

**PARKING LOT AND EXTERIOR SAFETY AND SECURITY**

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Don has observed, implemented, assessed, and formulated security plans for numerous public venues. These plans were either part of an overall security plan, supplements to an already established security plan, or the established security plan for a location or event. Don's expertise covers nearly every type of environment including parking lots, hotels and conference centers, restaurants and nightclubs, and residential communities.

Don's career in the state police included years of experience with a specialized team of troopers whose responsibilities included the security of VIPs, patrons, volunteers, and employees of various facilities and events. He worked with the Secret Service providing security for the President and Vice President of the United States, and worked with the Governor's Security Unit providing security for the governor of New Jersey. Don was involved in the security at the U.S. Open Golf Championship, the World Pair Driving Championship, events at Giants Stadium, and the Midland Run.

Don gained expertise in the investigation of liability and fraud claims during his career with an insurance company. These investigations included the evaluation of security measures at a variety of venues. Don has trained and evaluated others in the performance of their duties, which included criminal and civil investigations, and security-related matters. He is a member of many professional associations, including the American Society for Industrial Security International and the Reid Institute.

## TABLE OF CONTENTS

<b>I.</b>	<b>SCOPE OF ARTICLE</b>	<b>1</b>
<b>II.</b>	<b>INTRODUCTION TO PARKING LOT AND EXTERIOR SAFETY AND SECURITY</b>	<b>1</b>
	<b>A. Patronage of the Hospitality Industry</b>	<b>1</b>
<b>III.</b>	<b>PARKING FACILITIES</b>	<b>2</b>
	<b>A. Crime</b>	<b>2</b>
	<b>B. Crime Foreseeability</b>	<b>3</b>
	<b>1. Determining Crime Foreseeability</b>	<b>3</b>
	<b>a. The design of the parking facility</b>	<b>3</b>
	<b>b. Type of business the parking facility is affiliated with</b>	<b>4</b>
	<b>c. Crime history of the parking facility's location and the local area around it</b>	<b>4</b>
	<b>d. The location of the parking facility</b>	<b>5</b>
	<b>e. Conditions affect the four factors</b>	<b>5</b>
	<b>2. Problems inherent to parking facilities</b>	<b>6</b>
<b>IV.</b>	<b>SECURITY MEASURES</b>	<b>6</b>
	<b>A. Active and Passive</b>	<b>6</b>
	<b>B. Deterrence and Prevention</b>	<b>7</b>
<b>V.</b>	<b>PROTECTION FROM A HAZARD</b>	<b>7</b>
	<b>A. Five ways to address a hazard</b>	<b>7</b>
	<b>1. Eliminate the hazard</b>	<b>7</b>
	<b>2. Guard against the hazard</b>	<b>7</b>
	<b>3. Provide warnings of the hazard</b>	<b>7</b>
	<b>4. Provide instructions to stay away from the area of the hazard</b>	<b>7</b>
	<b>5. Provide personal protective equipment or personnel</b>	<b>8</b>
<b>VI.</b>	<b>CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN</b>	<b>8</b>
	<b>A. Background to CPTED</b>	<b>8</b>
	<b>B. History of CPTED</b>	<b>8</b>
	<b>C. Application of CPTED concepts</b>	<b>8</b>
	<b>D. CPTED concepts</b>	<b>9</b>
	<b>1. Lighting</b>	<b>9</b>
	<b>a. Illuminance</b>	<b>9</b>
	<b>b. Uniformity</b>	<b>9</b>
	<b>c. Glare</b>	<b>10</b>
	<b>d. Shadows</b>	<b>10</b>
	<b>2. Natural Surveillance</b>	<b>10</b>

a.	What is Natural Surveillance	10
b.	Natural Surveillance in parking facilities	10
3.	Access control	11
4.	Signs and graphics	11
5.	Natural Territorial Reinforcement	12
6.	Additional concepts of CPTED	12
a.	Maintenance of the area	12
b.	Support by legitimate activity	12
<b>VII.</b>	<b>ACTIVE SECURITY MEASURES IN A PARKING FACILITY</b>	<b>12</b>
<b>A.</b>	<b>Security personnel</b>	<b>13</b>
1.	Proprietary and Contract security	13
2.	Training of security personnel	13
3.	Monitoring performance of security personnel	13
<b>B.</b>	<b>CCTV</b>	<b>14</b>
<b>C.</b>	<b>Intercoms, panic buttons, and emergency phones</b>	<b>15</b>
<b>VIII.</b>	<b>POLICIES AND PROCEDURES</b>	<b>15</b>
<b>IX.</b>	<b>RESPONSE</b>	<b>15</b>
<b>X.</b>	<b>CONCLUSION</b>	<b>15</b>

## **I. SCOPE OF ARTICLE**

The proactive analysis of crime foreseeability should result in the implementation of reasonable security measures in a parking facility. Security measures should prevent or deter criminal activity. Reasonable security measures are determined by a security survey of the location.

This article is written to provide general information about the specific area of safety and security in a parking lot. It is not meant to replace any information that may otherwise be available, but to supplement or compliment other sources.

## **II. INTRODUCTION TO PARKING LOT AND EXTERIOR SAFETY AND SECURITY**

When people travel for vacations or business, they often stay at a hotel or motel. When people go out for an evening of entertainment, this may include patronizing a restaurant or nightclub. Patronizing a restaurant or nightclub, while staying as a guest at a hotel or motel, may be part of an overall planned vacation for some people. The success of a hospitality business depends on the patronage given to them by their guests.

When given the opportunity, people will choose a hospitality property that meets their expectations. These expectations include price, location, food, and facilities suited to their desires or needs. Hotels and motels meet the expectations of their guests by providing amenities that include: indoor and/or outdoor pools, saunas, whirlpools, fitness centers, restaurants, conference rooms, and night clubs. Many times these amenities are open to the general public and not just the guests of the hotel or motel.

### **A. Patronage of the Hospitality Industry**

The hospitality industry invites patrons onto their premises. They have a responsibility to ensure that their premises are reasonably safe for their patrons and employees. This invitation extends to all parts of the premises to which the patron may be expected to go and to those parts of the premises that the business has led the patrons to believe they can go. This can include hallways, aisles, walkways, and areas of parking lots. This responsibility has been established by court decisions made in many jurisdictions. Additionally, as early as 1992 and reaffirmed in 2001, the National Safety Council has stated in the Accident Prevention Manual for Business and Industry, Administration & Programs that:

The degree of legally required attention, caution, concern, diligence, discretion, prudence, or watchfulness depends upon the circumstances. For example, a high degree of care is demanded from people who invite others onto their premises by written, verbal, or implied invitation. All sales and service enterprises must exercise a high degree of care for the safety of their patrons. As long as a business is open, it assumes a

responsibility for the well-being of its customers.<sup>1</sup>

The hospitality industry has often been accused of being negligent in the security of its guests. Negligent security claims have resulted in courts ruling that the hospitality industry take a responsibility for the safety and security of their patrons. Security is one of the most important issues confronting the hospitality industry today. This issue is discussed in Introduction to Security:

The hotel and motel industry has been characterized in the past by serious neglect of many security responsibilities, an attitude that has only slowly been changing in spite of a number of very large awards by the courts in recent years against hotels or motels charged with negligent security, particularly in the area of protecting guests.<sup>2</sup>

As a result of this perception of security, as it relates to hotels and motels, Introduction to Security further states:

The area of civil liability is of great importance to the security industry because the courts have been more willing to hold the industry legally responsible for protection in this area than in others. This trend is particularly noticeable in the hotel and motel industry, where owners are liable for failure to adequately protect guests from foreseeable criminal activity. In some circumstances, a hotel or motel owner might be held accountable for failure to provide adequate protection from criminal actions.<sup>3</sup>

### **III. PARKING FACILITIES**

#### **A. Crime**

Parking lots and parking garages are resources used by businesses for accommodating the vehicles of their patrons and employees. These parking facilities have become likely locations for criminal activity on a commercial property. This crime trend has been known for many years. In 1996, as part of a research brief by the National Institute of Justice, Crime Prevention Through Environmental Design in Parking Facilities was highlighted. It stated:

Because parking facilities are more likely settings for crime-both violent and property-than all other real estate except residential, security is one of the most critical issues facing the owners and operators of parking facilities today.<sup>4</sup>

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<sup>1</sup> Accident Prevention Manual for Business & Industry, Administration & Programs, 10<sup>th</sup> & 12<sup>th</sup> Editions, National Safety Council, 1992 & 2001.

<sup>2</sup> Introduction to Security, Eighth Edition, Robert Fischer, Edward Halibozek, and Gion Green, 2008.

<sup>3</sup> Introduction to Security, Eighth Edition, Robert Fischer, Edward Halibozek, and Gion Green, 2008.

<sup>4</sup> Crime Prevention Through Environmental Design in Parking Facilities, Mary S. Smith, 1996.

Security for patrons and their property is important. If a bad reputation is labeled to a particular location, its' long term viability becomes questionable. Parking facilities take up a large amount of area, but have low levels of activity when compared to the business they are associated with. There will only be a small percentage of people in the parking facility compared to inside of the building of the business. As a result of this low level of patron activity in the parking lot, violent crime is more likely to occur.

There is no perfect security solution when determining how to address the security of a property. Flawless crime prevention is not reasonably obtainable and not required, but a reasonable security plan is.

## **B. Crime Foreseeability**

The foreseeability of crime determines what entails a reasonable security plan. Crime foreseeability is the reasonable expectation of a criminal act. If a crime is not foreseeable, it doesn't mean that the crime isn't possible. It means that the crime was not reasonably foreseeable for that situation, at that time, and at that location. To determine crime foreseeability of a parking lot, a security survey should be conducted. A security survey is an examination and analysis of a location to determine the status of security already present, identify any deficiencies, determine what protection is needed, and make recommendations to improve the security of the location. A common reason for a crime not being perceived as foreseeable, in some jurisdictions, is there was an absence of any previous similar crime. In a Motion for Summary Judgment, a court could rule that a crime was not foreseeable and the case can be dismissed. Crime cannot always be deterred or prevented on a property that is open to the public, but there should be adequate security measures in place.

### **1. Determining Crime Foreseeability**

Crime foreseeability in a parking lot is determined by four factors:

- a. The design of the parking facility;**
- b. Type of business the parking facility is affiliated with;**
- c. Crime history of the parking facility and the local area around it; and**
- d. The location of the parking facility.**

If any of these factors reasonably points to a risk for crime, the issue of foreseeability should be addressed.

#### **a. The design of the parking facility**

Parking lots and parking garages come in all sizes and shapes. They can be elevated above ground level or be subterranean. Parking garages can have levels of parking that are both subterranean and elevated high above the ground. Poor lighting, columns, ramps, and walls can lead to poor visibility within the parking garage. Parking lots can allow a criminal to watch for

security and provide access to escape routes from the area. Remote areas of parking facilities, especially at night, require proper lighting.

**b. Type of business the parking facility is affiliated with**

The type of business, by its very nature, may have to be considered for the potential of crime occurring. The type of crime that can be reasonably expected can be predicted based on the very nature of the establishment even before it is constructed. The premises of the hospitality industry are open to the public and invite different types of people onto the premises. Hotels and motels are usually open 24 hours a day. Restaurants have varying hours of operation, with some open 24 hours a day. Night clubs are usually open from the early evening hours until the early morning hours. Some of the factors that need to be considered are:

- 1) Sales or service oriented business,
- 2) Types of patrons,
- 3) Open to the public, semi-private, or private,
- 4) Hours of operation, and
- 5) Alcoholic beverages provided.

As stated in Accident Prevention Manual for Business & Industry, Security Management:

It is well known that certain types of businesses are prone to the same kinds of criminal activity, e.g.,

- Taverns have problems with assaultive behavior and disorderly conduct.
- Parking lots and garages frequently have car theft problems.
- Convenience stores are subject to robberies.
- Apartments and guest rooms have the problem of burglary to address.<sup>5</sup>

**c. Crime history of the parking facility's location and the local area around it**

An examination of crimes that have occurred on a given property, neighborhood, or immediate area needs to be performed. This includes the frequency of certain crimes, the time and day of their occurrence, the relationship with the victim, and the location on the property where the crime occurred. This process is often referred to as a quantitative analysis.

Information about criminal history of a location or area can be obtained from local law enforcement records bureau and internal records. Law enforcement records are the best source for obtaining a criminal history. In most jurisdictions, this is done by a request form being completed at the local law enforcement records bureau or the town clerk's (administrator) office. The policy of the jurisdiction, along with the available technology, varies from jurisdiction to jurisdiction. As a result, the accuracy and availability of the crime history is affected. Most jurisdictions have a computer database which allows the viewing of criminal statistics without

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<sup>5</sup> Accident Prevention Manual for Business & Industry, Security Management, National Safety Council, 1997.

manually going through every report generated. Thus, relevant information is readily available for analyzing the criminal history of a location and observing any patterns of criminal activity.

When analyzing criminal activity for crime foreseeability, it is essential to account for violent and property crime. A property or area that has an environment that experiences a lot of property crime creates a heightened risk for violent crime. This is an issue known by police and security professionals. As identified in Strategic Security Management:

Both property and violent crime should be considered when evaluating risk. Both security and police practitioners accept the notion that an environment conducive to criminal activity in the form of property crimes (e.g., theft, vandalism, burglary, etc.) creates a higher risk of more serious crime. The rationale for this belief is two part. First, some property crimes could either be a “threshold” offense for the violent crime (e.g., a burglar enters a hotel room and subsequently rapes the guest), or the property crime could escalate to a more serious violent crime (e.g., a thief caught attempting to steal a car subsequently assaults the person who caught him).<sup>6</sup>

The analysis of the property and violent crime rates are important, but not all crime committed on a property or area needs to be taken into account. An example of this is an act of forgery being committed by a patron or employee. Generally, this criminal act by itself does not provide an indicator of future assaults of an individual.

A qualitative analysis of an area brings in the human element of analyzing crime. It is much more subjective than a quantitative analysis; but it brings into consideration the opinions of the people in the area. Interviewing residents and business owners in the area can provide insight into their perception of the safety and security of the people who live and work there.

#### **d. The location of the parking facility**

The factors for consideration for security of a parking facility include location within the community, other businesses in the immediate area, and proximity to major roadways or highways. A new business, located in a high crime area, should anticipate crime being foreseeable before it opens because of the immediate surrounding area. This can change later when the actual nature of the business is determined and how well the business is able to control criminal activity through use of various security measures.

#### **e. Conditions affect the four factors**

There are conditions that affect the design of the parking facility, type of business affiliated with a parking facility, crime history of a parking facility area, and the location of the parking facility. Examples of some conditions are:

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<sup>6</sup> Strategic Security Management, Karim H. Vellani, 2007.

- 1) Large or overgrown bushes located in islands of a parking lot: These bushes can block the view of someone being able to see any activity on the other side of the bushes. This limits the natural surveillance, which is the ability of an individual to observe their surroundings, of an individual. This would limit an individual's ability to prevent being a victim of crime by being able to see a suspicious person. Also, an individual's ability to see someone else possibly becoming a victim of a criminal act and being able to respond may be compromised.
- 2) A fence that has holes in it or is not the proper height: If a fence has holes in it or is not of proper height, the purpose of the fence is defeated if it was to deter intruders from gaining access to an area.
- 3) Lighting not working properly or not properly positioned: If lighting is inadequate in an area, either because the light fixture is inoperable or there is no light fixture present, there is an increased possibility of property or violent crimes being committed in this area.
- 4) How security patrols are utilized: A security patrol can randomly check random locations of an area. This would prevent the predictability of the whereabouts of a security patrol by a criminal.

Conditions increase or decrease the likelihood of a crime being foreseeable within a factor.

## **2. Problems inherent in parking facilities**

There are some general problems inherent in parking facilities that make the security of patrons difficult. A criminal's vehicle most likely will not be noticed in a parking facility. Also, parked vehicles provide a hiding place for a criminal and can block the distribution of lighting to the area that a criminal may be located.

Security is more problematic for parking garages. Parking garages allow more vehicles to be parked on the same amount of land. Parking garages offer less natural surveillance than the level parking lot. This is because of the parking garage being partially or fully enclosed, elevated above ground, or having ramps that provide access to the multiple floors of the facility.

## **IV. SECURITY MEASURES**

### **A. Active and Passive**

Security measures of a parking facility of a present or future business establishment should take into account that security measures can be active or passive. They can be a deterrent or preventative measure to an individual considering committing a crime. Active security measures are the security measures that are the result of direct human involvement and the use of specialized equipment. Examples of active security measures are CCTV (Closed Circuit Television Systems) and security guards. Passive security measures are the security measures that incorporate the concepts of Crime Prevention Through Environmental Design (CPTED). CPTED, which refers to physical design features, will be discussed later in this paper.

## **B. Deterrence and Prevention**

For a security measure to be a deterrence, it has to have a psychological effect on a potential criminal. It discourages the potential criminal from committing a criminal act. Examples of deterrents are good illumination of a parking lot, CCTV, and signs posted indicating security guards patrol the area. For a security measure to be preventative, it has to be designed to physically stop a potential criminal from committing a crime. Examples of preventative security measures are a locked door and a security guard stopping people from entering an area.

## **V. PROTECTION FROM A HAZARD**

How do we protect the patrons and employees on the premises of an already established hospitality business? How do we protect them from a hazard that can jeopardize their safety and security? A hazard is something that has the potential to cause harm. There are five ways to address a hazard:

### **A. Five ways to address a hazard:**

#### **1. Eliminate the hazard**

If a hazard exists, address the hazard and remedy it. An example is there is no lighting in an area of a parking lot because of inoperable light fixtures. As a result, people cannot see the area around them when they are in this area of the parking lot. These people could be victims of crimes by others. The solution to this would be replacing the light bulbs in the light fixtures.

#### **2. Guard against the hazard**

A hazard may exist that may not be able to be remedied. An example would be if a meeting is being held in a conference room at a hotel or motel that involves participants that are subject to protest by others. Security for the employees and patrons may have to be increased. This additional security could include hiring of security guards, extra security guards, and/or off-duty police officers. The security guards can provide a presence to deter any criminal activity by people protesting the presence of others on the premises.

#### **3. Provide warnings of the hazard**

These warnings usually are signage directing the person away from the hazard. An example would be a sign to “guard your valuables” being posted for the patrons of a hotel or motel. Often times, the hotel or motel will offer in-room safes for their guests to keep their valuables in while staying at the hotel or motel. This is an effective way to prevent a crime of burglary resulting in the guest’s valuables being easily stolen from the room.

#### **4. Provide instructions to stay away from the area of a hazard**

An example of this would be the front desk clerk advising a guest to use a specific hallway because another hallway, often used, is closed off.

### **5. Provide personal protective equipment or personnel**

An example of this is when a female patron has to walk to her vehicle in a secluded area of the parking lot. A security guard can escort her to her vehicle. The security guard would be protecting the patron from being a victim of crime.

## **VI. CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN**

### **A. Background to CPTED**

The planning for a new hospitality business or the renovation of an existing one will often include the construction or renovation of a parking facility that fulfills the needs of employees and patrons. One of the main design considerations is controlling and limiting entering and exiting a parking facility. Most criminals will arrive at a parking facility by automobile. This allows them to blend into the environment around them, not draw attention to themselves, and it helps them to escape undetected. By properly utilizing the concepts of CPTED (Crime Prevention Through Environmental Design), deterrence of criminal activity can occur.

### **B. History of CPTED**

Crime Prevention Through Environmental Design (CPTED) emphasizes proper design and use of a created environment to reduce crime. CPTED, as it is known today, evolved from the work of Oscar Newman. Oscar Newman believed that controlling criminal behavior could be achieved through architectural design that creates “defensible space”, and changes use of public places while reducing fear. CPTED consists of architecture, landscaping, and urban design that encourages crime prevention. It is applicable to businesses and the parking facilities that go with them.

### **C. Application of CPTED concepts**

CPTED, during the design and construction phases, is relatively easy and inexpensive. These concepts are often more difficult and expensive when applied afterward. A lot of parking facilities do not have CPTED design features built into them. This is because of the basic concepts of CPTED being unknown to the property owner and the architect designing the property. Municipal government, through its building codes and zoning ordinances, can block the application of CPTED concepts. Examples of this are the improper placement of mandated landscaping that result in blocking the view of a parking facility, and requiring a specific height for light poles that doesn't take into consideration the placement and growth of required trees in the immediate area of the light pole.

Environmental security design, which results from CPTED, has become an increasing part of the role of an architect. Various examples of environmental security design are:

- 1) Trimming bushes to reduce hiding places and provide increased visibility;
- 2) Natural and electronic surveillance of areas;
- 3) Increasing natural surveillance by windows on the building and providing clear lines of sight;
- 4) Provide adequate lighting of the parking facility area;
- 5) Provide controlled access of the parking facility; and
- 6) Provide clear boundaries between the private property of the business owner and the public property (or the property of another private business owner) that may surround the business.

Today, CPTED incorporates psychological barriers for deterring a potential criminal's behavior. An example of this is when providing a clear boundary between the private property of a business and the public property next to it. By utilizing fences, signs, and landscaping; a potential intruder is sent a message to avoid this area.

## **D. CPTED Concepts**

### **1. Lighting**

Lighting is an important security measure in a parking facility. Good lighting is a deterrence to criminal activity. There are four ways to operate a lighting system: by a timer, by a photoelectric cell, by a motion sensor, and manually.

There are some principles related to lighting that should be discussed:

#### **a. Illuminance**

Illuminance, measured in footcandles, is the intensity of light falling onto a surface. Measurements of light are made with a light meter. The unit of measure for illuminance is footcandle (US/English) or lux (metric). There are two primary planes for measuring illuminance: horizontal and vertical. Generally, values not specifically mentioned as a measurement labeled vertical, are considered to be horizontal.

The intensity of light on a horizontal surface is horizontal illuminance. Most illuminance measurements refer to the horizontal value. Vertical illuminance is important for identification of people. There should be sufficient light to identify someone.

#### **b. Uniformity**

Uniformity refers to the even distribution of light on a surface. In determining uniformity, minimum, average, and maximum illuminances are compared using ratios.

Uniformity assists in perception and reduces the need for the human eye to adjust. There should not be vertical illuminances of the background of an individual that make the individual appear as a silhouette. This appearance of a silhouette defeats the purpose of vertical illuminance providing the ability to identify a person.

### **c. Glare**

Glare reduces the contrast of a person to his or her background. It makes depth perception difficult and is a potential hazard to drivers. It is difficult to achieve vertical illuminance without glare. Glare can be effectively addressed by the type of light fixtures or the positioning of the light fixtures. Light fixtures can be positioned over the parked vehicles instead of the over the travel lane of a parking facility. Shields can be made part of the lens of a light fixture, positioned over the travel lane, so as to not allow any illumination to shine into the eyes of an on-coming driver.

### **d. Shadows**

Shadows reduce the effectiveness of lighting and the uniformity of lighting. Shadows reduce the effectiveness of surveillance of the area, either by a person or equipment, and may give a person a feeling of not being safe.

Lighting allows the other security measures, both active and passive, to be more efficient in their application and operation. Adequate lighting allows greater natural surveillance. Also, it allows CCTV to be more efficient in its use to observe an area and with greater detail.

## **2. Natural Surveillance**

### **a. What is Natural Surveillance**

Natural surveillance, which is the ability to see one's surroundings, is a concept that applies to everyone that is in or near a parking facility. Not only does it apply to people in the parking lot or parking garage, it applies to people outside of the parking facility or inside the business associated with the parking facility. The ability of people walking by a parking lot or looking out the window of a business and being able to view the activities going on inside the parking facility enhances the security of the facility. In some parking facilities, good natural surveillance may be all that is needed to provide reasonable security.

### **b. Natural Surveillance in parking facilities**

When the parking spaces for a parking lot are delineated, it is important to keep the parking aisles perpendicular to the building they are associated with. This configuration aids in the ability to see further into a parking lot. Also, when patrons are walking towards the furthest parts of the parking lot, it helps deter them from stepping out from between vehicles and into the lane of vehicular traffic.

Although natural surveillance is easiest to achieve on a ground-level flat parking lot, it can be increased in other parking facilities as well. By minimizing the number of ramps in a parking garage, and keeping the parking area of each level flat, a parking garage can be considered an array of parking lots in a vertical configuration. This configuration allows people to view their surroundings with the least amount of view obstructions possible.

Natural surveillance of a parking garage can be increased by being open on all four sides. This will aid in lighting of the facility. Ground level screening and cable-strung open-sided upper floors allow for better natural surveillance and allow for any calls for assistance to be heard. It is important to remember not to have any ground level screening that is high enough for someone to climb up to the next level.

Natural surveillance is increased when the paths of pedestrians and vehicles are controlled. This can be achieved by having a minimal number of entrances and exits utilized specifically by vehicles or pedestrians. This provides a greater chance of someone to see and be seen by others. Security and attendant booths can be located at these entrances and exits. This would allow the monitoring of activity in and out of the facility.

Maintaining natural surveillance in stair towers and elevators is crucial. These locations usually present the highest risk for assaultive crimes to occur. The main reason is because of these two areas usually being enclosed. Where walls are required, these walls should be made up of glass, so the occupants of the stair tower or elevator are visible to people outside of the parking facility and/or inside of the parking facility.

### **c. Access control**

Access control is best achieved in the initial design stage of a parking facility. Access control is gained through controlling the entering and exiting of pedestrians and vehicles. Security of the perimeter of the parking facility enhances access control of the facility. This perimeter security can be accomplished through the use of security fencing, so the natural surveillance of the interior of the facility isn't compromised for someone looking from outside of the facility. If the entrances and exits are manned by security or parking attendants, this will deter a criminal more than a wide open or unattended facility.

Recently, there has been a growing trend to remove parking attendants from the exits of parking facilities. Parking fees are collected at a central location, either by a parking attendant or by an automated machine. The collected parking fees are centrally located and deposited inside a locked vault. These parking fees are usually picked up by an armored car. The safety and security of the paying patron and the parking attendant is increased.

The security or parking attendant booth should be equipped with a radio or telephone to call for assistance.

### **d. Signs and graphics**

Signs and graphics that are carefully located in a parking facility can help pedestrians find where they want to go and minimize their chances of being a victim of a crime. Additionally, a sign indicating the area is under surveillance or there are security patrols of the area may be a deterrence to a criminal. A graphic is described as a symbol that sends a message in a picturesque manner. An example is a CCTV camera indicating the area is under surveillance.

#### **e. Natural Territorial Reinforcement**

Natural territorial reinforcement provides a distinct boundary between public and private areas. The purpose of these boundaries is to send a message to a potential intruder to avoid this area. Natural territorial reinforcement is achieved by landscaping, signs, and fences. It is important to remember to allow for the natural surveillance of the area from the outside: keep the landscaping low and have fencing that is open in its design (picket, wrought iron, etc.).

#### **f. Additional concepts of CPTED**

In addition to the preceding five concepts of CPTED, the following two concepts have evolved and are also considered part of CPTED:

##### **a. Maintenance of the area**

The maintenance of the area is important to suggest to any potential intruder that the area is well cared for and crime-free. Garbage or debris, left in the area, suggests that the area is not cared for and there is no one responsible for the area. Abandoned vehicles should be removed from the area. Walkways and the parking facilities should be well maintained, not only for safety reasons, but for showing that someone cares about them. Not only should the exterior of the building be well maintained; all other exterior property should be too. It should be repaired, replaced, or removed. It is important to portray the image that someone cares for the area and is responsible for it.

##### **b. Support by legitimate activity**

There may be areas that are difficult to protect because of their location. These areas can benefit from the placement of a legitimate activity. These legitimate activities can include having a Police substation or a maintenance shop or offices located in the immediate area.

### **VII. ACTIVE SECURITY MEASURES IN A PARKING FACILITY**

Active security measures can complement the overall CPTED features in a parking facility. Active security measures can help compensate for a deficiency of CPTED features in a parking facility. An example of this is a parking lot that is a dead end and there is no natural surveillance of the parking lot from the building. Natural surveillance of the parking lot area becomes less and less as a person walks farther away from the building, towards the end of the

parking lot, where less people have parked their vehicles. The lack of natural surveillance can be addressed by CCTV and/or the presence of security personnel patrolling the parking lot. Additionally, when CPTED features are present in a parking facility, active security measures can enhance the overall security of the facility. Some active security measures are:

### **A. Security personnel**

One of the best crime prevention methods is the presence of security personnel. It is important that the security personnel be recognizable and visible. They should be properly equipped to perform their duties. Security personnel should be able to communicate to others when assistance is needed. Additionally, security patrols should randomly check random locations of an area. This would prevent the predictability of the whereabouts of a security patrol by a criminal.

#### **1. Proprietary and Contract security**

Security personnel can be proprietary or contracted. Proprietary security personnel, also known as in-house security, are employees controlled by the company that is providing security for its facilities and other property. They receive their instruction and supervision from their employer. Contract security personnel are employed by a contract security firm. They provide their security services to a customer, but they are managed by the contract security firm.

#### **2. Training of security personnel**

No matter which type of security personnel is utilized, hiring of anyone should only take place after a background check is conducted. The security personnel should be trained and continue to be trained once employed. If they are required to be licensed, they should be licensed. The importance of training cannot be overstated. Security: By Design and Decree states:

If security services such as guard or alarm companies are involved, their actions should also be carefully scrutinized. The degree of competence and professionalism varies greatly among these services. It can often be found that security personnel are inadequately screened, insufficiently trained, and ineffectively supervised. As a result, they may contribute to the security risk rather than eliminate it. Frequently, the actions, or inactions, of security personnel are significant factors in security negligence claims. In many jurisdictions, security and alarm companies and security personnel such as guards are required to be licensed. Unlicensed practices and failure to comply with licensing requirements may be a litigation issue.<sup>7</sup>

#### **3. Monitoring performance of security personnel**

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<sup>7</sup> Security: By Design and Decree, Robert A. Gardner, 1991 & 1996.

The management of security personnel should be delegated to someone who knows and understands the basics of safety and security. If the security personnel are contract security personnel, there still remains a responsibility to monitor their performance. It is important to make sure they are meeting the minimum contractual standards that are set forth. As Putting a Lid on Premises Liability states:

Appropriate supervision by company management and the service provider is the key to quality control of security force operations.<sup>8</sup>

As a result of this obligation of management, Putting a Lid on Premises Liability further stated:

Who is responsible for setting standards for security officer performance? Traditionally, company management has relinquished that responsibility to the service provider. Allowing a security services provider to define adequate performance is tantamount to allowing employees to set their own performance standards and write their own evaluations. It is management's responsibility to participate in setting minimum performance standards and to continually evaluate contractor compliance.<sup>9</sup>

Whoever from the company monitors the contract security personnel; they should not micromanage the security personnel. They should review the daily reports and log sheets. Any issues or problems that arise should be discussed with the contract manager of the security personnel.

## **B. CCTV**

CCTV provides surveillance that can detect criminal activities and record the camera footage. The knowledge of CCTV being utilized can be a deterrent to a criminal. There are some difficulties in monitoring parking facilities because of shadows, spaces between parked vehicles, and the columns, ramps, and walls in parking garages. These difficulties have been addressed by CCTV cameras riding tracks back and forth down the parking aisles.

Video analytics have become popular. Video analytics can be used to detect moving vehicles and people. Virtual tripwires and virtual perimeters can be set up to detect movement. The alarms sent as a result of the analytics can be assessed remotely. Fixed and pan-tilt-zoom (PTZ) cameras, that are used to monitor the facility, can alert the operator of suspicious activity in the area. The operator can speak over the loud speaker system, which is installed in the parking facility, and warn any suspicious individuals that they are under surveillance. If necessary, the operator can contact the client and/or law enforcement.

License plate recognition technology (LPR) has been considered and used by owners responsible for parking facilities. The cameras both take and save pictures to be used later or

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<sup>8</sup> Putting a Lid on Premises Liability, William F. Blake, 1995.

<sup>9</sup> Putting a Lid on Premises Liability, William F. Blake, 1995.

they are connected to a database that is used for matching license plate information. There are problems associated with LPR technology. Presently, accuracy of the database, lighting, camera angle, and differing license plates throughout the United States limit the use of this technology.

### **C. Intercoms, panic buttons, and emergency phones**

These security measures are dependent upon the potential victim reaching them. These measures, when used, are mostly found in parking garages. Emergency phones and intercoms can provide a deterrence to a criminal if he hears a two-way conversation that help is on the way. A panic button can deter a criminal when it is activated. The downfall for each of these is that they are often the target of vandals and dependent upon the extent of the damage, they can be expensive to repair or replace.

## **VIII. POLICIES AND PROCEDURES**

Policies and procedures should be a part of any security plan. A policy is what management wants and a procedure is how management wants it done. By having policies and procedures in place, security personnel (or any other employee assigned a safety and/or security function) will perform their duties the same way. They will react to a situation in uniformity. This will result in the task being performed in a consistent and timely manner. All of the thinking has been incorporated into the procedure. Security personnel don't have to decide the who, what, when, where, and how for any given task. By not having a procedure in place, security personnel may take some time to perform the task in the manner they feel it should be done. This could lead to uncertainty, the task being performed improperly (if at all), and a response that contributes to the problem rather than alleviate it.

## **IX. RESPONSE**

Surveillance, whether it be natural surveillance or through CCTV, loses its effectiveness without a meaningful response to a situation. Established policies and procedures have to be in place, so the appropriate personnel respond to the situation. Without the physical response of the appropriate personnel, the security measures in place are meaningless to the safety and security of the patrons and employees of a business.

## **X. CONCLUSION**

The hospitality industry has a responsibility towards the reasonable safety and security of its employees and patrons. Parking facilities have become one of the most likely locations for criminal activity on a commercial property. Properly applied CPTED principles, in the design or renovation of a parking lot, can provide a deterrence to criminal activity. It is more expensive to add or upgrade security measures after a parking facility has been built. The design or renovation should take into account the possibility of adding additional security measures in the future.

Active security measures can help compensate for some of the lack of natural surveillance. Lighting, natural surveillance, access control, signage, natural territorial reinforcement, maintenance of the area, and support by legitimate activity are components of CPTED. Security personnel should be properly trained, licensed (if required by law), and managed. Policies and procedures should be established for a quick response to any safety and security incident.