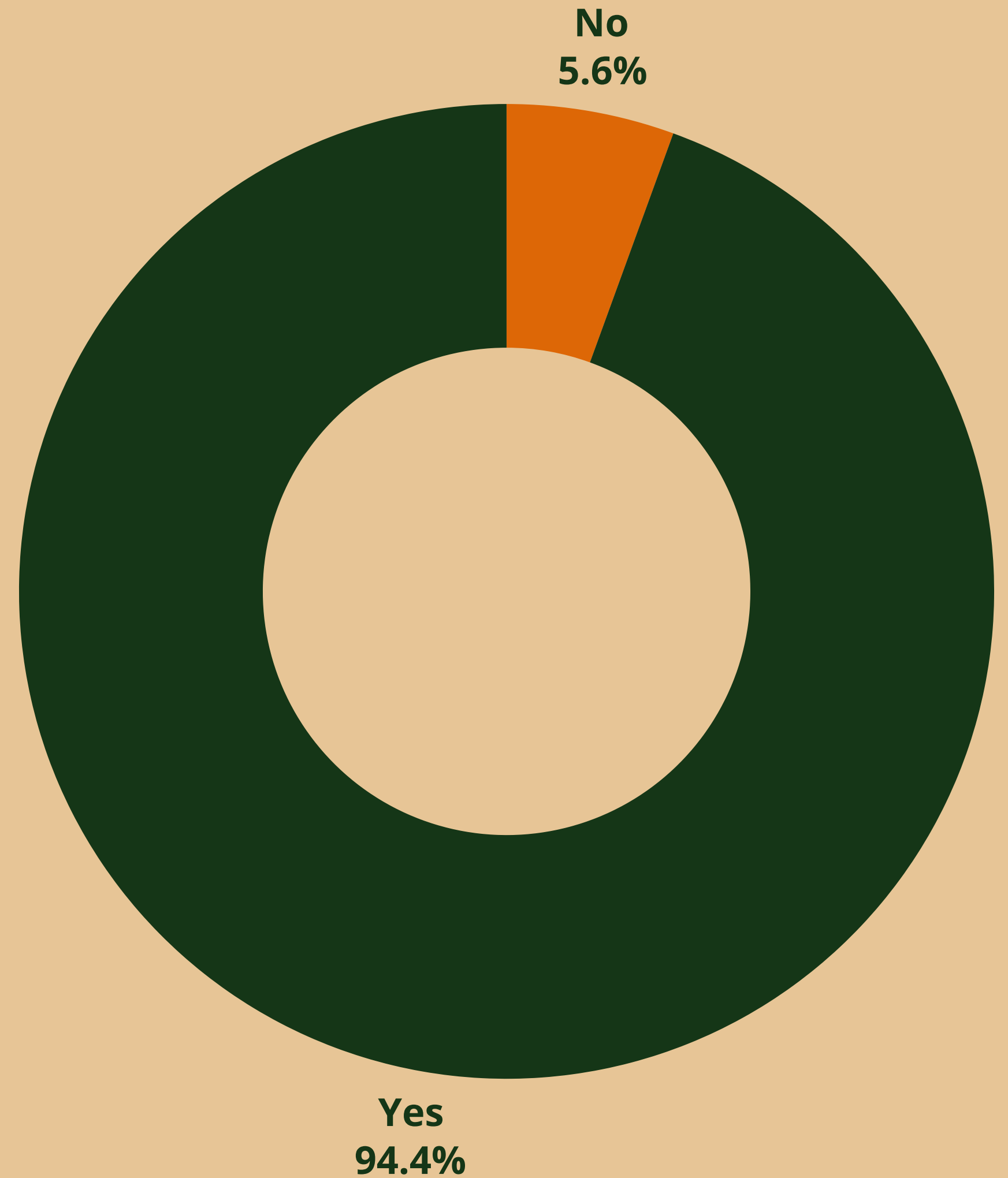
# Which answer best aligns if your security department's uniform?



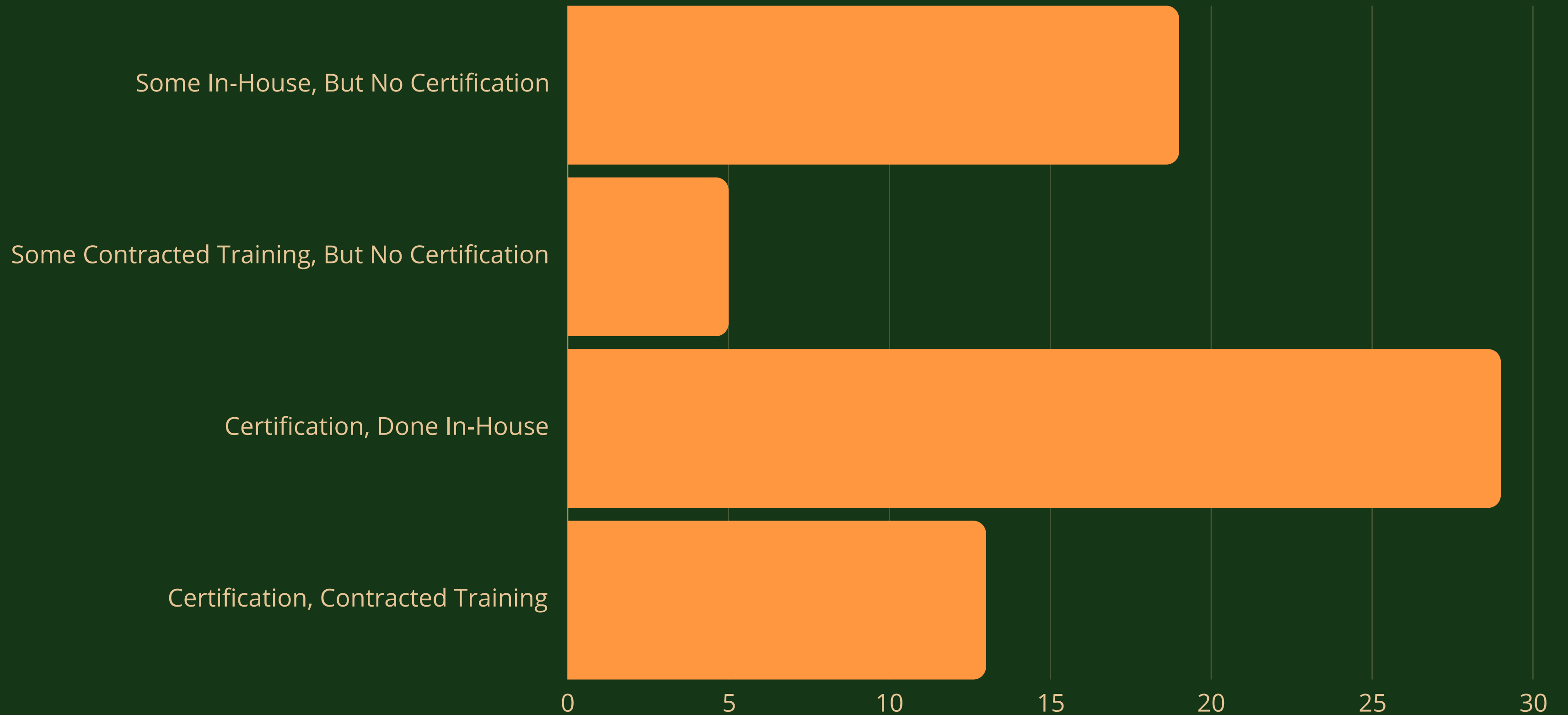
# How many training hours for entry level security?



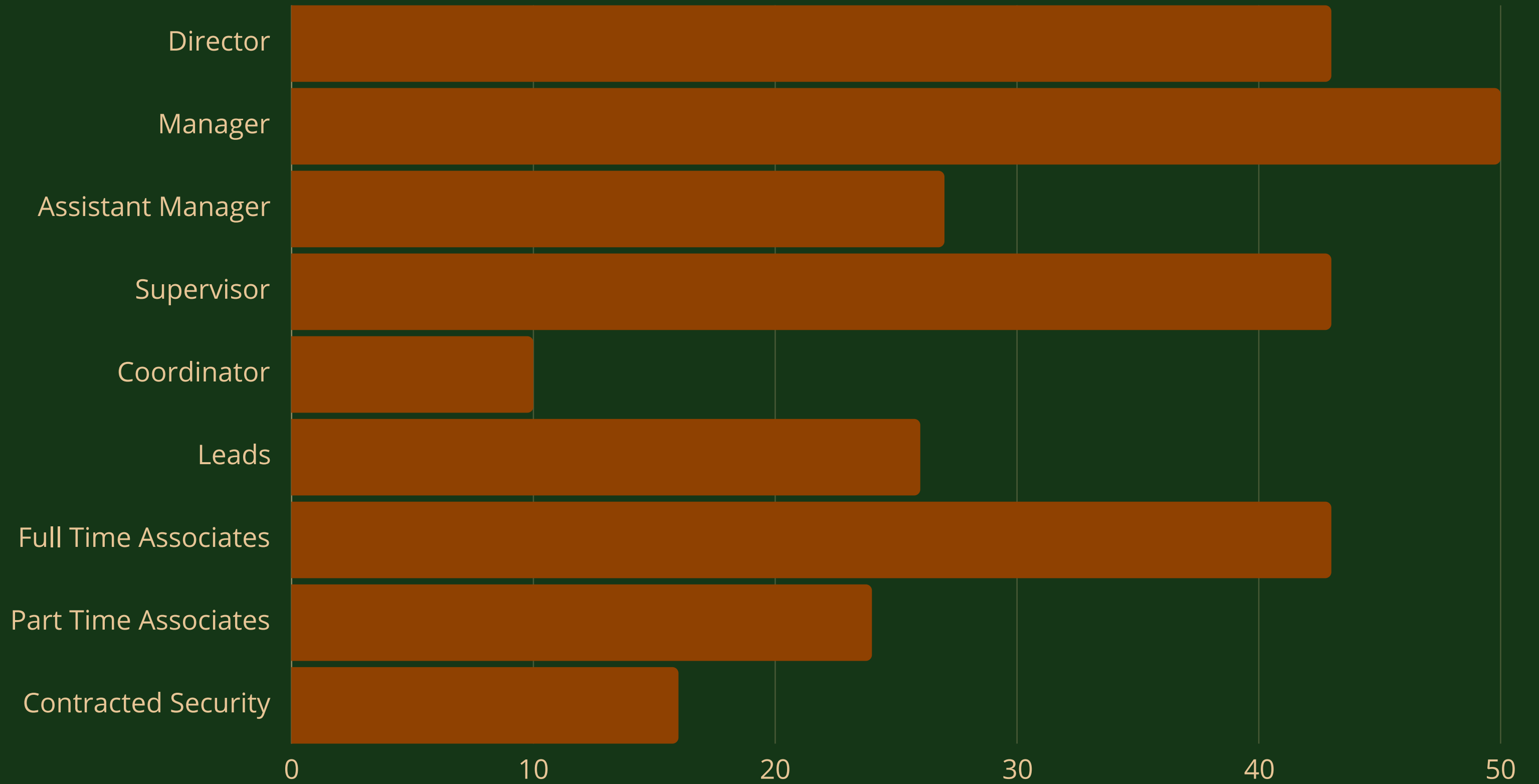
**Are any  
members of  
your security  
team certified  
or trained in  
CPR/AED/First  
Aid?**



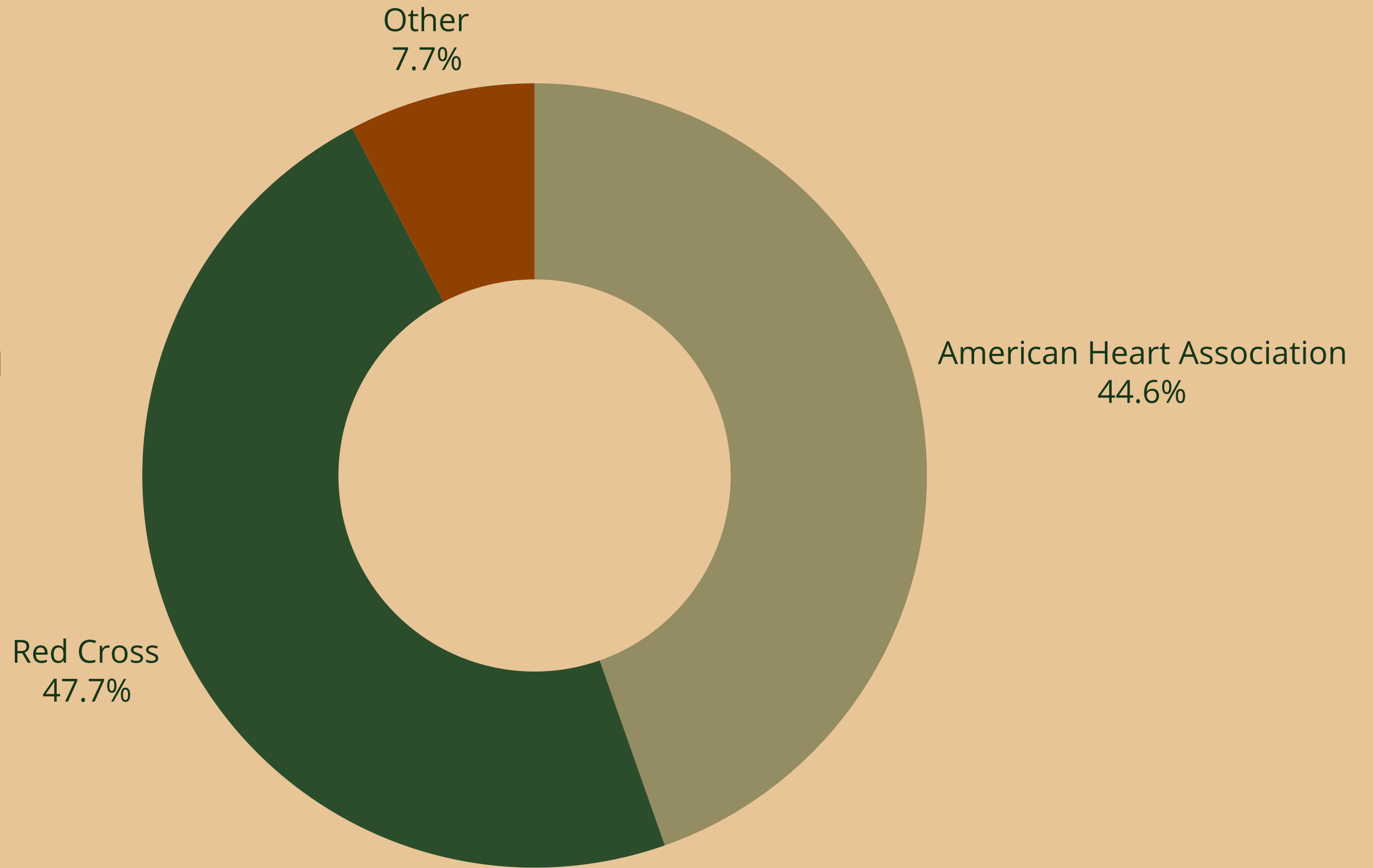
# What kind of training in CPR/AED/First Aid do you provide?



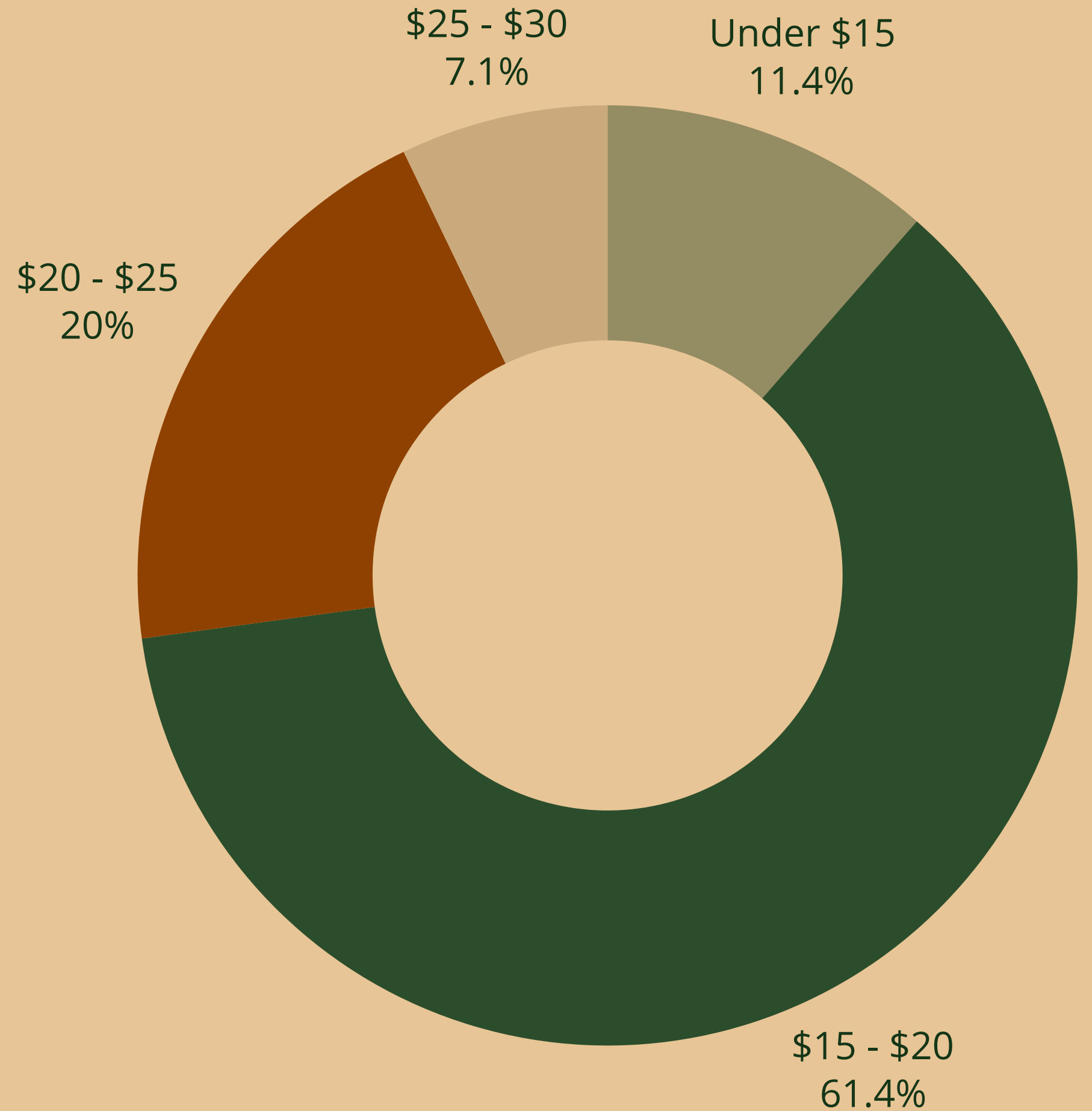
# Who in your department holds a certification card for CPR/AED/First Aid?



# What organization is your certification through?

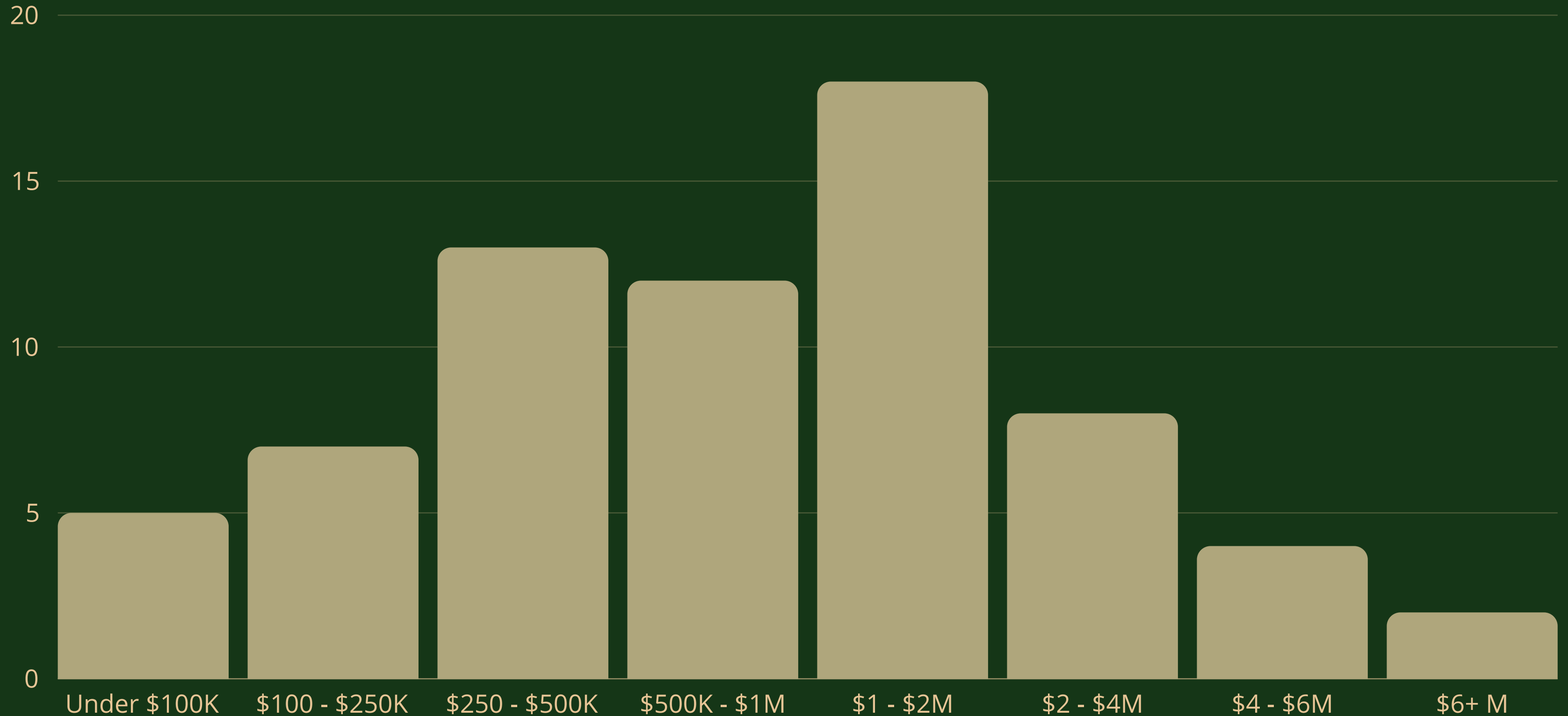


**What is the starting hourly pay for your entry level security department employee?**

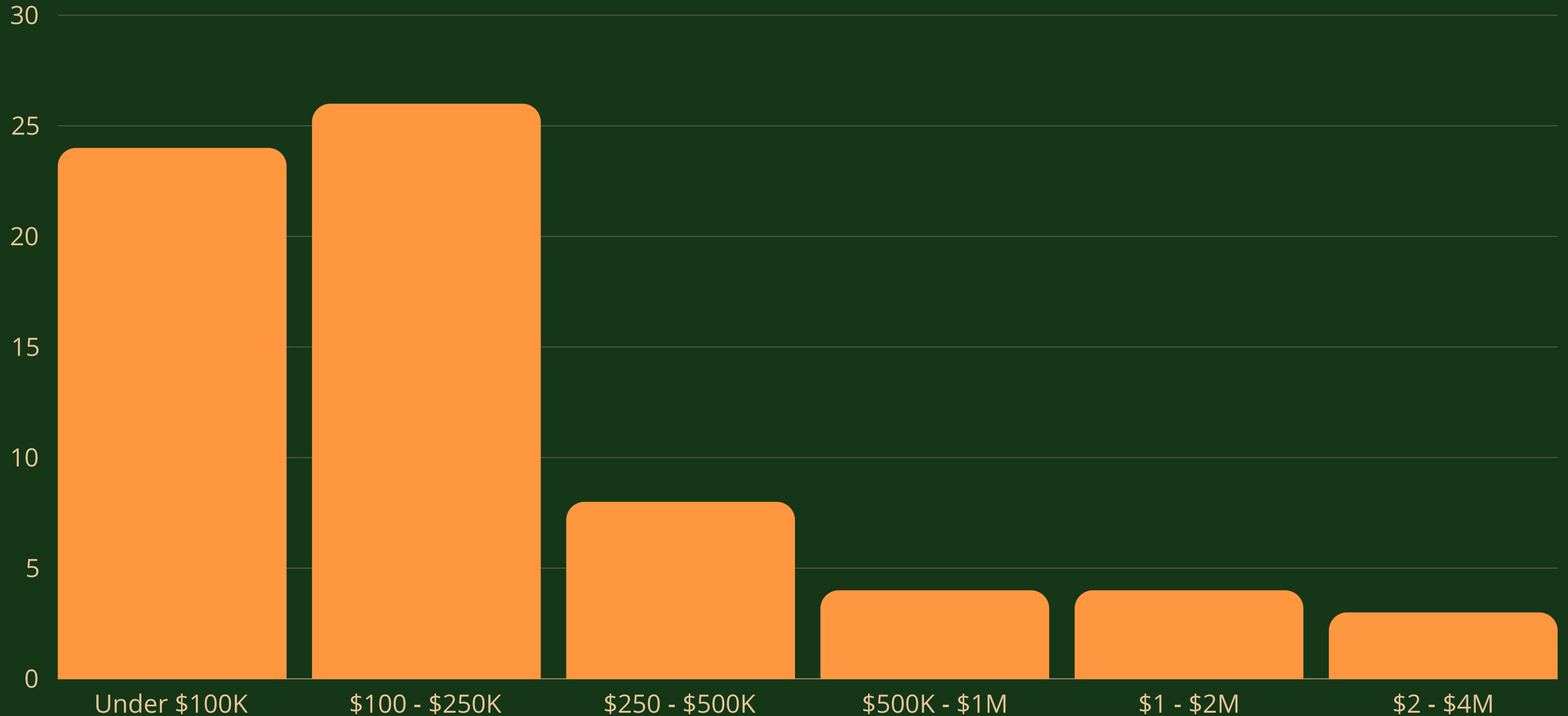




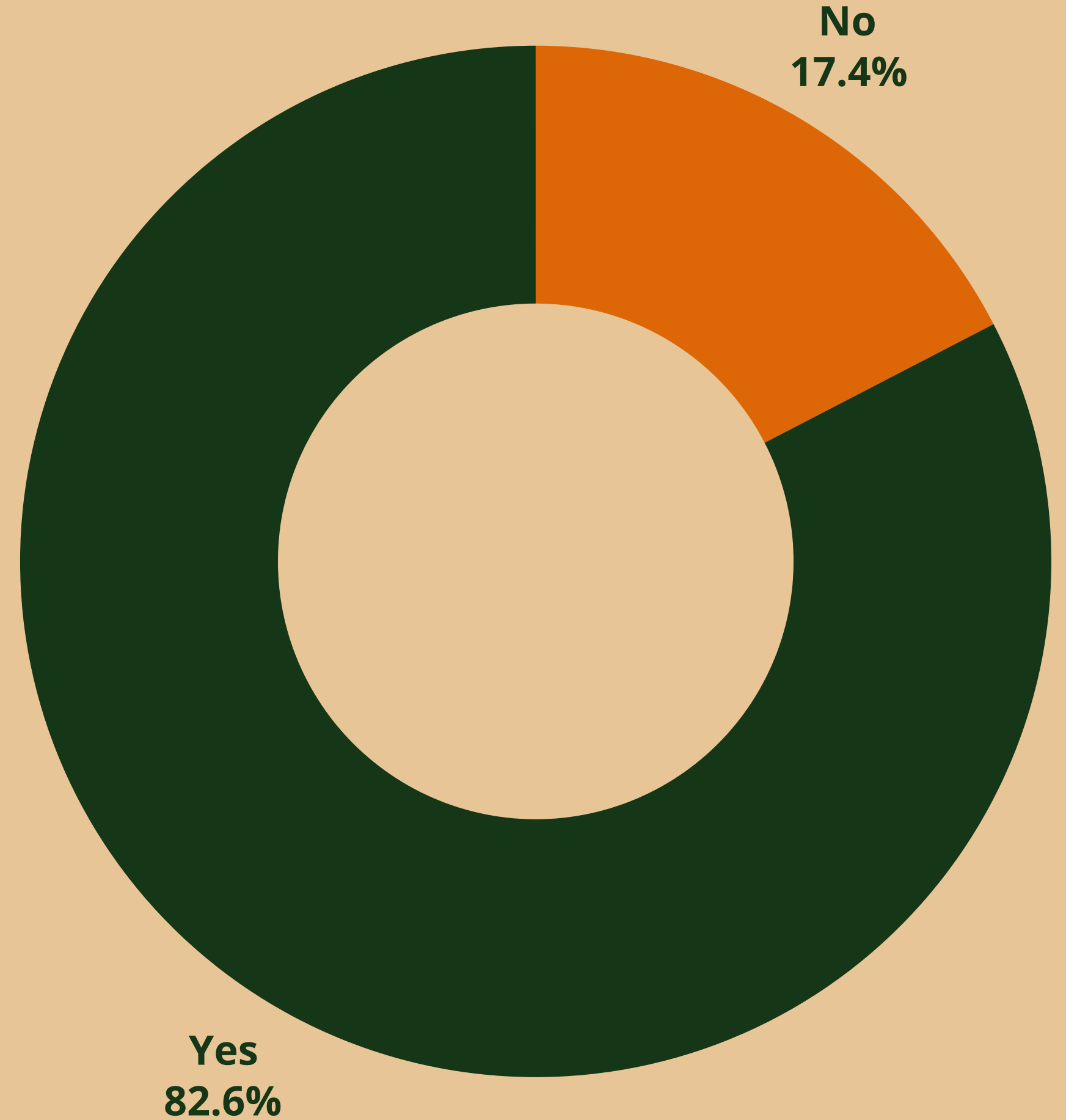
# Total security department budget, including equipment, WITH staffing?



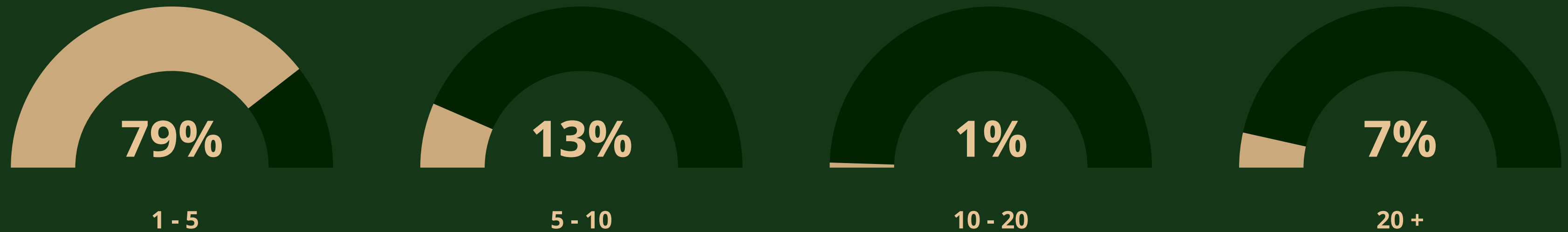
# Total security department budget, including equipment, **WITHOUT** staffing?



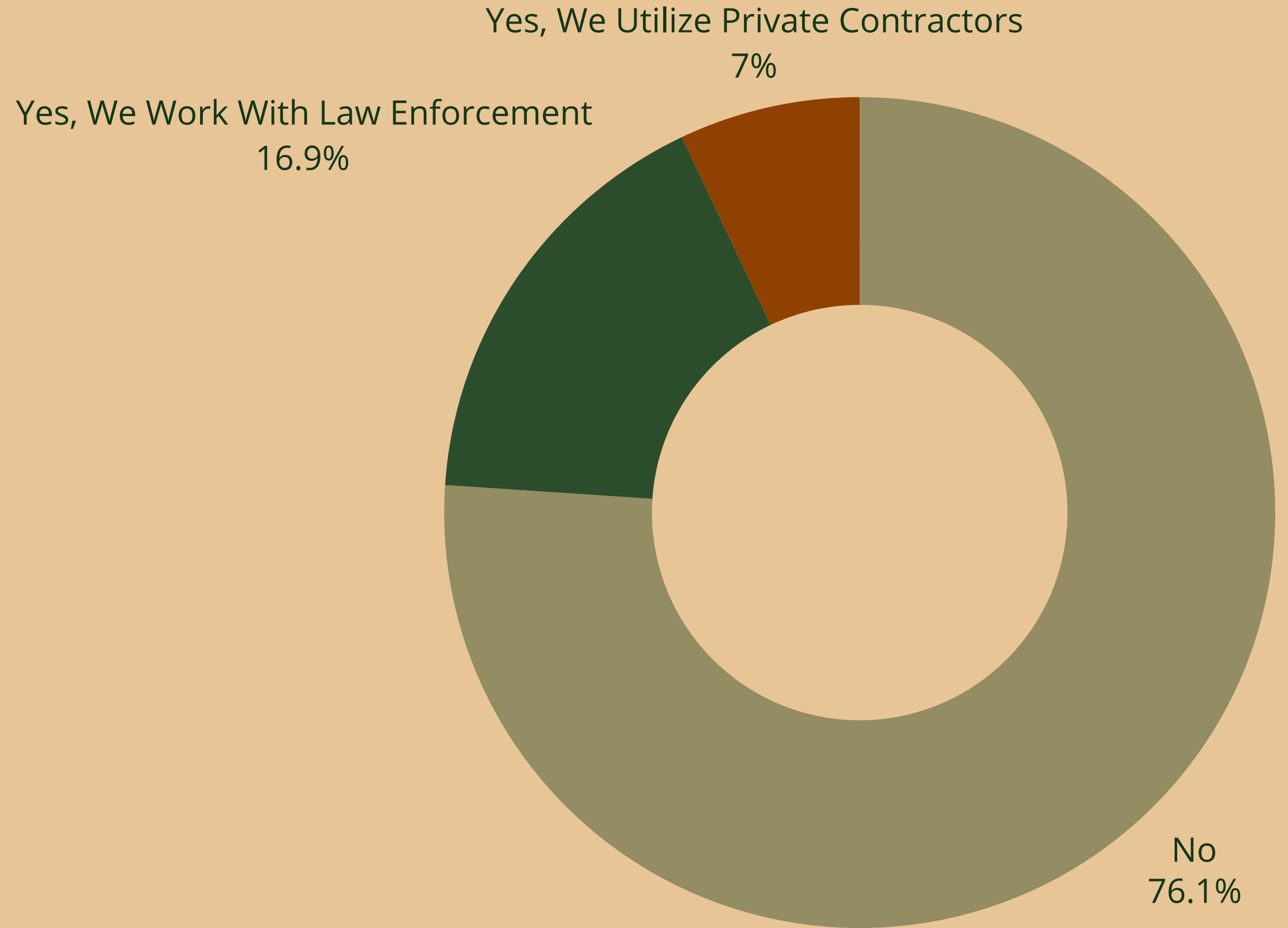
**Does your security department staff a Control Room or Security Operations Center?**



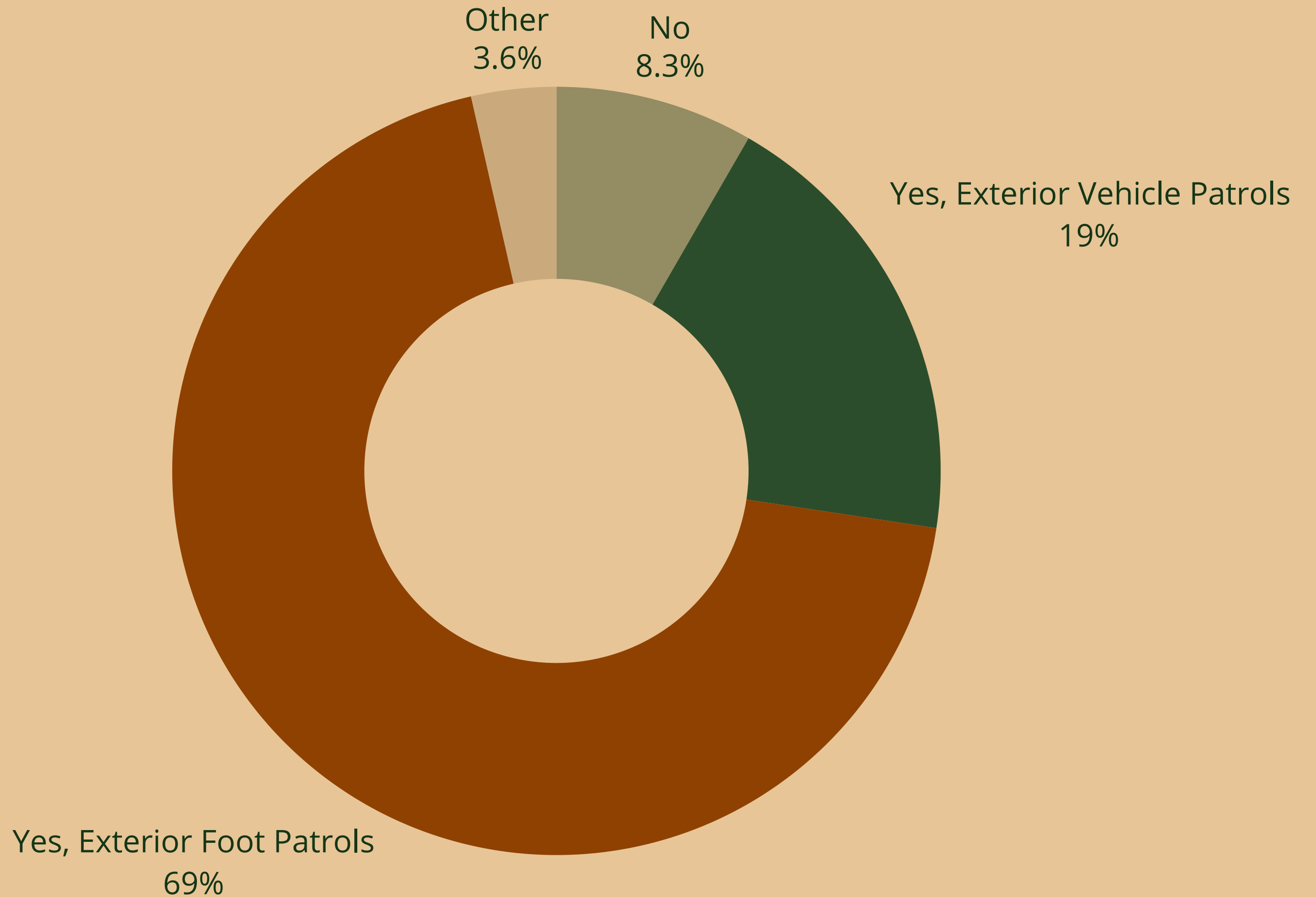
# How many buildings does your security department staff on a regular basis?



**Does your security department utilize K9's for large scale special events?**



# Does your institution utilize any exterior patrols?

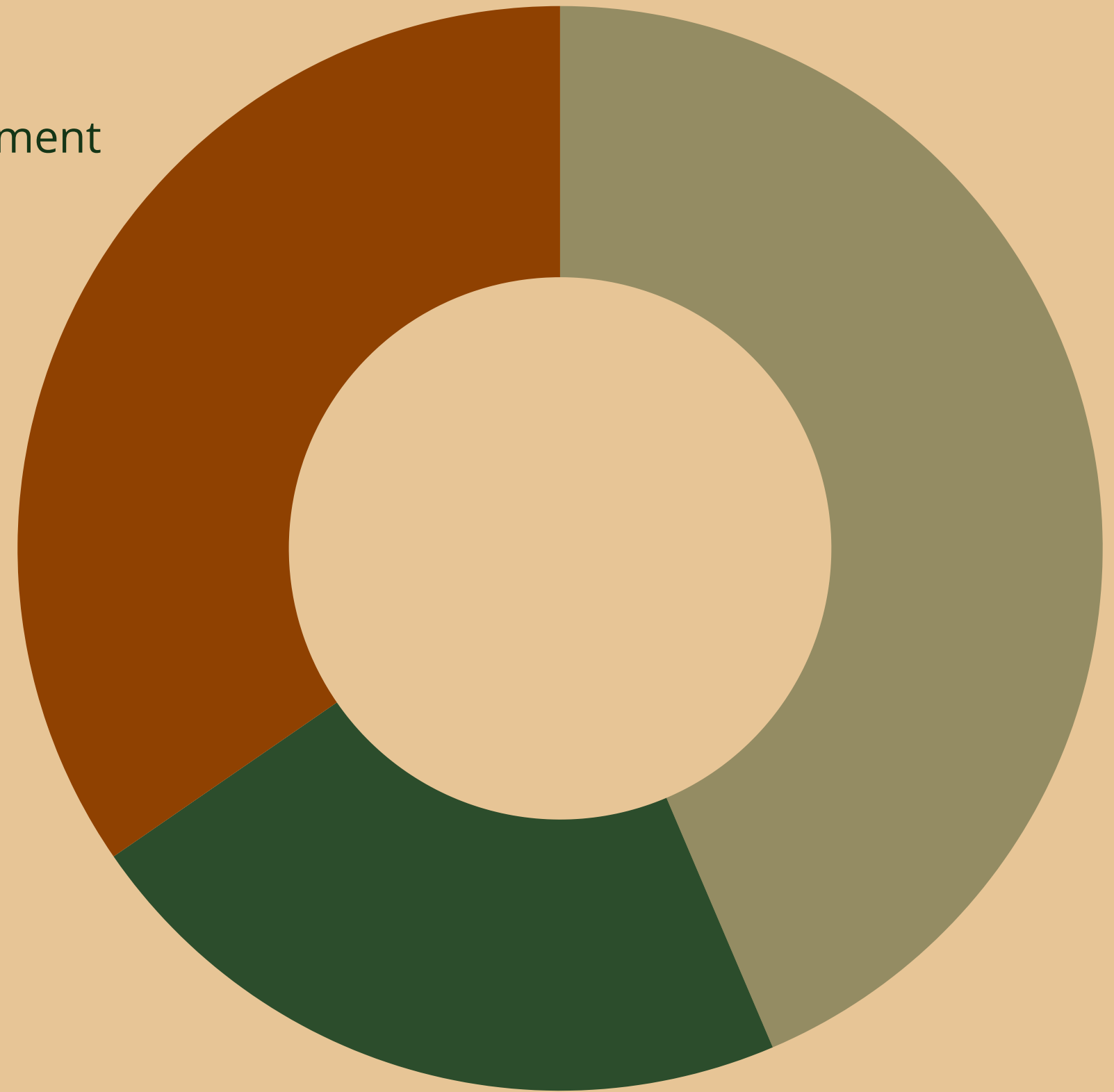


**Does your security department handle traffic control or parking management?**

Yes, Parking Management  
34.6%

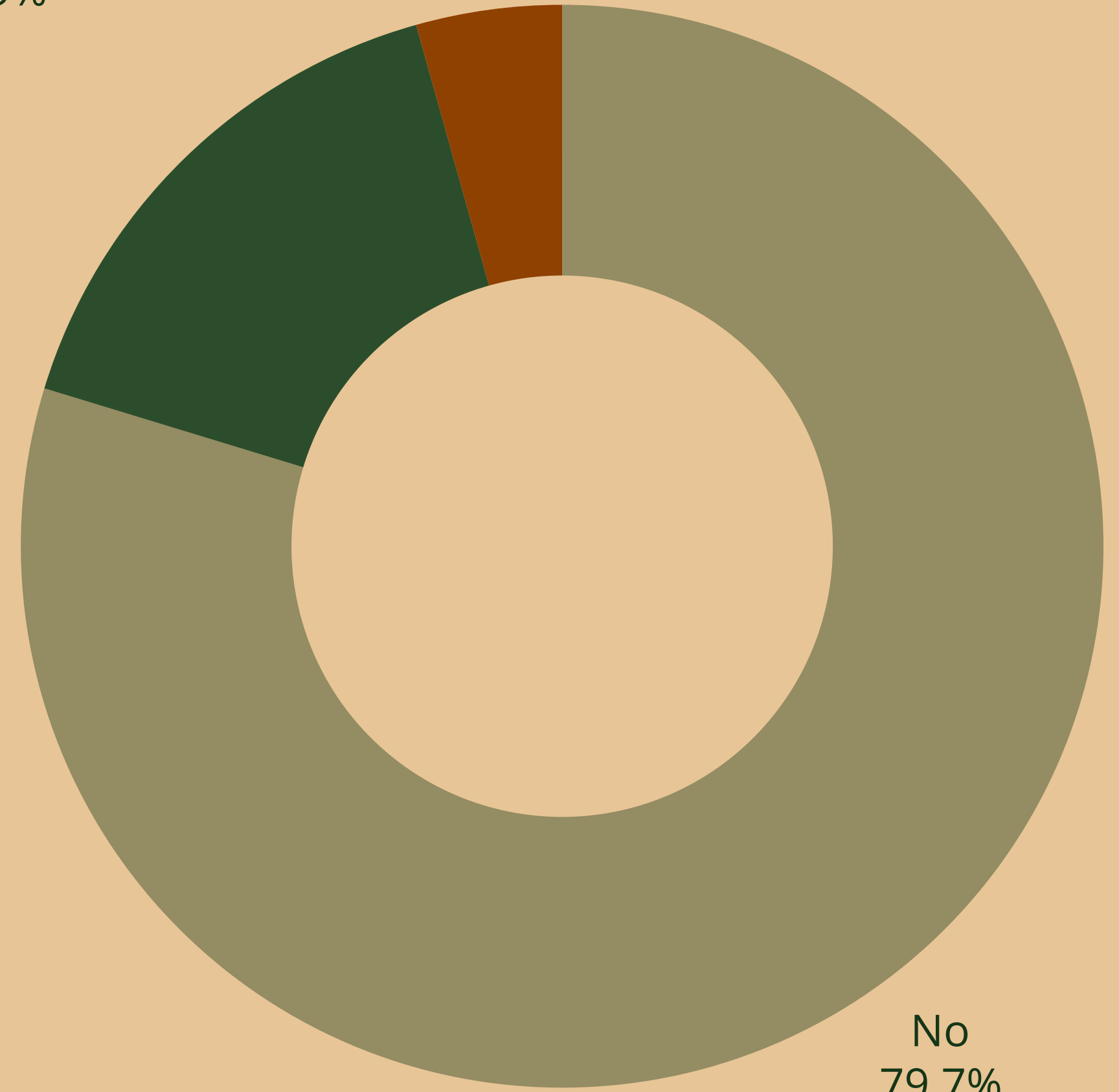
No  
43.6%

Yes, Traffic Control  
21.8%



**Does your institution provide any shuttles or transportation?**

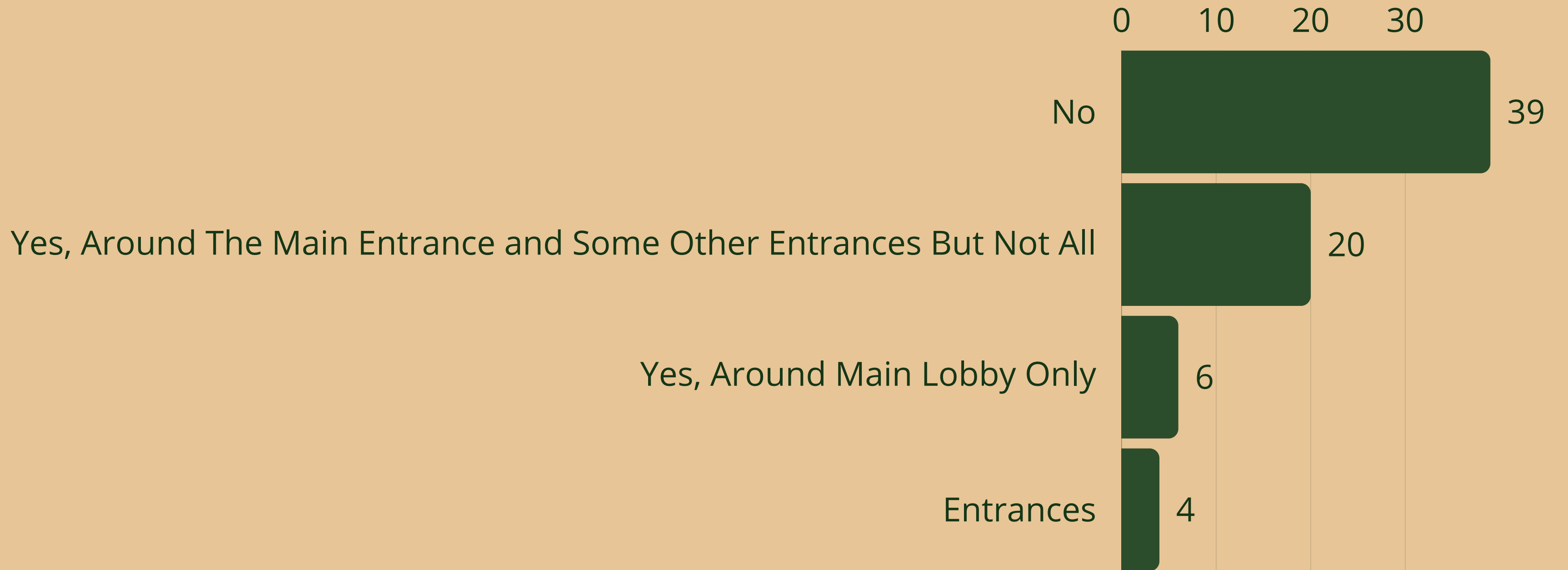
Yes, We Provide But Not Under Security  
15.9%



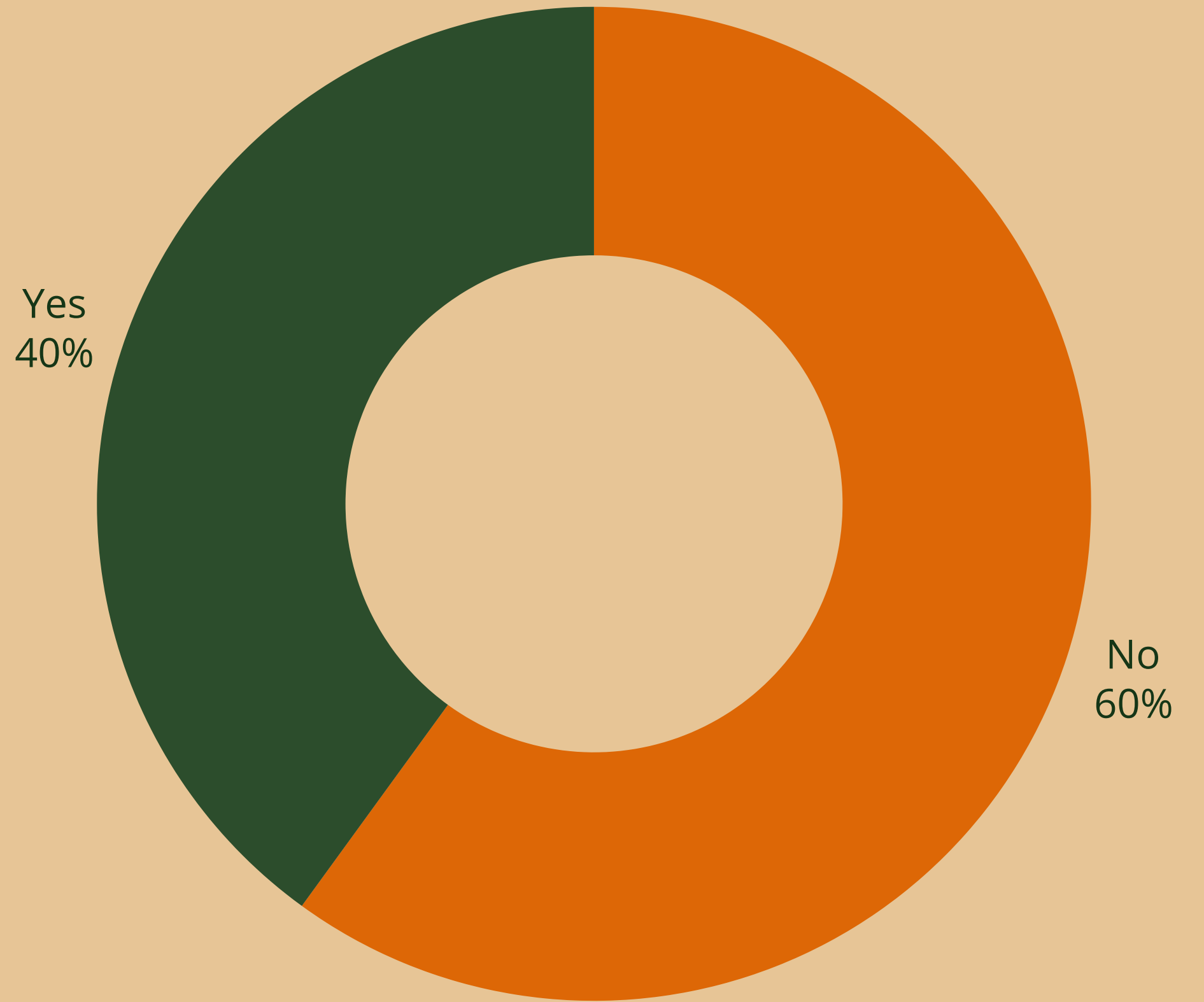
No  
79.7%



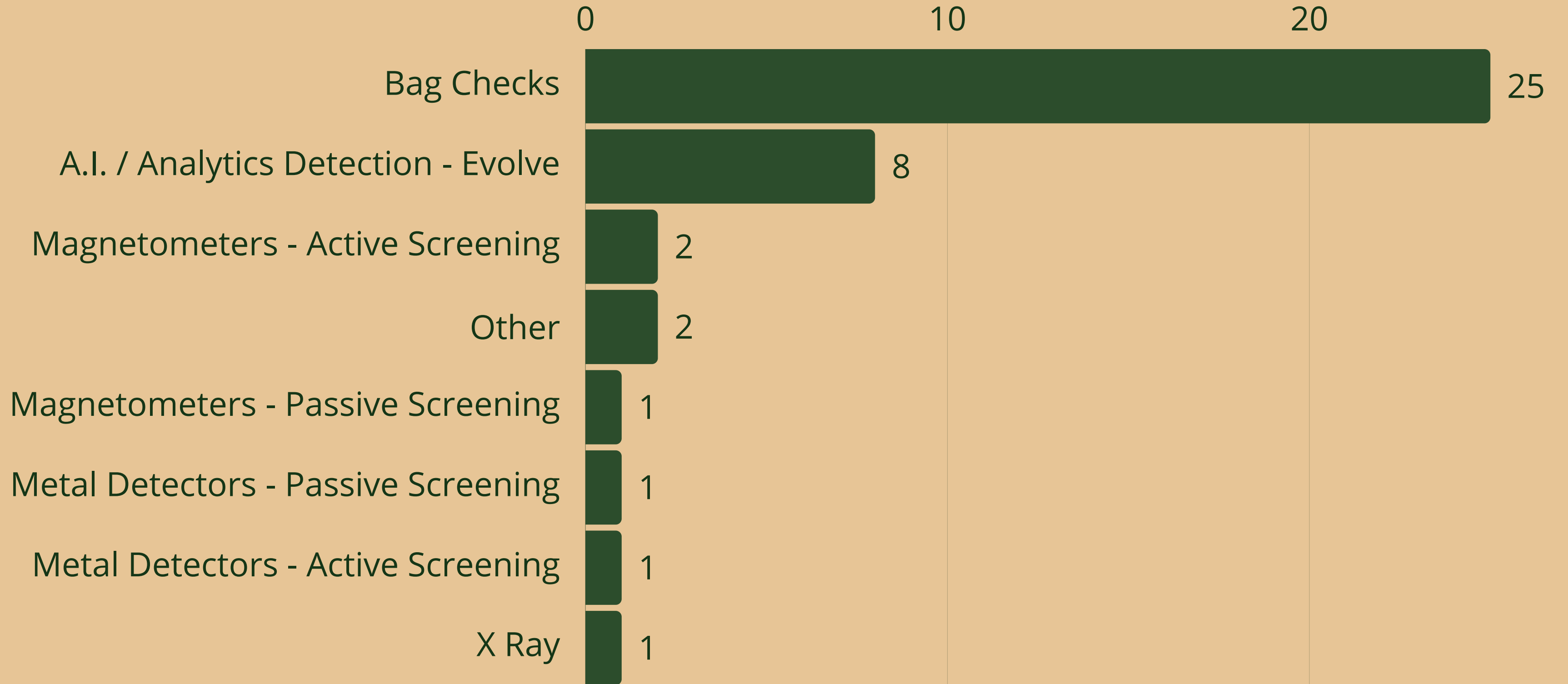
# Does your institution utilize bollards or physical security barriers around the entry/exit ways?



**Does your security department utilize bag checks, metal, or weapon detection devices or software anywhere on property?**



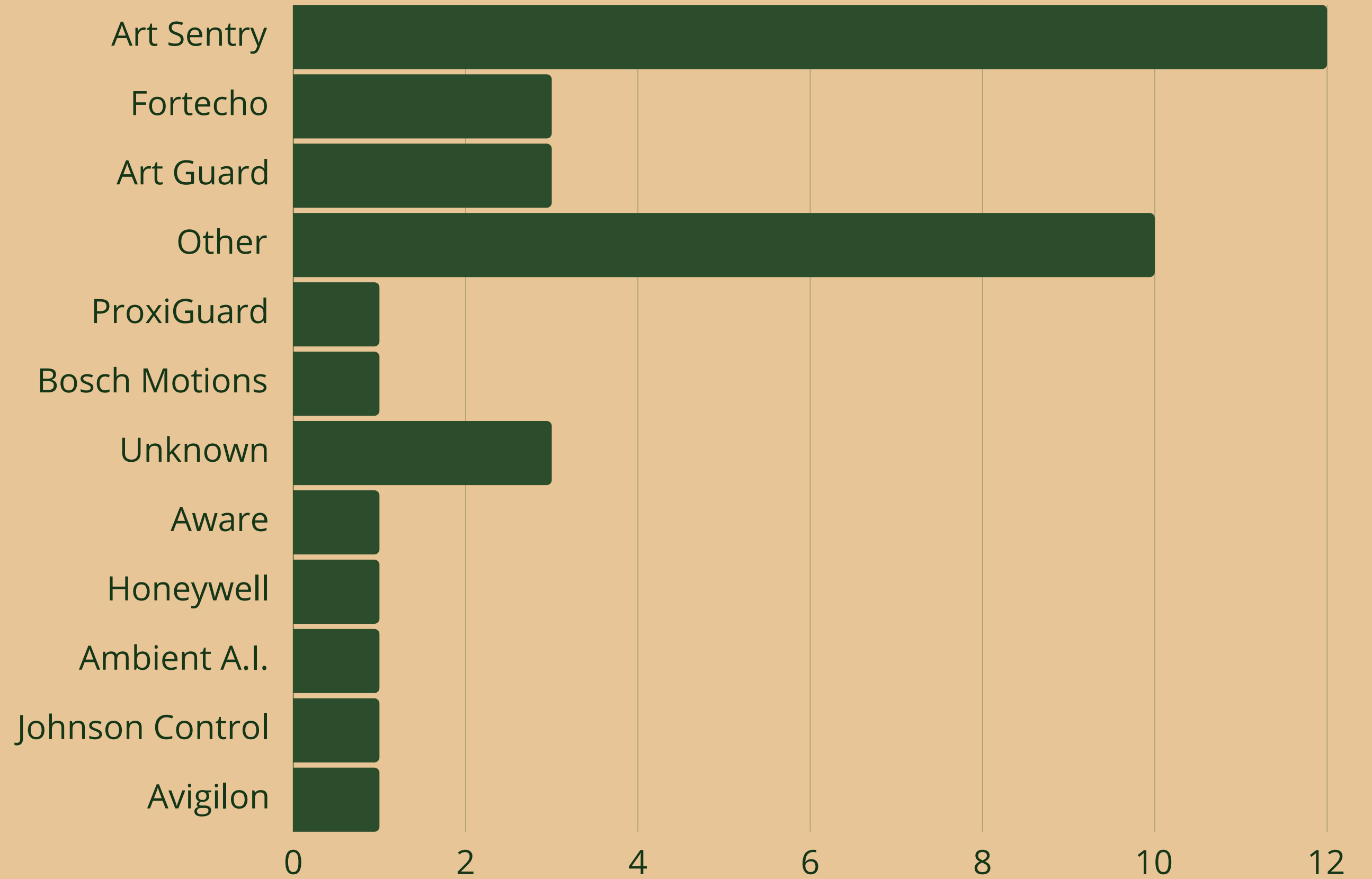
# If yes, which of the following do you utilize?



**Does your security department utilize any art protection technology (i.e. proximity sensors)?**



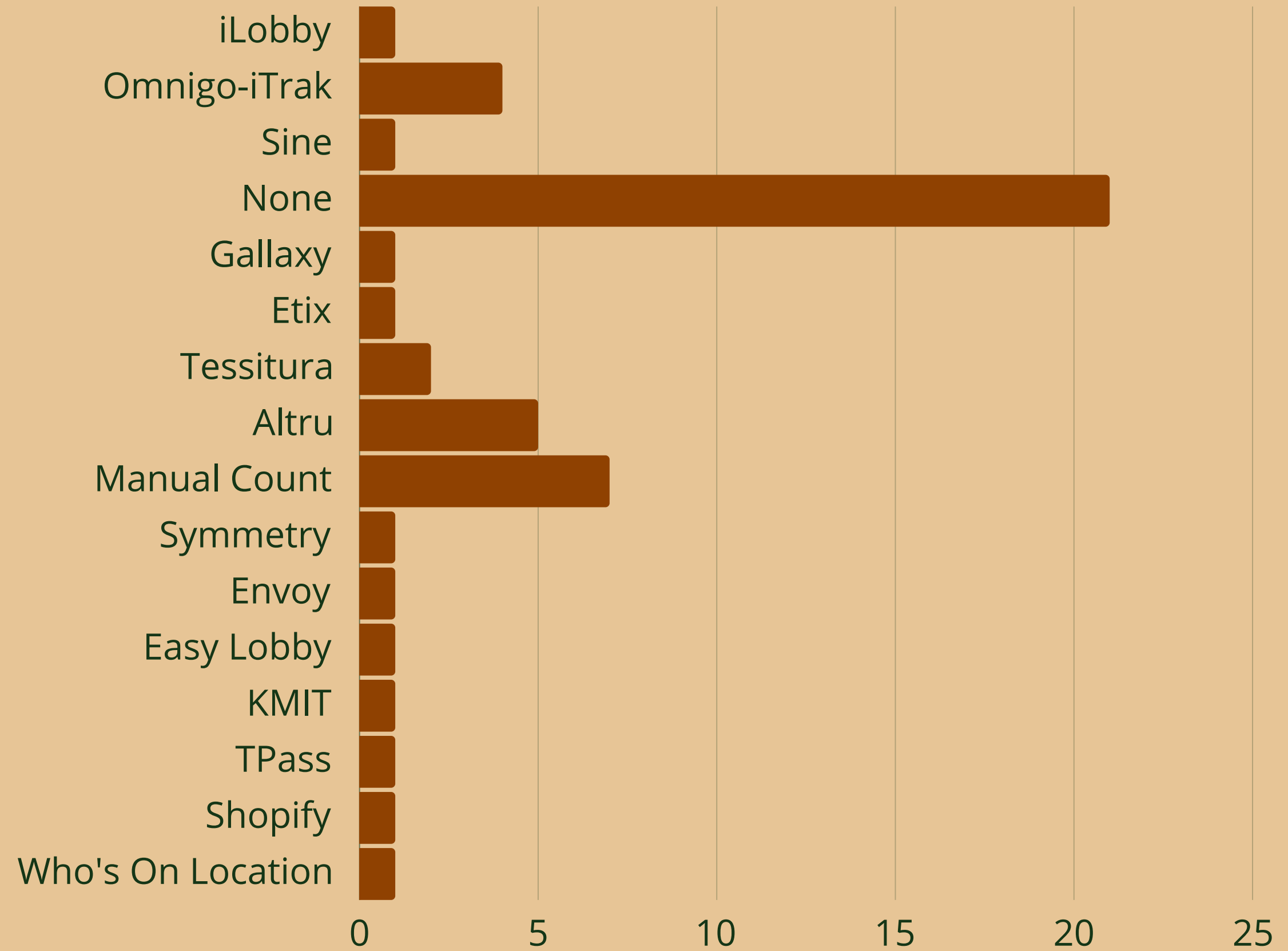
# If yes, which of the following do you utilize?



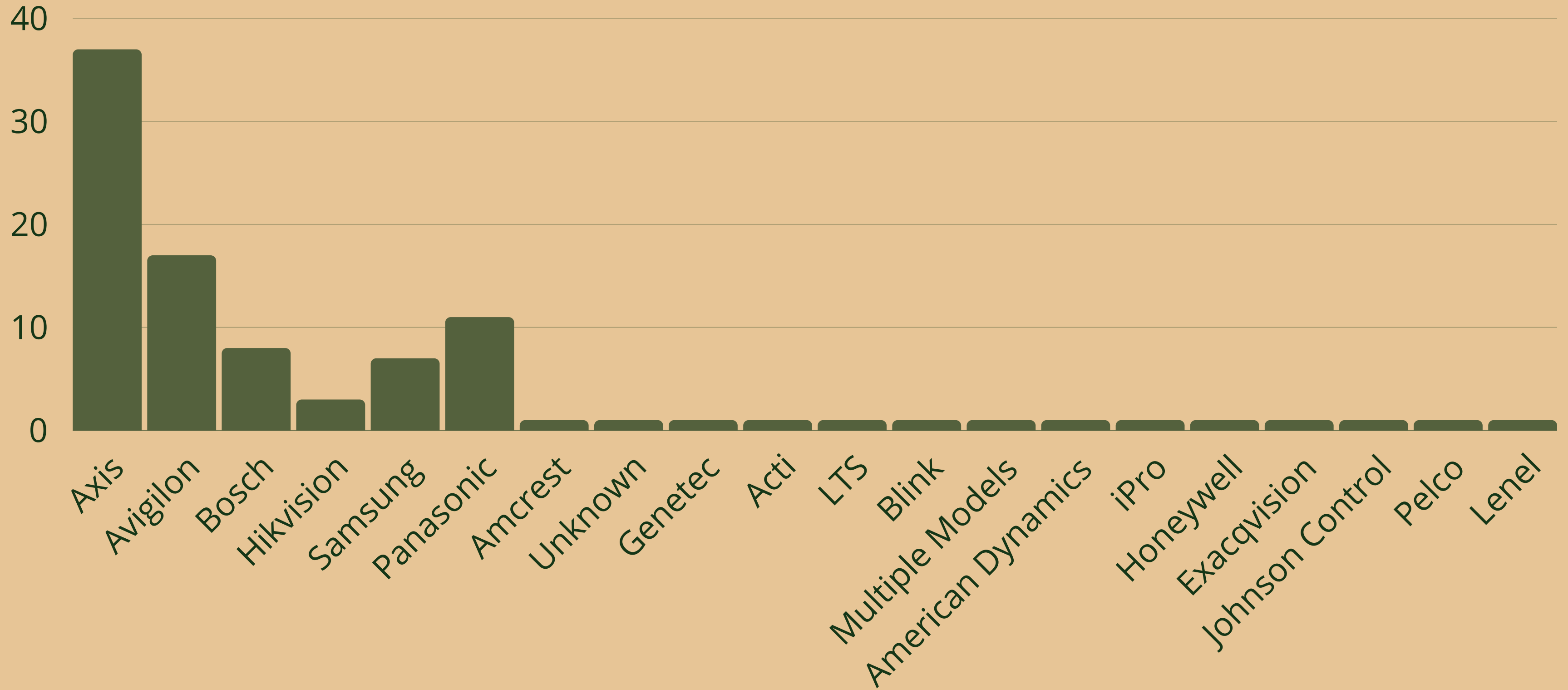
# Does your department utilize a guard tour system?



# What visitor management system does your institution utilize?

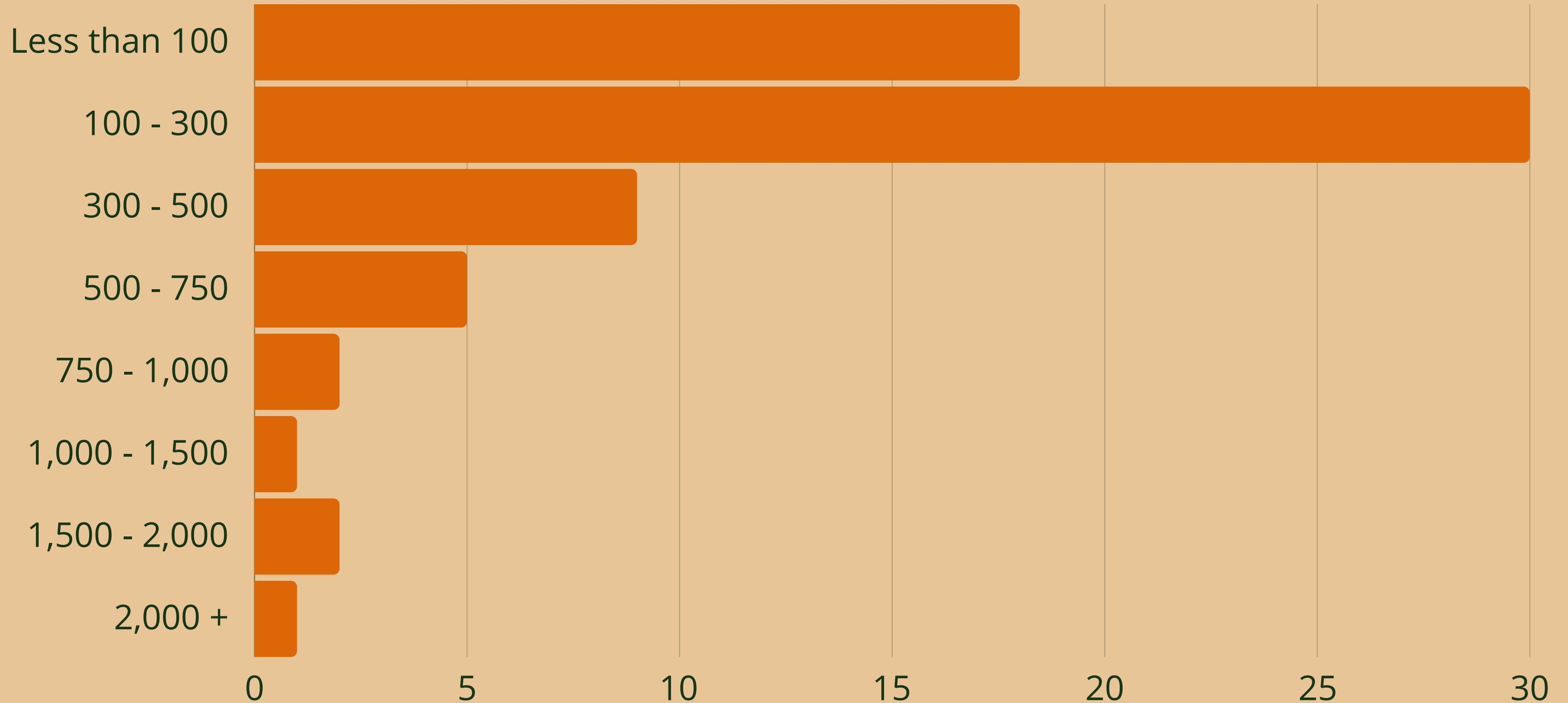


# What security cameras does your institution utilize?

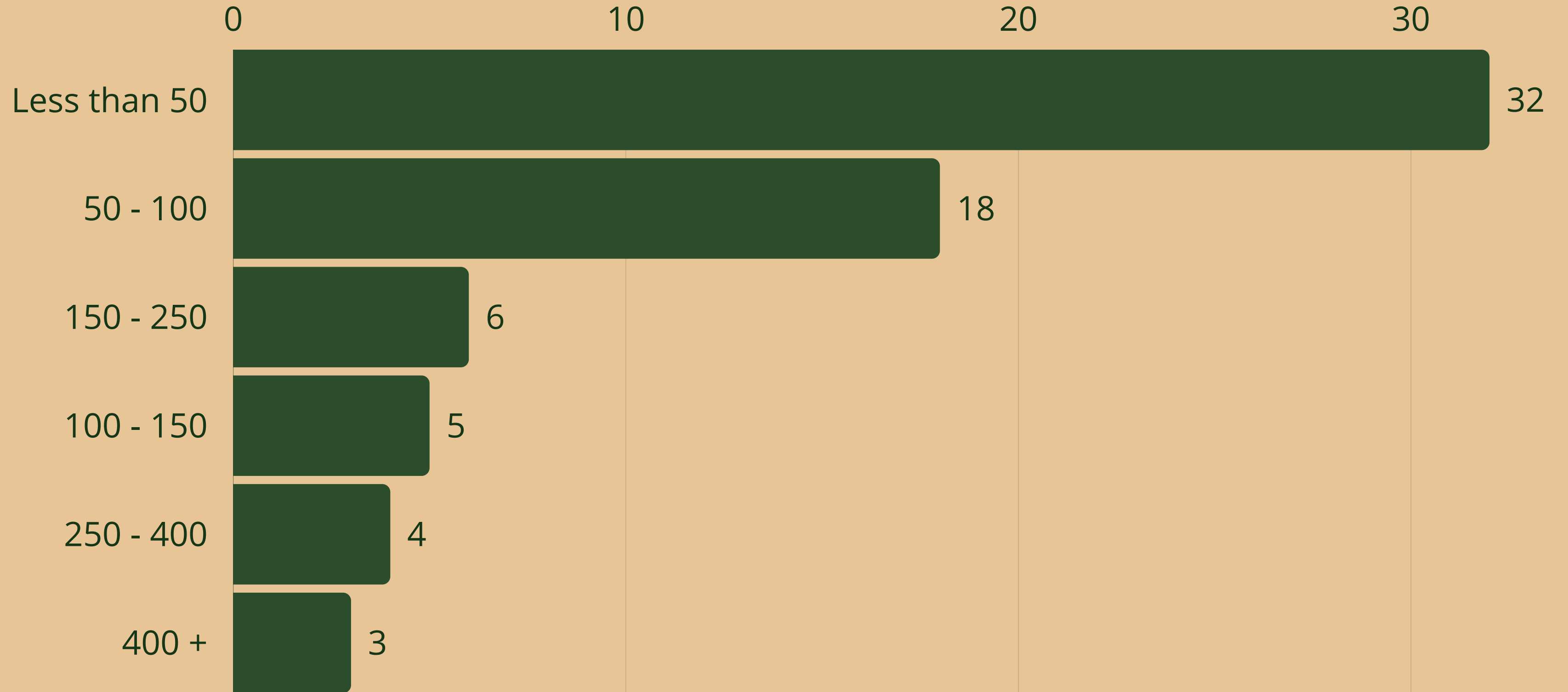




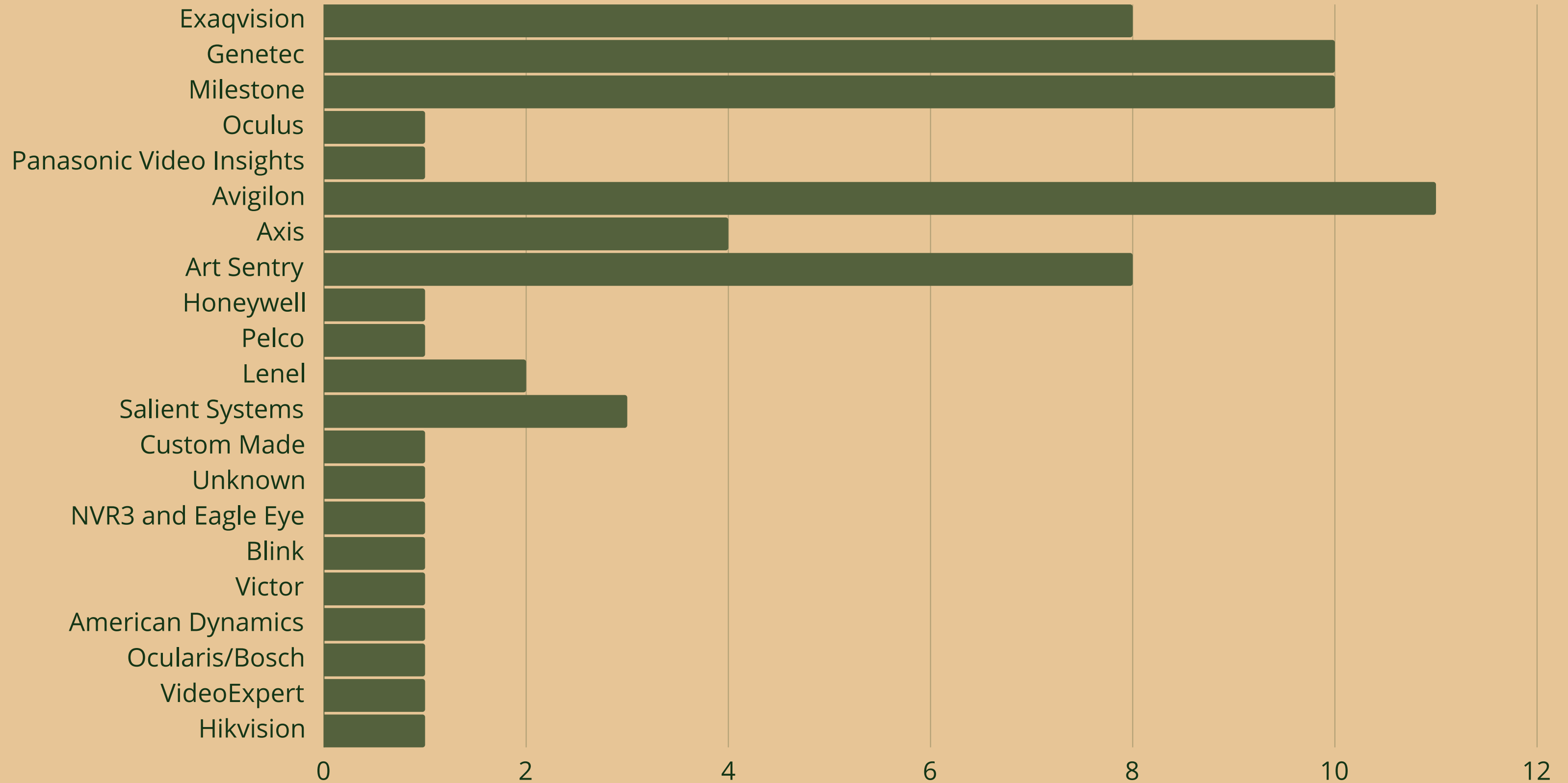
# Approximately how many cameras does your institution have?



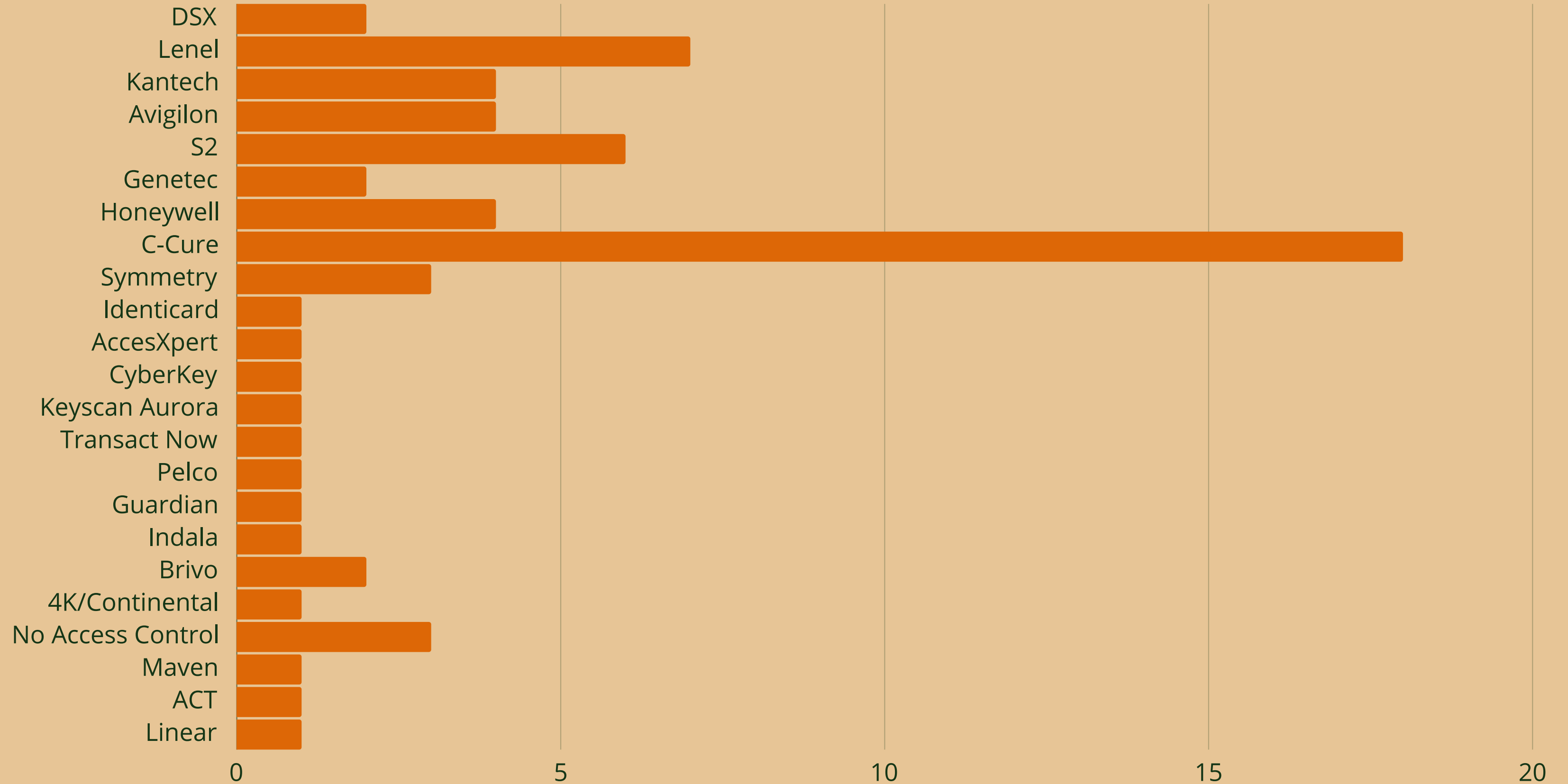
# Approximately how many badge readers does your institution have?



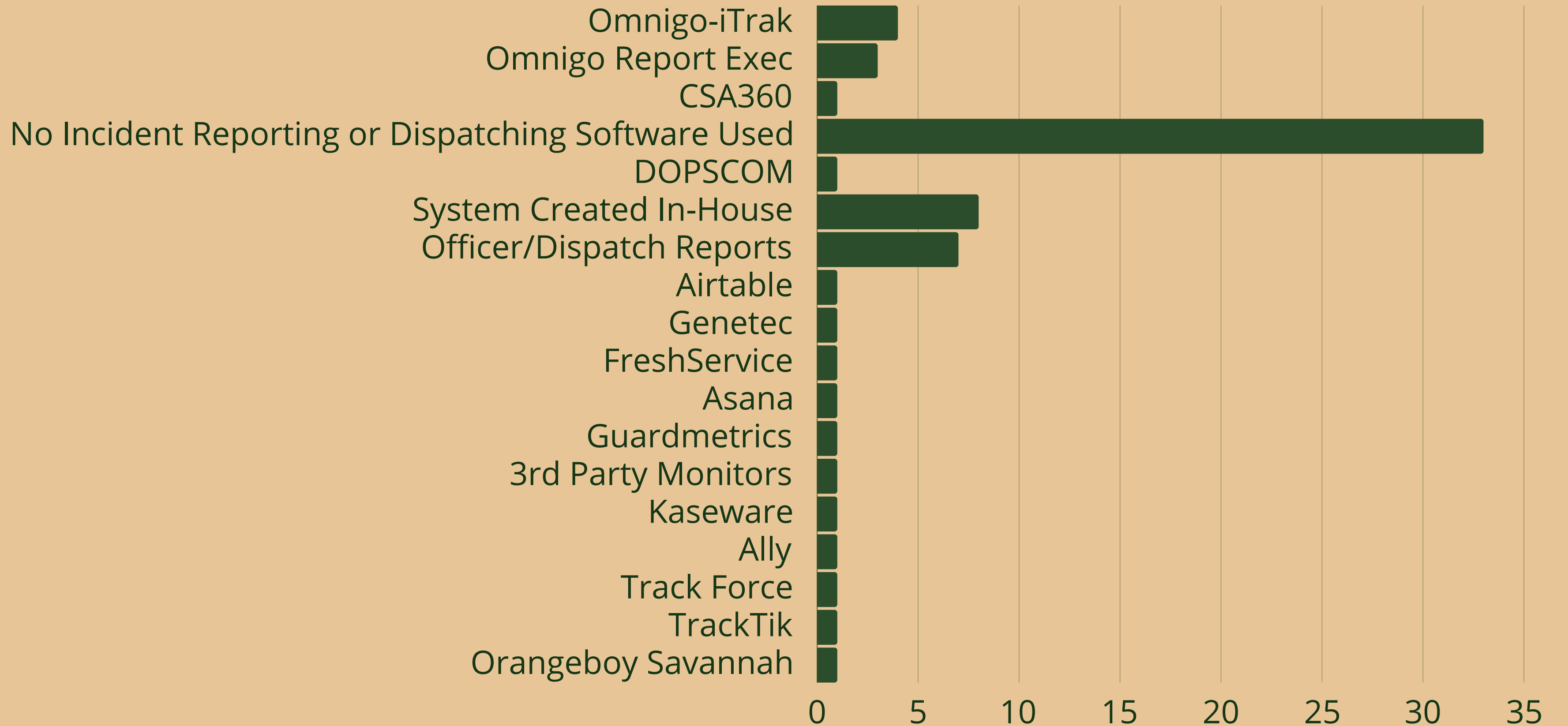
# What Video Management System (VMS) does your security department utilize?



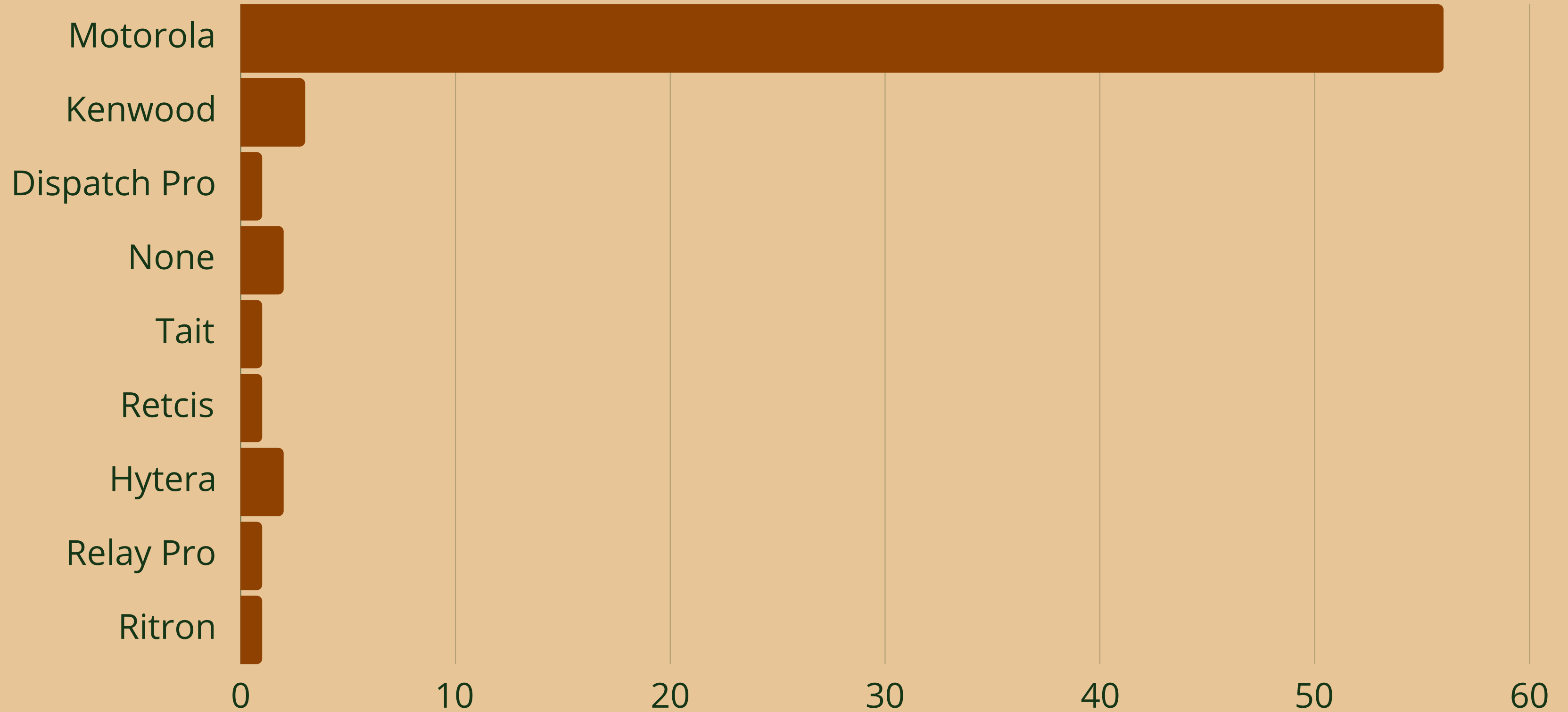
# What Access Control System does your institution utilize?



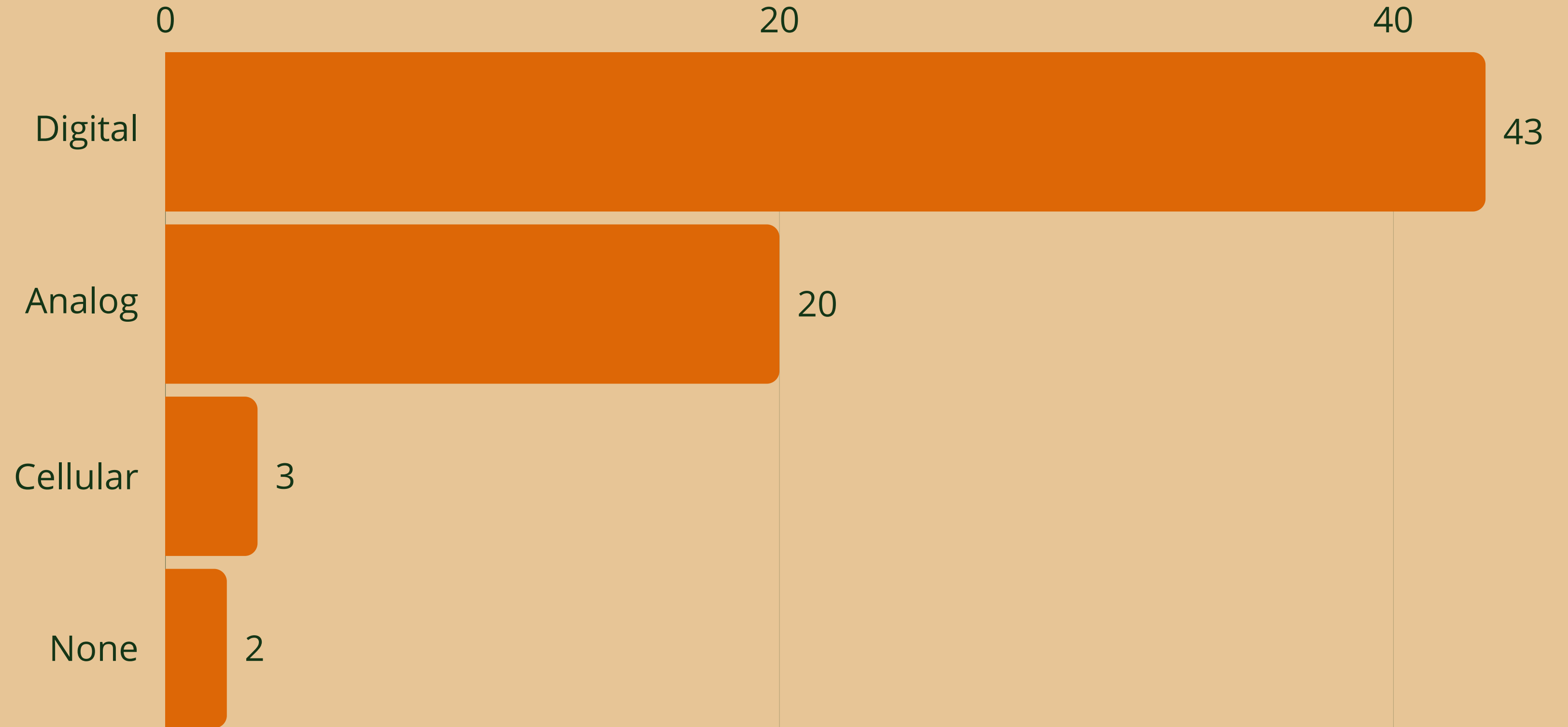
# What incident reporting and dispatching software do you use?



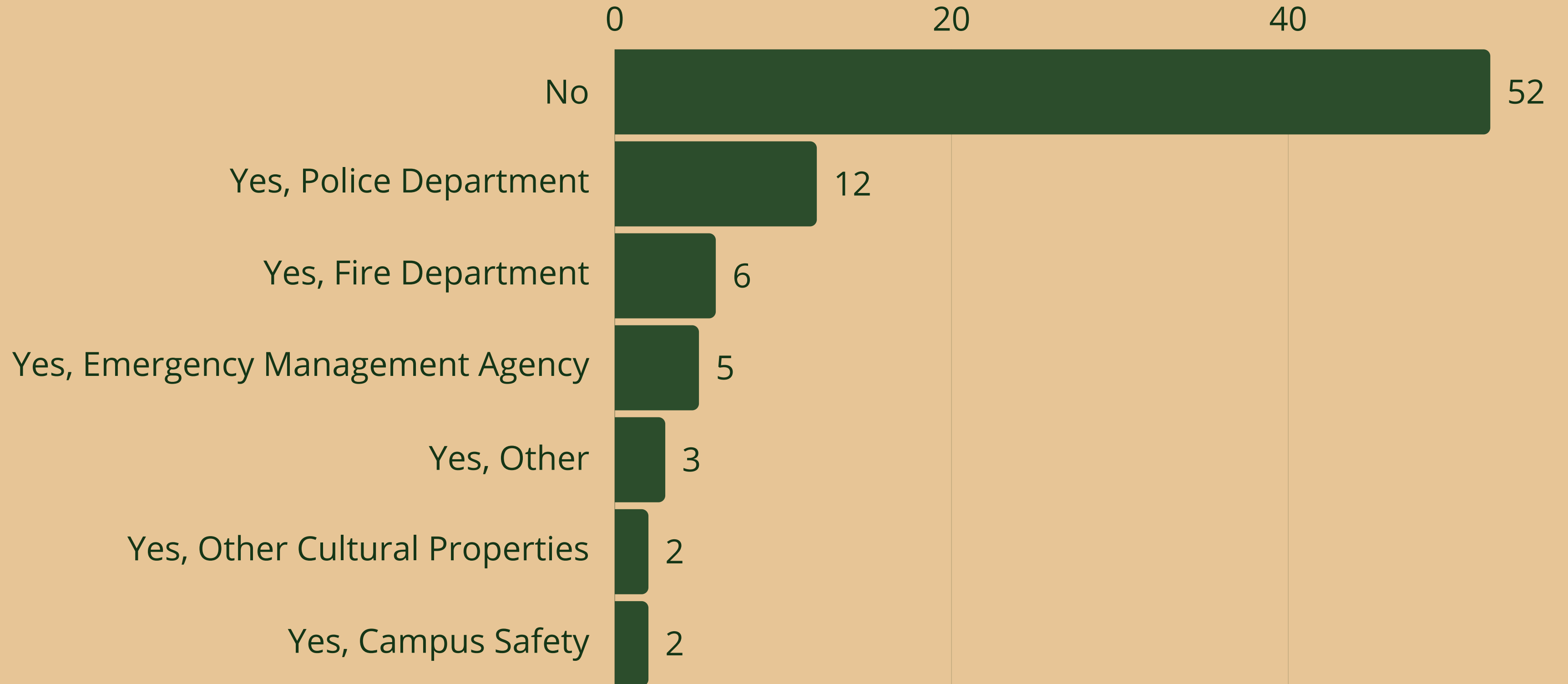
# What radio system do you utilize?



# What type of radio system is it?

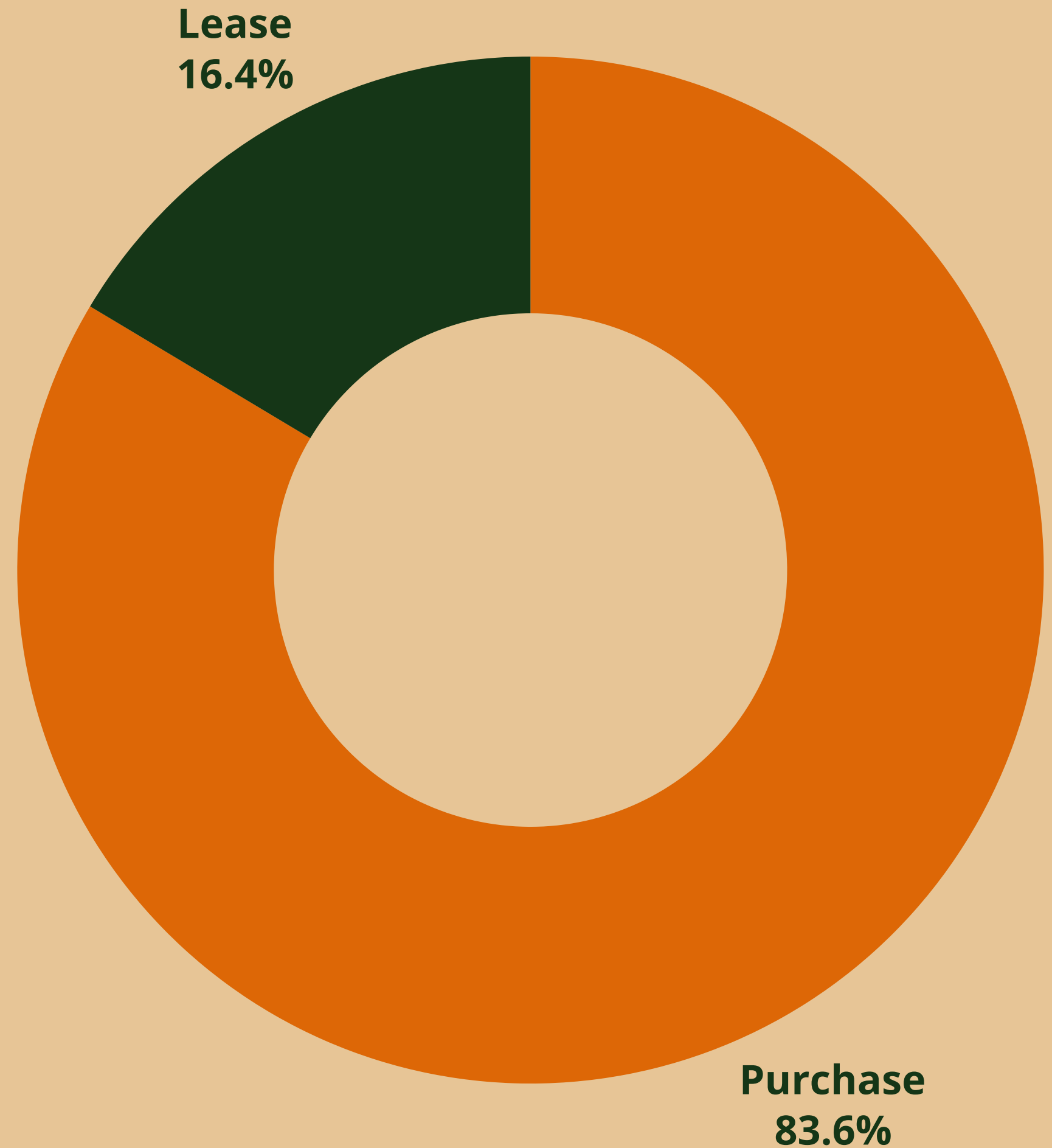


# Is your radio system set up with mutual aid capabilities with other agencies?

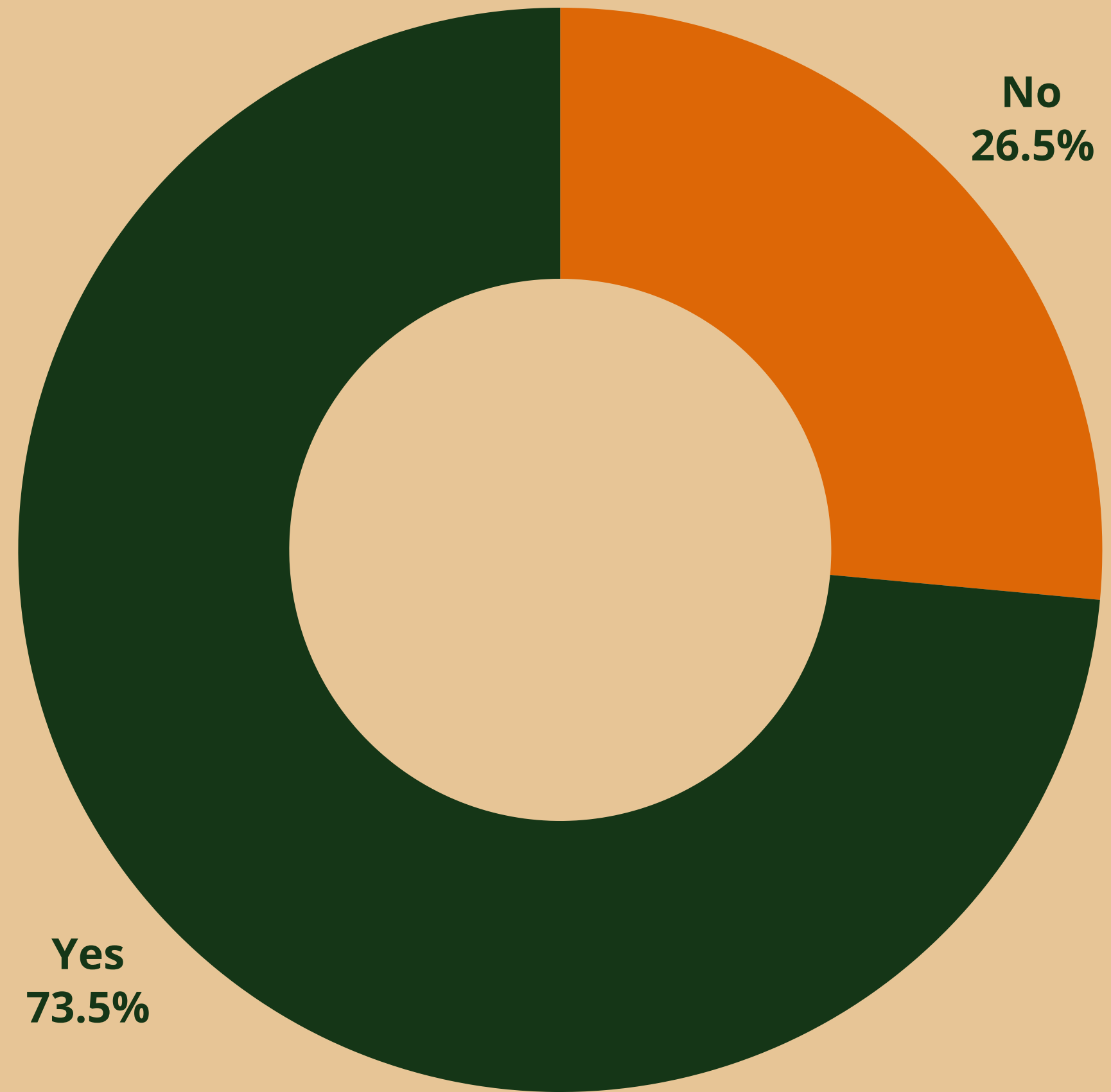




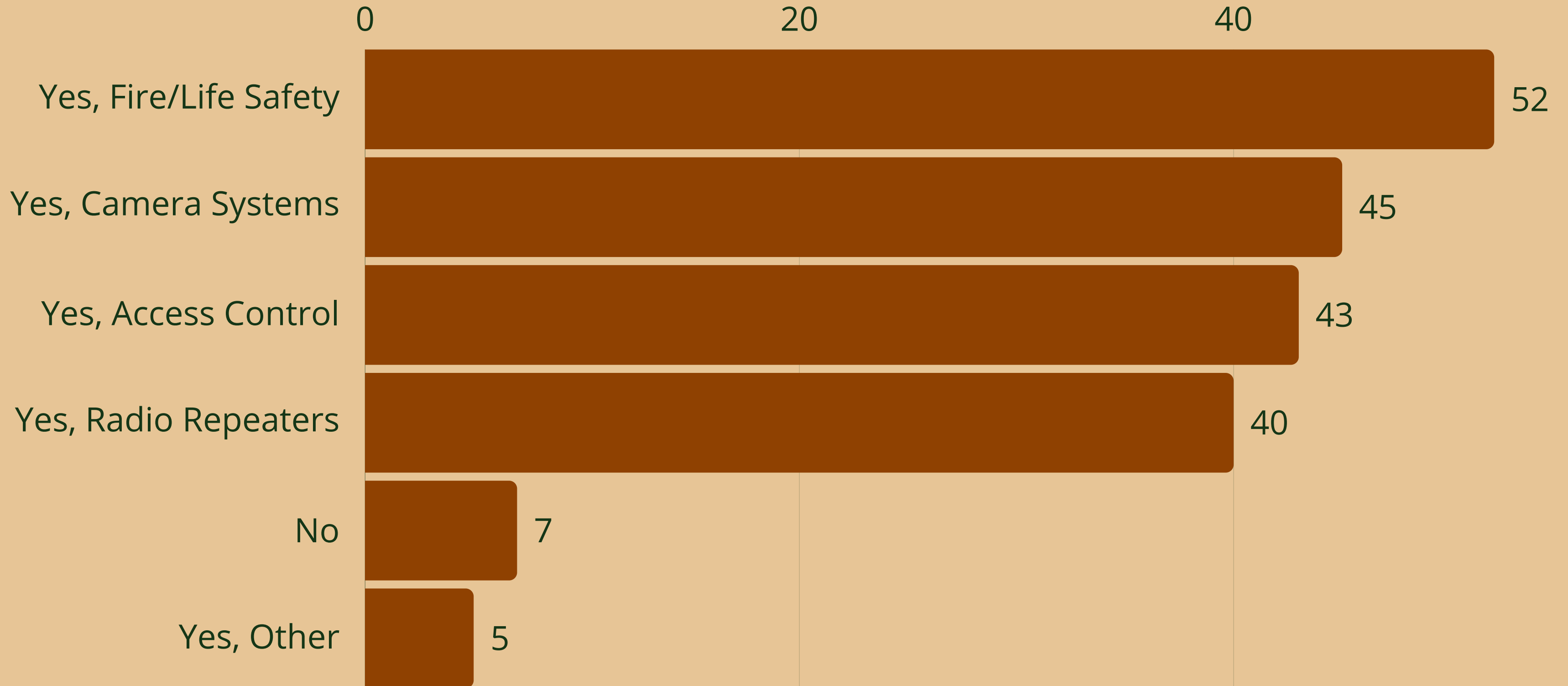
# Does your security department purchase or lease your AED's?



**Are your department's access control and CCTV networks on separate networks from the rest of the institution?**



# Does your security department have emergency backup power for your systems?





# What's next?

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Use the data provided as a tool over the next year.

Check out some resources, programs, products, etc. that perhaps you weren't aware of or exposed to before.

Leverage this information in your conversations and presentations with executives to help them better understand our industry.

Share your feedback about the survey with CSA. This will be an annual survey, and it only gets better when we hear from you!

Join and actively participate in CSA, and be on the lookout for the 2025 survey!.



# THANK YOU

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