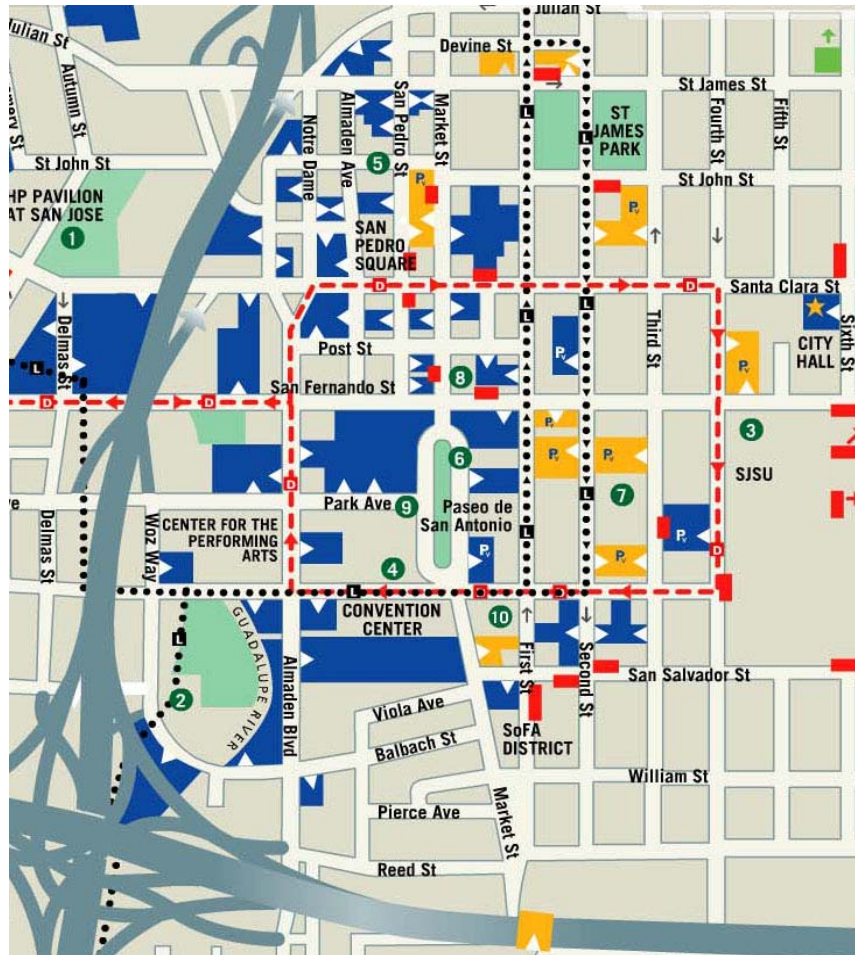


DOWNTOWN PARKING GARAGES SECURITY ASSESSMENT REPORT



PREPARED BY:

**CITY OF SAN JOSÉ
DEPARTMENT OF TRANSPORTATION
SAN JOSE POLICE DEPARTMENT**

April 2007

Memorandum

TO: DOWNTOWN PARKING BOARD

FROM: James R. Helmer
Robert L. Davis

SUBJECT: PARKING GARAGE SECURITY

DATE: 04-25-07

Approved

Date

The purpose of this memorandum is to transmit to the Downtown Parking Board the Parking Garage Security Assessment Report conducted by the Department of Transportation and the Police Department. The issue of parking garage security and the level of inappropriate and illegal activity has received considerable attention over the past year. The City Council established the Downtown Working Group as an advisory body to guide the revision of policies and practices in the Downtown as a way to enhance the business and entertainment environment, and mitigate the negative impacts of inappropriate behavior, particularly late at night. An important element of the environment is the current situation and condition in the City's parking garages.

The major elements of the Parking Garage Security Assessment include:

- A review of the background issues and environment that are contributing to parking garage security concerns and issues
- An evaluation of the current and alternative security and patrol resources and service models, including recommendations related to the best and most efficient mix security services
- Review of incident reports, and other reporting systems on inappropriate and illegal activity
- Benchmarking with comparable parking facilities and jurisdictions
- An assessment of each parking garage in terms of the physical and operational characteristics to determine what types of facility and operational improvements would likely produce an improved safety environment.

The major conclusions of the report include:

- Enhanced private security and public security services, including full time oversight, will provide the most cost effective security program.
- The installation of additional lighting and security devices, such as cameras and rollup gates, can create a safer and more secure environment, and assist security patrols.
- Parking policy and operational changes should be designed to support a more secure environment and reduce undesirable activities in the garages.

The report includes a number of specific recommendations in the three areas listed above; security services, lighting and security devices, and policy changes. Implementing the recommendations for security services, lighting and security devices will have a significant impact on the Parking Fund.

In light of the severity and degree of the security issues described in the report, staff feels compelled to recommend implementing most, if not all, of the measures identified in the report. The major challenge we face is providing the resources necessary to provide safe and clean facilities now, and at the same time, be in a position to meet the future parking needs of the Downtown. The policy recommendations in the report provide a way to fund current needs, improve security, and continue to set aside funds for future development. The policy recommendations (\$5 rate after 10pm) have previously been considered by the Board, but not in light of the detailed analysis of the security issues raised in the report. Staff urges the Board to either approve the policy recommendations, or find an alternate way of funding parking needs and programs.

//s//

James R. Helmer
Director of Transportation

//s//

Robert L. Davis
Police Chief

TABLE OF CONTENTS

	Page
Background	5
Analysis	
• Assessment of Security Alternatives	10
• Analysis of Specific Garages	14
Findings	16
Recommendations	17
Conclusion	21
Attachments	
A. Current Security Patrols	22
B. Standard Operating Procedures (sample - Fourth Street Garage).....	25
C. Parking Facility Incident Report	28
D. 9-Month Garage Incident Trend Analysis (July 2006 through March 2007)	29
E. Police Ride-Along – Late Night Activity in Downtown San José Parking Garages.....	30
F. Benchmarking Summary by City	36
G. Comparison of Various Security Patrol Alternatives.....	38
H. Security Analysis / Recommendations by RDA’s Consultant	41
I. Garage Layouts and Pictures of Typical Security Issues.....	45

I. BACKGROUND

The City of San Jose operates a large public parking system that includes 19 facilities and over 7,700 parking spaces, primarily in Downtown San Jose. The goal of the parking system is to provide clean, safe and convenient parking for Downtown visitors, businesses, and employees.

Personal and vehicle safety and security in City parking garages has become a serious concern of customers, Downtown businesses, the Downtown Parking Board, Downtown Working Group (DWG) and residents, as well as the City and Redevelopment Agency. Safety and security in the City's surface parking lots has not been as significant an issue.

In the garages, there are two distinct security issues:

1. Individual and small groups loitering or misbehaving, homeless occupancy and occasional thefts and vandalism, primarily during weekday business hours.
2. Unruly groups gathering during the late night hours and early morning hours on Thursday, Friday, and Saturday nights and during some Downtown special events engaging in illegal activities such as public drinking, urination, altercations, and other inappropriate activities.

It has been estimated that Downtown San Jose's concentrated entertainment and nightclub activity attracts up to 10,000 night time visitors on a typical Friday or Saturday night. Many of these patrons start arriving between 10:00pm and 11:00pm creating a heavy parking demand and noticeable negative impacts in the City's parking garages. The negative impacts include increased trash littered throughout the facilities, loitering, public drinking, urination, vandalism, and in extreme cases altercations, among other inappropriate activities. These acts and incidents detract from San Jose's goal of being the creative and cultural center of Silicon Valley.

In recent years, the parking garages have become an attraction or a venue in and of themselves. Low levels of lighting in certain areas of the garages, free parking, inadequate security staffing levels, and an inability to easily see activities because of multi-floor construction, have made them an inviting place for persons to socialize and drink. This occurs as an alternative to attending nightclubs, and too often involves drinking, public urination, destructive behavior involving car racing "side shows" and vandalism, and other criminal activity such as assaults and thefts.

During late night hours on the weekends, the Police Department staffs the downtown entertainment zone with often more than 50 officers. This number is required in order to maintain safety for the thousands of attendees of the nightclubs. The attention of the officers is critically needed on the major thoroughfares, walkways, parking lots, and around the night clubs. The added activity in the parking garages diverts police resources as it requires large teams to enter the parking garages to stop loitering and drinking, quell violence and facilitate orderly exit.

The most significant late night activities and security concerns occur in the Market Street and Third Street Garages and to a lesser extent in the Second/San Carlos and Fourth Street Garages. Other than homeless intrusions, the Convention Center, City Hall and the Fourth/St. John Garages do not experience significant security issues.

The DWG, co-chaired by Councilmember Williams and Police Chief Davis, identified the concept of a 24-hour Downtown as a priority to be explored, and enhanced security is one of the key elements that must be established before that concept can be realistically pursued. The following report examines the current security concerns, resources, trends and provides recommendations to provide a safer environment in the City’s Downtown parking garages.

Within the downtown core, the City manages seven parking garages. Details of the garages and hours of operations are shown in Table 1.

Table 1 – Parking Garage Facilities and Operations

Name of Garage (Location)	Spaces	Parking Operations
Market/San Pedro Garage (45 N. Market St)	1,393	Open 24/7 staff during Mon-Fri 6:00am to 11:00pm
Third Street Garage (95 N. 3 rd Street)	837	Open 24/7 staff during Mon-Fri 6:00am to 11:00pm
Fourth Street Garage (44 S. 4 th St)	750	Open 24/7 staff during Mon-Fri 6:00am to 11:00pm
Second/San Carlos Garage (280 S. 2 nd St)	544	Open 24/7 staff during Mon-Fri 6:00am to 11:00pm
Convention Center Garage (150 W. San Carlos St)	1,205	Open 24/7 with staff
Fourth/St. John Garage (50 N. 4 th St)	1,117	Employee parking Open 24/7 Public parking Mon-Fri 6:00pm to 10:00pm, Sat-Sun 6:00am to 10:00pm Closed to public daily 1:00am to 6:00am
City Hall Garage (200 E. Santa Clara St)	372	Open Mon-Fri 6:00am to 11:00pm with staff

Currently facility security and patrol is performed by three service providers as follows:

1. Silicon Valley Security & Patrol (SVSP): The City has contracted with SVSP to provide security at city garages and lots. SVSP provides both dedicated and roving patrol depending upon needs of a specific garage and time of the day. Through recently well-established patrol guidelines and reporting protocols, SVSP officers take the lead in garage security and report any suspicious activity for appropriate actions.

2. Parking and Traffic Control Officers: The Department of Transportation's Parking Compliance Unit provides citywide parking compliance services with Parking & Traffic Control Officers (PTCO). PTCO's patrol various parking facilities to provide additional surveillance, and report any suspicious or illegal activities directly to the Police Department, SVSP and CENTRAL Parking System, the parking operator. PTCO's also ensure compliance with all posted parking rules and regulations.
3. San Jose Police Department: SJPD provides occasional patrol checks during day and evening hours and an extensive interior/exterior patrol of the garages within the Downtown Entertainment Zone during Thursday, Friday and Saturday nights. The police deal with violations in the garages such as urinating, drinking alcohol, and drunk in public. In addition, detainment and arrests are made for fighting, assaults, and vandalism.

A detailed description of existing security patrols specific to individual facilities is provided in Attachment A on page 22.

Standard Operating Procedures

To improve overall facility security and patron comfort levels at downtown garages, standard operating procedures have been updated including reporting and communication protocols between the San Jose Police Department, the Parking Compliance Unit, CENTRAL Parking System and SVSP private security for each facility. A sample SOP is shown in Attachment B on page 25. Additionally, a standard Incident Report form (Attachment C on page 28) was developed for use by the Parking Compliance unit, CENTRAL parking operator staff and private security guards to consistently capture all relevant information. All incident and security reports are summarized and categorized by facility to determine issues, trends, and vulnerabilities, which are used by staff doing field reviews and patrol assessments.

Issues and Concerns

The current issues and concerns related to security and safety with city garages can be grouped into four categories:

1. Loitering and Homeless: In most garages, there are recurring loitering and homeless activities that result in inappropriate behavior that make the garages unattractive. Such acts result in trash, beer bottles, urination, odor and other inappropriate activities that need to be addressed. Currently, these matters are addressed by frequent patrol by on-site parking and security staff, roving patrol, PTCOs and SJPD officers.

2. Theft and Vandalism: A few patrons at different garages experience thefts of personal articles (such as purses, laptops, etc) and equipment from their vehicles (such as stereos, tires, rims, etc). The facilities also experience significant vandalism such as broken gate arms, mirrors, damage to signs, etc. The incidents of theft and vandalism tend to increase during the summer months, and typically reduce noticeably once security patrol is increased. Attachment D on page 29 shows details of incidents reported at various garages during a nine-month period of July 2006 through March 2007.

In order to minimize incidents of theft and vandalism occurring in the garages SVSP and PTCO patrols are redeployed, as needed, to address specific problems. Recent examples are as follows:

- In response to a surge in vehicle break-ins at the Fourth Street Garage during the fourth quarter of 2006, PTCO and SVSP patrols were redeployed as of January 1st to provide more comprehensive coverage throughout the day in locations where problems were occurring in the Garage. Since these redeployments, the frequency of vehicle break-ins at the garage has declined significantly.
- In response to the frequency of equipment incidents at the Market/San Pedro Garage, operational changes were made and security presence was increased on Thursday, Friday and Saturday nights. Over the last three months, the frequency of equipment incidents at the garage has declined significantly.

3. Criminal Activities: Incidents of criminal activity, such as alcohol and drug use, fights and sideshows, occur during the late night hours on Thursdays, Fridays and Saturdays. These activities are largely concentrated in and around parking garages and within the Downtown Entertainment Zone. SJPd makes arrests every weekend, both inside and outside of the garages. During January through March of 2007, SJPd, during their normal patrol, arrested 115 individuals in the vicinity of the Market Street and Third Street garages. It is estimated that additional 100+ arrests were made as a result of a call for service to SJPd.

4. Special Events: Crowd control and public safety become an issue of major concern during special celebrations such as Mardi Gras and Cinco de Mayo. SJPd has observed increased drug and alcohol use, under-age drinking, violent acts and other unruly behavior during such events. When SJPd deploys crowd control strategies on streets such as traffic diversions, youth drive into the garages, specifically on the roof-tops, and have engaged in illegal activity such as throwing rocks, bottles and debris on police officers and the general public. Those under 21 years of age, when refused entry to bars or night clubs, return to garages where parking is free, and continue loiter and engage in vandalism. To manage the crowds effectively during the Mardi Gras this year, DOT and SJPd closed the garages early in the evening. Similar strategies are being planned for the Cinco de Mayo event.

The incidents and events described above have been reported by the SJPd Entertainment Zone Team, DOT's staff as well as the parking and security patrol staff on a regular basis. To gain first-hand experience of the garage security issues, the Chair and Vice-chair of Downtown Parking Board toured the Entertainment Zone area with SJPd and observed these activities from 10:30pm on Friday, March 2, 2007 to 3:00am on Saturday March 3, 2007. A summary of their observations, documenting inappropriate activities, is provided in Attachment E on page 30. DOT staff made similar observations during their tours with SJPd on various other occasions.

The following table shows the number of vehicles entering the Market Street garage on Thursday, Friday and Saturday nights and is intended to provide some perspective on the level of activities at the parking garage. The figures represent the average hourly entries over four weekends in March 2007 and the peak hour represents the single highest hourly entry (Saturday night/Sunday morning).

Late Night & Early Morning Entries at the Market Street Garage Average & Peak Hour for the Month of March 2007					
Hour	Thurs/Fri Average	Fri/Sat Average	Sat/Sun Average	3 Night Average	Peak Hour
9:00-10:00pm	115	160	165	146	190
10:00-11:00pm	119	156	195	156	240
11:00pm-12:00am	187	328	456	324	562
12:00am-1:00am	177	267	361	268	411
1:00am-2:00am	69	94	126	97	190
2:00-3:00am	18	38	41	37	48
3:00-4:00am	4	15	18	14	23

Other than the sheer volume of entries shown in the table, it is interesting to note that on average, 134 vehicles enter the garage between 1:00am and 3:00am, and on the busiest night (peak hour), 238 vehicles enter between 1:00am and 3:00am. Taking into account long lines to enter night clubs, it is unlikely that these late entries will get into a club, which suggests that the garage may be there intended destination.

Customer Surveys

Quarterly customer surveys of daytime patrons are conducted at the parking garages. Customers rate a number of items including cleanliness and security. The survey is not statistically valid and the response rate is low, but the surveys offer some indication of what customers think of the facilities. Over the past year the data shows a trend of a steady decline regarding security and cleanliness in the City parking garages. On a scale of 1 to 5, with 5 being excellent the current overall average rating for cleanliness is 3.81 and for security is 3.84.

II. ASSESSMENT OF SECURITY ALTERNATIVES

Benchmarking Comparable Parking Systems and Facilities

In order to assess security challenges faced by other cities and various methods used to address the challenges, staff completed a benchmarking survey involving other public agencies and private parking operators that manage parking garages under similar conditions to San José.

DOT and Central Parking Systems (City's current vendor) identified a number of comparable public agencies and private operators that have similar late night weekend security issues (e.g., Austin and San Antonio, TX, Ft. Lauderdale, FL, Nashville, TN, San Francisco, etc.). This exercise provided useful information on security-related challenges faced by other operators, and innovative and proven strategies being employed elsewhere that can be considered for San Jose. A summary by city is shown in Attachment F on page 36. The following is a listing of the strategies the respondents employed, in order of frequency of use.

- No free public parking in garages
- Off-duty uniformed police officer patrols
- Security guard patrols
- Patrol proactively to clear garages, close and clean at specific hour (tow if necessary)
- Police and/or security patrol garages in golf carts and on foot
- Pay on entry
- Close Circuit Television (CCTV) cameras and monitors
- Raise gates
- Park police vehicles at entry points
- Guard dogs patrols

Security Enhancement Alternatives

To address the safety and security concerns in the City's parking garages, the staff explored various alternatives in the following three categories:

- A. Security Personnel and Patrol Enhancements
- B. Physical Improvements (devices that enhance safety and security)
- C. Policy Revisions (policy and operating changes that will improve safety and security)

Alternatives under each of these categories are discussed in the following section of the report.

A. Security Personnel and Patrol Enhancements

Improving security at the parking garages requires addressing routine daytime security incidents and the more serious late night incidents occurring on Thursday, Friday and Saturday.

As previously discussed, based on other cities experience, effectively dealing with the unruly groups that gather in the garages on the weekend night is commonly done by off duty police officers or highly skilled security services. Providing more security at the garages in the late evening and early morning hours will likely reduce the number of incidents and increase customer safety and satisfaction.

Although the current security service has been somewhat effective in dealing with routine security issues, there is a need to improve. With limited City staff resources and direct security experience, the amount of oversight is limited and not as effective as it needs to be. Also, there are periods during the day when there are no patrols at some of the garages. Furthermore, during the warm summer months, the frequencies of security incidents dramatically increase. To address these concerns, the following items were evaluated.

Management of Security Services

Currently the staff position managing the parking operator contract for all 19 parking facilities, also manages security for the garages. Due to the demands of the daily operations, limited time is available to devote to management of the security program. Providing full time security program management would improve security effectiveness, including responding to customers and coordination with SJPD.

Alternatives for Security Patrol Services

A detailed analysis identifies the pros and cons of each alternative and the respective costs are shown in Attachment G on page 38. Considering the advantages, disadvantages and cost of the various alternatives, using a private security patrol appears to be the most cost effective way to deal with routine security issues. Based on these findings, increases in daytime security patrols to provide continuous and/or increased coverage at the garages, should be preformed by a private security patrol.

Increased activity during the summer months

Attachment D on page 29 shows a significant increase of security incidents during the summer months. Based on this information, it seems reasonable to provide increased security patrols during these months in order to reduce the number of incidents and improve security for the customers.

B. Physical Improvements

In order to identify potential physical improvements in the garages, an inspection was conducted of each garage facility. After analyzing the data collected during these inspections, there were some common themes that emerged related to addressing security issues. These included dim lighting patterns and limited visibility in some areas, maintenance issues and the lack of security devices such as security cameras. To address these common themes, the following tool kit includes many options to address these issues.

1. Close Circuit Television (CCTV) System Improvement at Entry/Exit Lanes

- **Description** – CCTV system to view and record activity at entry/exit lanes of the garage by capturing the driver's image as well as the vehicle's rear license plate number. For surveillance purposes, similar systems can be installed in lobbies. This information could be used as an investigative tool to help trace back vandalism activity to those who were responsible for the act.
- **Estimated Cost** – Approximately \$1,650 for each monitor and \$2,200 for each camera.
- **Advantages** – Video evidence can be used to prosecute vandals.
- **Disadvantages** – High equipment cost, may require a 24/7 monitoring center and may involve legal issues.

2. Additional Lighting

- **Description** – Installation of additional lighting in identified dark areas will improve the overall visibility in the garage and deter illegal activity.
- **Estimated Cost** - Approximately \$800/fixture and on going energy usage cost.
- **Advantages** – Well lit areas improve visibility for security personnel, discourage illegal activity as well as creating a sense of safety for customers.
- **Disadvantages** – Installation cost, energy consumption and maintenance.

3. Reflective or White Paint

- **Description** – Painting the walls and ceiling of the garage will help reflect the existing lighting, providing some improvement to overall lighting.
- **Estimated Cost** – Approximately \$0.70/S.F.
- **Advantages** – Low cost of implementation. Improves visibility.
- **Disadvantages** – An adequate existing light source needs to be available. Can only gain a nominal illumination improvement and will only be effective if there are no barriers such as columns, walls or other physical objects. Not as effective as additional lighting.

4. Rollup Gates to Secure Entrance/Exits and Specific Garage Levels

- **Description** – Rollup gates at exit/entrance lanes as well as at different levels of the garages enable closing portions of garages that are under utilized or are at high risk for potential vandalism. The rolling gates could also be used to close or secure the garage during late night hours.
- **Estimated Cost** – Approximately \$40,000
- **Advantages** – Discourages loitering in the garages.
- **Disadvantages** – High capital cost.

5. Safety Glass in Doors

- **Description** – Adding safety glass in existing doors or replacing them with doors that have safety glass, will help improve visibility in stairwells, lobbies and other areas.
- **Estimated Cost** - Approximately \$700/door
- **Advantages** – Increases visibility in hallways, stairwells and lobbies.
- **Disadvantages** – Cost of modifying or replacing existing doors and susceptible to vandalism.

6. Convex Mirrors

- **Description** – The installation of convex mirrors will help visibility around blind corners in stairwells and hallways.
- **Estimated Cost** – Approximately \$100/mirror
- **Advantages** – Low cost. Improves feeling of safety by eliminating blind spots in enclosed areas.
- **Disadvantages** – Susceptible to frequent vandalism.

C. Policy Revisions

Over the past year, the City and the Redevelopment Agency have been working extensively with the Downtown Parking Board and the community on the Downtown Parking Management Plan (PMP) Update. The discussions with various stakeholders, downtown businesses, parking operators and the benchmarking results have provided staff with useful information on potential policy changes as described below:

1. Charging a Flat Fee after certain hour

- **Advantages** – A reasonable flat fee after a specific hour discourages those patrons who have little interest in downtown restaurants and entertainment venues, and come to downtown to loiter and engage in inappropriate activities. Additional revenues could provide necessary funds for enhanced enforcement and cleaning of parking facilities.
- **Disadvantages** – A higher fee may discourage some legitimate patrons to other venues where parking is provided at no charge.

2. Late Night Closure of Facilities

- **Advantages** – A partial closure at specific time (e.g. no entry after 12midnight or 1:00am) and a full closure by certain time (e.g. all vehicles must exit by 3:00am) prevents entry into the garage by those who are too late to enter a club and allows security to clear facilities of those patrons who loiter and engage in illegal activities after the bars and restaurants have already closed. It also allows several hours for effective cleaning before garage is opened the next day.
- **Disadvantages** – Requires capital investment for roll-up gates and other security measures.

III. ANALYSIS OF SPECIFIC GARAGES

Through many observations at garages during different times and days of the week, and after analyzing incident reports, the staff concluded that Market/San Pedro and 3rd Street garages experienced the highest number of incidents and inappropriate activity. These garages are more accessible and harder to control access and monitor activity, with numerous pedestrian entry points, stairwells, multiple vehicle entry/exits and other access options. An analysis of the security environment for each garage is provided here, in the descending order of magnitude of safety related concerns.

Market/San Pedro Garage

Facility Description and Characteristics: 6 levels, 1393 spaces, 4 stairwells, 2 elevators, Spiral up and down vehicle ramps, open 24/7 for public parking.

Surrounding Environment and Garage Security Assessment: The garage is in the heart of entertainment district, and caters to event attendees at the Arena. Its unique design with the helix spiral ramp to the upper levels creates circulation and security challenges uncommon to other garages. At the request of SJPD, the sixth level is generally closed to prevent vehicle “sideshows”. The multiple vehicular and pedestrian access points and large exposed frontages to streets poses extra security and control issues. This garage experiences the most significant amount of illegal activity such as theft, drinking, urinating, vandalism, etc.

Third Street Garage

Facility Description and Characteristics: 6 levels, 856 spaces, 3 stairwells, 3 elevators, basement with separate entrance and exit, open 24/7 for public parking.

Surrounding Environment and Garage Security Assessment: Close to bars, night clubs and St. James Park. On-going problem with loitering and homeless activities. On weekends and during certain special events, there are increased illegal activities such as public drunkenness, urinating and vandalism. The multiple vehicular and pedestrian access points and large exposed frontages to streets poses extra security and control issues.

Second/San Carlos Street Garage

Facility Description and Characteristics: 5 levels, 544 spaces, 2 stairwells, 1 elevator, open 24/7 for public parking.

Surrounding Environment and Garage Security Assessment: Near Camera 3, Camera 12 Theaters and SOFA night clubs and entertainment district. Close proximity to San Jose State University and high density residential housing. Primary concerns are vandalism to equipment and increased maintenance.

Fourth Street Garage

Facility Description and Characteristics: 7 levels, 750 spaces, 3 stairwells, 6 elevators, open-air stairwells, Banquet Center on roof, retail spaces on ground level, open 24/7 for public parking.

Surrounding Environment and Garage Security Assessment: Near City Hall, King Library, San José State University and nearby residential housing. Ongoing problem with loitering and homeless activity, specifically in winter months. Incidents of vehicle break-ins occur more frequently than at other facilities. Since the security was enhanced in January 2007, the frequency of the incidents has been reduced significantly.

A summary of the security analysis and recommendations for the 4th Street garage submitted by the RDA's consultant, OnLine Consulting Services, is shown in Attachment H on page 41.

Convention Center Garage

Facility Description and Characteristics: 2 levels, 1205 spaces, open 24/7 for public parking.

Surrounding Environment and Garage Security Assessment: The Market Street entrance of the San José Convention Center has existing rollup gates that can be activated to prevent access when necessary. On-going problem with loitering and homeless activity, especially during winter months. On weekends and during certain special events, some increased illegal activities such as public drunkenness, urinating and vandalism.

Fourth/St. John Garage

Facility Description and Characteristics: 7 levels, 1117 spaces, 2 stairwells, 4 elevators, open at 6:00pm 5:00am for public parking.

Surrounding Environment and Garage Security Assessment: North of City Hall between 4th and 5th Streets. Used by city employees. The garage is open to the public from 6:00pm to 10:00pm (exit by 1:00am). No major security issues have been reported.

City Hall Garage

Facility Description and Characteristics: 1 level, 372 spaces, closed for public parking at night.

Surrounding Environment and Garage Security Assessment: Close to San Jose State University and King Library. Rollup gates are used to prevent access when facility closes at 11:00pm daily. This garage is mostly used by general public accessing city services and employees. There have been no security concerns at this facility over the last year.

Attachment I on page 45 provides details of garage layouts and security issues pertaining to specific garages.

IV. FINDINGS

The following is a brief summary of the findings of this report:

- There is a high volume of activity in the City's parking garages, particularly on weekend nights and during special events.
- There is increased illegal and inappropriate behavior occurring in the Downtown and in and around City parking garages on Thursday, Friday and Saturday nights and during some special events.
- Groups gather in the City parking garages on Thursday, Friday and Saturday nights to socialize and drink alcohol. This appears to lead to acts of vandalism and public urination in the parking garages.
- Due to their authority, training and experience, police enforcement is the most effective way to deal with the late night weekend criminal and undesirable behaviors occurring in the Downtown and in and around the City's parking garages.
- Private security patrols are effective at deterring and responding to isolated acts of vandalism and petty theft in the parking garages.
- An effective security program requires full time analysis and management to stay abreast of problems and trends, insure effective deployment of staff, and be in a position to respond to issues in a timely manner.
- Increasing security presence can reduce the occurrence of undesirable behavior in parking garages.
- Improving visibility and lighting and the placement of video cameras can both deter undesirable behavior and facilitate a quicker response to incidents occurring in the garages.
- Charging a fee for late night parking has been a successful deterrent to late night undesirable behaviors in parking garages in other cities.
- Closing to entry at a specified hour, followed by full closure of the parking facilities has reduced undesirable behavior in parking garages in other cities and provides opportunity to clean the facilities.

V. RECOMMENDATIONS

To enhance overall security in the City's parking facilities, staff recommends the following security and patrol enhancements, physical improvements and parking policy revisions.

Security and Patrol Enhancements

- 1) Hire a Security Services Supervisor to oversee the overall security program for all city operated parking facilities. The supervisor would work a split shift; a day shift on Tuesday and Wednesday, and a modified swing shift on Thursday, Friday and Saturday (6:30pm to 3:00am) to address the late evening security issues. The supervisor would be responsible for directing deployment of private security patrols, oversight during the most problematic time frames as well as review and analysis of all security incident reports. As a member of DOT's staff and working with the private security vendor and SJPD, the Security Supervisor will be responsible for recommending necessary changes to the security and patrol services to ensure that illegal and inappropriate activities are addressed in the most effective manner.
- 2) Provide increased security patrol on Friday and Saturday nights from 10:00pm to 3:00am, to address unruly groups and other inappropriate behaviors at the Market Street, Third Street and Second/ San Carlos garages. This can be achieved through increased deployment of SJPD officers, or highly skilled private security staff. Park security patrol vehicles at the garage entry areas. Staff will evaluate various options and maintain effective deployment to provide the highest benefit.
- 3) Continue to contract with private security, currently Silicon Valley Security & Patrol, Inc. Add a Monday through Saturday roving patrol from 9:00am to 6:00pm to provide day time security at garages currently not patrolled during this time.
- 4) Provide additional private security patrol during the months of June, July, August and September, and during large Downtown events (when a higher number of incidents are experienced).

Summary of Security and Patrol Enhancements			
No.	Recommendation	Hours	Annual Cost
1	One Security Services Supervisor – manages all security issues, schedules, incidents and coordination with SJPD	2080	\$80,000
2	Increased security patrol, from 10:00 pm to 3:00am, Friday and Saturday nights.	-	\$150,000
3	One roving patrol 9:00am to 6:00pm Monday thorough Saturday	2808	\$50,000
4	Private security patrols (June through Sept. and Special Events)	1260	\$25,000
	Citywide overhead for Personnel		\$40,000
Total	All Recommendations		\$345,000

Physical Improvements

To increase visibility, deter undesirable behavior and facilitate a quick response to incidents occurring in the garages, the following physical improvements are proposed:

- 1) Install roll-up gates at both entries and exits to help facilitate garage closures at certain hours. This will help clear the garages, minimize security issues and allow for efficient cleaning.
- 2) Install video cameras at all entry/exit lanes to monitor the garages.
- 3) Install additional lighting, convex mirrors and doors with see-through windows as necessary for specific garages.

These improvements should be implemented, primarily, in the following three phases:

- Phase I Market/San Pedro Garage
Phase II Third Street Garage
Phase III Second/San Carlos and Fourth Street garages

The following table lists proposed security improvements and estimated cost by garage.

Proposed Physical Improvements	Total
Motorized Rollup Gate	\$40,000
CCTV	\$3,850
Door with Safety Glass	\$700
Additional Light	\$800
Painting (detailed to be finalized)	\$0.70/SF

Market/San Pedro Garage	Quantity	Estimate
Rollup gates at the at exits/entrances	4	\$160,000
Doors with safety glass at the roof level	4	\$2,800
CCTV system at exit	12	\$46,200
Total		\$209,000

Third Street Garage	Quantity	Estimate
Install new and repair existing rollup gates at exits/entrances	3	\$120,000
Additional Lighting	64	\$51,200
CCTV system at exits	8	\$30,800
Total		\$202,000

Second/San Carlos Street Garage	Quantity	Estimate
Rollup gates at the at exits/entrances	2	\$80,000
CCTV system at exit	6	\$23,100
Additional Lighting	24	\$19,200
Total		\$122,300

Convention Center Garage	Quantity	Estimate
Doors with Safety Glass	20	\$14,000
Total		\$14,000

Fourth Street Garage	Quantity	Estimate
Rollup Gate at the roof level	1	\$40,000
Doors with Safety Glass	17	\$11,900
CCTV system at exit	4	\$15,400
Additional Lighting	1	\$800
Painting (area to be painted TBD)	\$0.25/SF	\$0.45/SF
Total (does not include painting)		\$68,100

Grand Total (painting is not included)	\$615,400
---	------------------

Policy Revisions

The following policy recommendations are designed to reduce the occurrence of undesirable behavior in the garages by reducing the number of individuals whose destination is solely the garage, as opposed to the clubs, and to clear out the garages after the clubs have closed.

- 1) *Close the entry to the garages at 1:00am on Fridays and Saturdays. Close the garages fully at 3:30am on Fridays and Saturdays.* In addition to reducing security issues, this change will allow for improved cleaning of facilities, before the customers arrive the next morning.
- 2) *Charge a \$5 flat fee after 10:00pm on Thursday, Friday, and Saturday effective 07/01/2007 (Market Street, 3rd Street, 2nd/San Carlos, and Fourth Street garages only)*
The purpose behind this recommendation is to reduce the amount of loitering and illegal activity in city garages. Staff recognizes that this recommendation will not fully eliminate all the undesirable activity, but even a 10% to 20% reduction would add to the feeling of safety by other customers, and reduce the amount of cleaning and maintenance related to the inappropriate activity.

Staff also recognizes that the Downtown Parking Board previously took action on this item and did not support its approval. Staff has since responded to questions from the City Council Public Safety, Finance, and Strategic Support Committee related to the problems being experienced late night in parking garages. The Committee focused on what actions and alternatives existed to deal with the problem, and asked staff to relay their concerns back to the Downtown Parking Board. Staff's perspective is that the \$5 flat rate after 10pm would be the most effective alternative to both deter inappropriate activity, and provide the necessary resources to enhance security and maintenance. If approved, this change would generate \$550,000 in additional revenue annually.

An alternative for the Downtown Parking Board to consider would be to utilize the projected revenue associated with the \$2 maximum rate planned for implementation January 1, 2008. The concern with this recommendation is that no rate would be charged during the busy summer months of 2007 allowing unimpeded access to the garages and would leave reduced amount of revenue for future capital development. A second alternative would be to begin charging the \$2 rate after 6pm effective July 1, 2007, or charge a \$2 rate after 10pm effective July 1, 2007. Each of these alternatives would place at least deterrent on loitering, while generating revenues to fund enhanced security and maintenance.

VI. CONCLUSION

Over the last six months, the staff from DOT, SJPD and RDA have worked together to identify security related issues at parking facilities and explored various alternatives to address them successfully. The staff has extensively worked with the contracted security vendor and city's parking facility operators to inspect the garages, identify issues and develop recommendations. The staff has also joined SJPD's downtown Entertainment Zone Team experience "first hand" the various challenges with late night activities that has helped them understand the issues and assess them accordingly.

Recent changes in security deployment and increased DOT oversight at the 4th Street Garage have significantly reduced vandalism, theft and other illegal activities. Staff expects that implementing the security patrol, equipment upgrades and policy recommendations identified in this report will result in similar positive change at other facilities as well. The current level of oversight from DOT staff, although very effective, can not be sustained due to many other high priority projects. It is critical that the Security Services Supervisor position be approved and filled in a timely manner to ensure effective management and oversight of continued security patrol and implementation of the improvements discussed here.

The staff recommends that the security patrol enhancement estimated at \$342,500 per year be implemented effective July 1, 2007. Staff also recommends investing approximately \$600,000 in physical improvements over the next three fiscal years. These recommendations will result in a fiscal impact of \$542,500 annually for the next three years.

ATTACHMENT A

CURRENT SECURITY PATROLS

Market/San Pedro Garage

SVSP: One roving guard who patrols 4 other garages.
Sunday through Thursday - 6:00pm to 2:00am and
Monday through Friday - 5:00am to 9:00am
Friday and Saturday – 9:00pm to 3:00am - 2 guards.

PTCO: 8:00am to 5:00pm - 1 FTE, 2 passes all levels
6:00pm to 11:00pm - 1 FTE, 2 passes all levels
11:00pm to 8:00am - 1 FTE, passes every two hours all levels.

SJPD: Patrolled as requested. Foot patrols facilitate emptying of the garage between 2am and 3am.

Third Street Garage

SVSP: One roving guard who patrols 4 other garages.
Sunday through Thursday - 6:00pm to 2:00am and
Monday through Friday - 5:00am to 9:00am
Friday and Saturday – 9:00pm to 3:00am - 1 guard.

PTCO: 8:00am to 5:00pm - 1 FTE, 2 passes all levels
6:00pm to 11:00pm - 1 FTE, 2 passes all levels
11:00pm to 8:00am - 1 FTE, passes every two hours all levels.

SJPD: Patrolled as requested. Foot patrols facilitate emptying of the garage between 2am and 3am.

Second/San Carlos Garage

SVSP: One roving guard who patrols 4 other garages.
Sunday through Thursday - 6:00pm to 2:00am and
Monday through Friday - 5:00am to 9:00am
Friday and Saturday – 9:00pm to 3:00am - 2 guards.

PTCO: 8:00am to 5:00pm - 1 FTE, 2 passes all levels
6:00pm to 11:00pm - 1 FTE, 2 passes all levels
11:00pm to 8:00am - 1 FTE, passes every two hours all levels.

SJPD: Patrolled as requested.

ATTACHMENT A

CURRENT SECURITY PATROLS

Fourth Street Garage

- SVSP: All seven days:
6:00am to 11:30am - 1 guard
11:30am to 5:30pm - 2 guards
5:30pm to 12:00am - 1 guard
- PTCO: 8:00am to 5:00pm - 1 FTE, 2 passes all levels
6:00pm to 11:00pm - 1 FTE, 2 passes all levels
11:00pm to 8:00am - 1 FTE, passes every two hours all levels.
- SJPD: Patrolled as requested. Additional daily patrol checks by beat officers and sergeants.

Convention Center Garage

- SVSP: Patrols two areas in the garage – breeze way into the Arcade and the stairwell area leading into the garage off Viola Street. Sunday through Saturday between 1:00am to 2:00am and 5:00am and 6:00am 1 roving guard who patrols 4 other garages. Remainder of garage the patrolled Team San Jose Convention Center Security Officers.
- PTCO: Patrolled by Team San Jose Convention Center Security Officers.
- SJPD: Patrol as requested.

Fourth/St. John Garage

- SVSP: One roving guard who patrols 4 other garages.
Sunday through Thursday - 6:00pm to 2:00am and
Monday through Friday - 5:00am to 9:00am
- PTCO: Patrol is limited to enforcement of Disabled Spaces only. Patrol activities will increase when signage for parking rules and regulations is posted.
- SJPD: Beat patrol checks periodically and additional patrol is provided as necessary.

ATTACHMENT A

CURRENT SECURITY PATROLS

City Hall Garage

City Hall Security Officers provide security.

PTCO/SJPD: Patrol as requested - to supplement the coverage primarily provided by City Hall Security Officers.

Downtown Entertainment Zone

During the late night hours on weekends, the SJPD staffs the Downtown Entertainment Zone with often more than 50 officers. The officers patrol major thoroughfares, walkways, parking lots, and area around the night clubs.

During the late summer months of 2006, six officers were employed on an overtime basis to patrol the parking garages. SJPD recommends a minimum of six officers and a supervisor to provide reasonable effectiveness as well as safety.

ATTACHMENT B

STANDARD OPERATING PROCEDURES

Purpose

To provide guidance and direction for a team approach (Silicon Valley Security Patrol (SVSP), Central Parking System and DOT staff) to enhance the overall security and patron comfort levels for the 4th Street parking facility.

Results to Be Achieved

- Increase visibility of security and parking operator staff throughout the parking facility.
- Reduce and/or eliminate frequency of vehicle break-ins and other incidents.
- Keep possible perpetrators off-balance by minimizing predictability of patrolling patterns.
- Effectively address the perception of facility safety.
- Establish security standards for all parking facilities.

Reporting Protocol

- Observed PERSONAL ASSAULT activity:
 - SVSP → SJPD 911 and Case # → CENTRAL PARKING SYSTEM → DOT
 - CENTRAL PARKING SYSTEM → SJPD 911 and Case # → DOT
 - PTCO → SJPD 911 and Case # → DOT
- Observed PROPERTY-RELATED suspicious activity:
 - SVSP → SJPD 0N-LINE for CASE # → CENTRAL PARKING SYSTEM → DOT
 - CENTRAL PARKING SYSTEM → SJPD 0N-LINE for CASE # → DOT
 - PTCO → SJPD 0N-LINE for CASE # → DOT

Observation Directions

Look between vehicles, in corners and along overhead pipes. Look for items such as:

- Open car doors/windows
- Broken glass/head and tail light debris
- Packages, bundles or other unusual items between cars and in the stairwells
- Individuals wandering about the facility or looking into vehicles
- Groups of individuals malingering or horse playing
- Damage/graffiti to the facility

Watch what individuals are carrying. The obvious clues would be tools, pipes, rocks, etc. Less obvious would be gym bags, shopping bags or tote bags. Note items that are out of the ordinary or suspicious, they should be written in your patrol logs/DARs. The Incident Report form is used to provide details regarding activity to be passed on to the City, Parking Manager and Security Team members.

ATTACHMENT B

STANDARD OPERATING PROCEDURES

Joint Patrolling Patterns/Coverage

- **SVSP Security Officer (SO)**
 - Prior to each patrolling cycle, SO will contact CENTRAL PARKING SYSTEM staff to coordinate patrolling responsibilities and to exchange pertinent information.
 - 6:00am - 11:30pm: 1 SO Foot patrol on the ½ hour as follows:
 - @ top of ramp visible from both entry lanes
 - Elevator lobby areas and interior stairwells, Levels 1 & 2, continuing to where vehicles are parked.
 - 11:30am – 5:30pm: 2 SOs
 - SO 1: Foot patrol on Level 1-3 on the ½ hour, including interior stairwells and elevator lobby areas
 - SO 2: Foot patrol on Level 4, continuing to where vehicles are parked on the ½ hour, including interior stairwells and elevator lobby areas
 - 5:30pm-12:00am (Midnight): 1 SO
 - Foot patrol on all levels where vehicles are parked on the ½ hour, including interior stairwells and elevator lobby areas
 - 1:00am – 6:00am: 1 Roving SO
 - Vehicle patrol, all levels
 - Foot patrol on the ½ hour of interior stairwells, especially Level 7
 - Document all suspicious or illegal activity on the city's Incident Report form
 - Record damaged property, potential safety hazards and maintenance issues on Tour of Duty form.

- **CENTRAL PARKING SYSTEM Attendant/Maintenance/Facility Manager**
 - Prior to each patrolling cycle, CENTRAL PARKING SYSTEM staff will contact SVSP officer to coordinate patrolling responsibilities and to exchange pertinent information.
 - Facility Manager will randomly walk through all levels where vehicles parked after 10:00am on the hour
 - Attendant will forward incoming calls to cell phone, walk through the facility and assist patrons at POF stations.
 - Maintenance staff will keep an eye on unusual activity while on duty between 6:00am to 2:00pms.
 - Document all suspicious or illegal activity on the city's Incident Report form
 - Record damaged property, potential safety hazards and maintenance issues on daily event journal.

- **DOT Parking Compliance Unit**
 - Prior to each patrolling cycle, contact SVSP officer to coordinate patrolling responsibilities and to exchange pertinent information.
 - Patrol facility with light bars flashing on all levels once every hour during defined prime time activity hours, i.e., 7:00am-9:00am, 11:30am-1:30pm and 4:30pm-6:30pm.
 - Patrol facility with light bars flashing on all levels once every two hours during non-prime time activity hours.
 - Document all suspicious or illegal activity on the city's Incident Report form.

ATTACHMENT B

STANDARD OPERATING PROCEDURES

- Record damaged property, potential safety hazards and maintenance issues on Daily Activity Record (DAR).

Documentation

Goal: To standardize data collection, identify trends, provide relevant and comprehensive details.

- **Standards**
 - Time based on 24-hour or military time
 - Print vs. cursive writing
 - All fields on form to be filled in, e.g., N/A if nothing to report
- **Report Forms**
 - SVSP Tour of Duty Log (currently in use)
 - Vandalism Matrix (new format that is a summary of vehicle break ins, suspicious activity, etc. to determine patterns/trends, e.g., Hondas main target of stolen stereo equipment)
 - DOT Parking Compliance Unit Daily Activity Record (currently in use)
 - Incident Report Form (new format to standardize reporting of “unusual activity” in detail)
 - Used by SVSP, CENTRAL PARKING SYSTEM and city staff to consistently document unusual activity in detail in a timely and comprehensive manner
 - Documentation will complement SJPD reports

Written Reporting Requirements

- **SVSP forward to CENTRAL PARKING SYSTEM Daily within 24 hours of end of shift**
 - Completed Incident Reports, including relevant SJPD Case #
 - Relevant Tour of Duty Logs and DARs
 - CENTRAL PARKING SYSTEM forward to SVSP, Parking Compliance and DOT Daily within 24 hours of end of shift
 - Summarize data from SVSP on Vandalism Matrix, including SJPD Case #
 - Scan and send via email all relevant SVSP Tour of Duty Logs
- **Parking Compliance Unit forward to SVSP, CENTRAL PARKING SYSTEM and DOT Daily within 24 hours of end of shift**
 - Summarize data from PTCO patrol on Vandalism Matrix, including SJPD Case #
 - Scan and send via email all relevant DARs and city’s incident reports

ATTACHMENT C

PARKING FACILITY INCIDENT REPORT

TYPE OF INCIDENT _____ **OFFICER/EMPLOYEE** _____

DATE OF INCIDENT _____ **TIME OF INCIDENT** _____

LOCATION _____

SJPD contacted ___ YES ___ NO If YES, Case # _____

VICTIM: (if known)

Name _____ Phone# _____

Address: _____

VEHICLE: License # _____ State ___ Make _____ Model _____ Color _____

SUBJECT 1:

Gender: Male Female Approximate Age _____ Height _____ Weight _____

Ethnicity: Caucasian Asian Hispanic African-American Unknown

Hair Color _____

Clothing: _____

SUBJECT 2:

Gender: Male Female Approximate: Age _____ Height _____ Weight _____

Ethnicity: Caucasian Asian Hispanic African-American Unknown

Hair Color _____

Clothing: _____

SUBJECT VEHICLE:

License # _____ State ___ Make _____ Model _____ Color _____

Detailed description of the incident:

Signature: _____ Badge/ID #: _____ Date: _____

ATTACHMENT D

9-MONTH GARAGE INCIDENT TREND ANALYSIS (JULY 2006 THROUGH MARCH 2007)

	Fourth St				Third St.				Market/San Pedro				Second/San Carlos				Monthly Totals			
	Equipment		Vehicle		Equipment		Vehicle		Equipment		Vehicle		Equipment		Vehicle		Equipment		Vehicle	
	D	E	D	E	D	E	D	E	D	E	D	E	D	E	D	E	D	E	D	E
3rd Quarter 2006																				
July	3	5	0	1	10	5	0	2	15	16	0	3	5	1	0	0	33	27	0	6
August	3	0	1	2	6	2	0	1	23	11	0	0	8	1	0	0	40	14	1	3
September	4	5	0	2	3	6	0	0	11	19	0	0	0	3	0	0	18	33	0	2
4th Quarter 2006																				
October	0	2	0	4	0	1	0	0	4	5	0	0	0	2	0	3	4	10	0	7
November	0	1	1	1	3	0	0	0	3	6	0	0	2	0	0	0	8	7	1	1
December	1	0	4	3	1	3	0	0	1	4	0	0	1	0	1	0	4	7	5	3
1st Quarter 2007																				
January	3	2	1	0	0	2	2	0	1	1	0	0	0	1	0	0	4	6	3	0
February	6	0	0	1	2	1	0	0	1	0	0	0	0	0	1	0	9	1	1	1
March	5	0	1	0	2	1	0	0	2	1	0	0	1	0	0	0	10	2	1	0
Total	25	15	8	14	27	21	2	3	61	63	0	3	17	8	2	3	130	107	12	23

Abbreviations: D = Day, E = Evening

Day Hours: 7:00am to 7:00pm

Evening Hours: 7:00pm to 7:00am

Equipment incidents include damage caused to equipment such as gate arms, pay stations, fire hoses and graffiti, etc.

Vehicle incidents include vandalism, break-ins, theft, etc.

ATTACHMENT E

Police Ride-Along – Late Night Activity in Downtown San Jose Parking Garages

As Taken from Our Notes: Janis Gemignani and Elizabeth Monley
(Chair and Vice-Chair of the Downtown Parking Board)

Friday, March 2, 2007

On March 2 at 10:30 p.m. we meet San Jose Police Sergeant Brian Kneis outside the Martin Luther King Library. We have been invited by Chief Rob Davis to view the downtown San Jose nightclub scene as it relates to parking in the core garages and lots.

As we drive around the core area, Sergeant Kneis describes the scene as the police observe it: The club-goers start arriving about 10:30 in the winter months. Many of them come from areas other than San Jose, and he says a good number of them are under age 21. Sergeant Kneis explains that he is the Supervising Sergeant for downtown late night operations, and he has a small unit of about 7 men who are plain-clothes police officers. He points a couple of them out as we drive. We agree – they look like regular guys in street clothes. These officers arrive about the time the late night activity starts: 10:30 in the winter and about 9:00 in the warmer months. They patrol garages, club interiors, club exteriors; in fact, they go wherever they think they might be needed and more or less at their discretion. All of these officers appear to be in their 30's. Sergeant Kneis tells us the number of officers will increase to about 50 uniformed officers around 12:30 a.m. On this night, these 7 officers are on foot, and the current strategy is to have most of the late night officers on foot as well, which is quite different than the previous tactic of lining up police cars in the street. According to Sergeant Kneis, there are 33 clubs within a ½ mile area, and the parking demand can create some serious issues for the huge number of patrons.

As we drive along, Sergeant Kneis points to a club in the SoFA District, Club Raw, that caters to patrons 18 and under. There are no alcoholic beverages served at this club. We observe the security personnel at this club seriously checking IDs and patrons' hand bags and pockets for alcoholic beverages.

Sergeant Kneis explains to us that there are a large number of minors who want to affect the behavior of older club-goers. They cannot get into clubs, however, so they tend to hang out in the garages and drink. Club Raw is only one club where minors can go and dance, and it seems to be working out well. There is not a lot of violence, and undercover cops go inside to make sure no over-age patrons are allowed to mess with the minors.

Violent crime seems to be diminishing, says Sergeant Kneis, especially in the Third Street Garage. Over the last six months, with input from the police, the City has made the following changes:

1. Lighting has been added and kept on in the Market Street Garage and the Third Street Garage. When the garages were allowed to remain dark there was a significant amount of bad behavior involving drinking (some under-age) and violence including assault.
2. The sixth floor of the Market Street Garage is closed at night now because it became popular to drive to the top and engage in "side-shows" and "drifting." Sergeant Kneis is convinced it was only a matter of time before a car would have gone over the edge.

ATTACHMENT E

Police Ride-Along – Late Night Activity in Downtown San Jose Parking Garages

3. The police are becoming serious about making arrests. Minors are taken to the Police Department, and their parents are called to drive in to pick them up – a long drive for some of them as many come from the East Bay. Assaults and illegal behaviors are not tolerated, and the perpetrators are arrested. Sergeant Kneis says the word seems to be getting around.

The Market Street Garage

Our first stop of the evening is the Market Street Garage. Sergeant Kneis pulls into the garage off San Pedro Street at 10:40 and patrols the first floor. The garage is well-lit and clean. The following is a chronology of our visit:

At 10:45, on the first floor, we come across a group of four men who have been stopped by several plain-clothes male officers. They have been drinking Hennessy Cognac from several bottles and are being cited \$150 each for drinking in public.

At 11:05, on the third floor of the garage, we see some of the same plain-clothes officers detaining 11 young men who have been sharing bottles of Hennessy. We are told that half of the men are under 21, and most of the group is from the East Bay.

At 11:15 we drive up to the fifth floor – it is almost empty. The ramp to the sixth floor has been chained closed. The lighting has been consistently good across all floors. Sergeant Kneis says the night is still young, and this floor, like the others, will likely fill by 12:30 or 1:00 a.m.

At 11:20 we come across four plain clothes officers who are detaining a hand-cuffed young man. He is with a friend who is allowed to remain in his car. We are told the hand-cuffed young man has an outstanding warrant for his arrest. Whatever his alleged crime was, it is a no-bail situation, and he tells his friend he will be “in” all weekend. The officers take a small bottle of Hennessy from him. They are also searching his trunk.

Two security guards drive by in a pick-up truck at this point. Sergeant Kneis says their presence is helpful. We ask if they are allowed to carry weapons, and we are told they are not. Based on our short observation, garage security guards appear to have a potentially dangerous position.

Market Street Garage (cont):

At 11:35 we hear a call that there is activity on the third floor. We arrive to find three young men being detained, again by some of the plain-clothes officers. There are A&W Root Beer bottles standing on the roof of the car. Sergeant Kneis says the men have been making mixed drinks.

The complaint that many of these people who drink in the garages have is that they cannot afford to get intoxicated in the clubs where the cover is \$10 and then drinks are \$8 to \$10 apiece.

At 11:45 a call comes in that a woman is urinating on the fourth floor. We ride up but she has apparently already left the scene.

ATTACHMENT E

Police Ride-Along – Late Night Activity in Downtown San Jose Parking Garages

We drive down to the ground floor where we meet Sergeant Kneis's superior, Captain Graham, who tells us that it is typical that 10 people are arrested from both the Market Street Garage and the Third Street Garage around 2:00 a.m. each night of the weekend. Urinating in the garages is a regular event, and to use their phrase, it can "flow like a waterfall" down the stairwells. It can "pool" in the elevators. Both Sergeants Kneis and Captain Graham note this Friday is so far shaping up to be a quiet night.

We ask both officers what they think would reduce the illegal usage of the garage after hours. Both believe that charging something would help reduce the attraction to the garages. They both agree the lighting is helping immensely to cut down the crime and bad behavior.

Taste Night Club

At 12:15 Sergeant Kneis suggests we visit Taste, a nightclub at the corner of Saint John and San Pedro Streets. He changes his clothing from the warm jacket that reads POLICE across the back to a Hawaiian style black shirt with a palm tree print. He and four plain-clothes officers lead us through the large outdoor crowd who are lined up to enter. The patrons appear to be in their 20's for the most part. They seem to be enjoying themselves, both outside and inside the club. There are two dance rooms in the club, each of which is playing a different type of music – both with dance beats. The club feels very crowded but Sergeant Kneis says it is operating at about 2/3 legal capacity. We feel that if there was an emergency, many people would have difficulty getting out. On a busier night, the officers say, we would not be able to move through the crowds as we are now doing.

Deployment of Police Officers

At 12:30 we drive to the Court House Parking Lot where a large number of patrol cars are already parked. We count 18 cars upon our arrival. Each of the officers arrives at the lot at 12:30 to receive their orders for the remainder of the evening. For the next 15 minutes, as cars arrive with typically one officer apiece, they are given their orders to go with another officer, seemingly in two-person teams, to various locations within the downtown core. These officers work the swing shift (3:00pm to 12:00am) with two hours overtime in order to meet the numbers needed to oversee the closing of the 33 clubs and the exodus of the patrons.

For the next hour we ride along Santa Clara Street which seems to be clear of cruisers, something we have not seen in a long time. Sergeant Kneis explains that the police have been allowed to place barricades at key intersections, forcing turns. This simple inconvenience has removed the cruising problem on Santa Clara Street.

As we drive we ask how it came to be that 33 clubs could operate in such a small area. Sergeant Kneis describes the types of licenses that are available for entertainment businesses: A Type 47 license allows liquor but must also serve food. Many of these nightclubs operate under a Type 47 and serve meals at lunch and dinner. It is a much easier type of license to obtain than a Type 48, the bar license, which is more restrictive, and they are more closely monitored. For enforcement of

ATTACHMENT E

Police Ride-Along – Late Night Activity in Downtown San Jose Parking Garages

laws against minors on premises in a Type 47 club, there is very little basis for prosecution. Sergeant Kneis notes that the police are making complaints against clubs to Alcoholic Beverage Control and Code Enforcement, but the complaints seem to fall on deaf ears.

The cars that were deployed from the Court House Parking Lot are now conspicuously parked in the middle and along both sides of the roads. Sergeant Kneis stops to ask one team to move their cars out of the middle of Santa Clara Street. Officers are standing in groups on the sidewalks observing club-goers leave.

Alleged Assault

At 1:30 a call comes over the radio that “inappropriate touching” of a patron by a club security guard has taken place at a club we prefer not to name. We arrive at the scene at about 1:50 as an arrest is underway. The female victim is alleging an attempted rape. Two police cars are parked in the middle of the street in front of the bar and another is parked next to the bar. Sergeant Kneis says the security guard will be taken to the police station for questioning and processing of DNA samples. He will be required to stay in the company of an officer at all times now so that evidence cannot be destroyed.

At 1:50 a call comes in that a wagon is needed outside Tres Gringos because someone is trying to pick a fight.

Fountain Alley Lot

We continue doing rounds of the district and pause at the Fountain Alley Lot to observe the pay method: At most of the flat-rate lots users pay as they enter. At this lot, the operator has chosen to take payment upon exit. Sergeant Kneis says this form of pay has resulted in many problems: Intoxicated patrons discover they have no money left to pay the attendant, intoxicated patrons become belligerent at the slow progress of the line when problems occur in front of them, and the like. There are 8 cars lined up to exit the parking lot as we drive by.

Third Street Garage

We ask to see the Third Street Garage because it is nearly closing time. As we are on our way a call comes in at 2:00 a.m. that a fight has broken out behind The Vault. Within 30 seconds a follow-up call comes in stating the fight has been broken up.

At 2:10 there are a few people under arrest outside the Third Street Garage. We enter the garage and drive through the floors. There is virtually no activity in the garage at all. Sergeant Kneis remarks that this is quite unusual and that perhaps the cold weather has contributed to the reduction in number of visitors.

ATTACHMENT E

Police Ride-Along – Late Night Activity in Downtown San Jose Parking Garages

We drive out of the garage and head back to San Pedro Square. There is a transport vehicle waiting outside the Market Street Garage for a number of people to be brought downstairs by other officers so we continue on.

Sergeant Kneis tells us that a major problem occurs from time to time at the surface lot across from the Market Street Garage: This is a pay upon entry lot, and transients have been posing as parking attendants taking the pay upon entry. The patron is not given a ticket by the “attendant,” and this “attendant” has pocketed the money. A towing company later drives through the lot, finds the cars without tickets, and tows them off. The fee to retrieve the car is quite high.

End of the Ride

By 2:30 a.m. there is almost no one remaining downtown but police. Very few citizens are walking or driving. At 2:40 no one is on First Street in the SoFA District. The Valley Title Lot is empty. It is striking well-lit as compared to the recent past.

We drive by Jack in the Box and La Victoria and observe many club goers eating inside or grabbing food to go.

Sergeant Kneis says again this has been a very quiet night. An estimated 12 people have been arrested for various reasons tonight. On a scale of 1 to 10, this was a 1. We wonder what a 5 looks like.

We both thank Sergeant Kneis for sharing his evening with us.

At 2:55 Sergeant Kneis drives Elizabeth back to her car in the Fourth Street Garage. He says this garage gets very little late night use. As we drive to the second floor we observe an almost empty bottle of Hennessy in the middle of the deserted floor. Elizabeth drives Janis to her home at 3:05. By 3:10 there are no civilians or police in the downtown – they have all disappeared within the last 10 minutes.

Some Thoughts

1. At all times, every police officer we encountered was well-spoken and professional. We did not see any roughing up of detainees or abusive language directed at them. In fact, those who we saw being detained or even arrested behaved quietly and politely and appeared to be patient with the process. This was true in the garages and on the streets.
2. In consideration of Sergeant Kneis’s desire to see a lower patrol car profile on the streets and more officers on foot, we hope he is successful, but to date the cars are still very present as patrons begin to leave the clubs. The perception of force was there, but judging from our experience on Friday night, it may not have been necessary with the large number of officers in groups on foot.

ATTACHMENT E

Police Ride-Along – Late Night Activity in Downtown San Jose Parking Garages

3. The group of plain-clothes officers, when asked their opinion of what would reduce the improper use of the garages during the club hours, said that charging something would help. However (and this is our observation), each car seems to carry at least two and as many as four people. The \$5.00 suggested charge suggested as part of our Parking Management Plan Update divided by 4 is \$1.25 a person – hardly a deterrent (in our opinion) when the club cover charge is \$10 and drinks are \$8 to \$10. We should give this more serious thought – if a deterrent is sought, perhaps an hourly charge of \$5.00 starting at 10:00 p.m. on Friday and Saturday (and accepting validations) is more likely to achieve the desired result.
4. The police officers all stated that the main illegal activity takes place in the Market Street and the Third Street Garages. When asked if targeting these two garages with entrance fees might shift the problem elsewhere, their opinion was that it was unlikely, as the patrons prefer to have parking convenient to the clubs.
5. Considering we saw urine, vomit, discarded bottles and other rubbish, in significant quantities in both garages (particularly the Market Street), the maintenance crews do a remarkable job in cleaning up following the weekend late night use. There is little evidence of this during the week.

ATTACHMENT F

BENCHMARKING SUMMARY BY CITY

Austin

- Parking garages are located in an entertainment zone, and experience illegal activities such as loitering and public drunkenness.
- No free parking program
- Added security guards 10:00pm to 5:00am Thursday, Friday and Saturday
- Notice on tickets “vehicles must exit by 3:00am”
- Full closure of garages at 3:00am, 7 days a week
- Vehicles left in garage are towed starting at 3:15am
- Power sweeping 3 days a week starting at 4:00am
- 50% reduction in incidents in the general area -surrounding neighbors and police are pleased with results.

Ft. Lauderdale

- Parking garages located in an entertainment zone resulting in illegal activities such as loitering and public drunkenness with night club patrons
- Pre-pay operations to avoid conflicts between cashiers and night club patrons
- Maintain a significant uniformed police presence in garages to deter “events”
- Maintenance staff cleans facility in early morning hours to prepare for next day’s business

Mobile

- Parking garages located in an entertainment zone resulting in illegal activities such as loitering and public drunkenness with night club patrons
- No free parking program
- Added 2 off -duty police officers, who walked garage until cleared
- Parked police vehicles in garage where everyone would see them

Nashville

- Parking garages located in an entertainment zone resulting in illegal activities such as loitering and public drunkenness with night club patrons
- No free parking program
- Added off-duty officers hired by parking operator
- Raised parking fees to cover increased security costs

Rochester

- Primary problem centered on keeping homeless vagrants out of the garage
- Parking office in garage used by police department as police sub-station to provide consistent police presence in the garage
- Consistent police presence has helped tremendously

San Antonio

- Parking garages located in an entertainment zone resulting in illegal activities such as loitering and public drunkenness with night club patrons
- Pre-pay operations with raised gates at exit to facility egress
- Added 3 off-duty police officers (two on foot, one in a golf cart)

ATTACHMENT F

BENCHMARKING SUMMARY BY CITY

San Antonio (cont.)

- Continue to use the officers during major Downtown events
- Reduction in number of security incidents after one month

San Francisco

- City-owned/operated garages are not located in an entertainment zone
- No free parking program
- Use security guards and physical improvements, such as rolling gates to secure facilities

Wilmington

- Parking garages located in an entertainment zone resulting in illegal activities such as loitering and public drunkenness with night club patrons
- No free parking program
- To reduce security costs, relied on physical improvements such as CCTV and reduced amount of security patrol, which resulted in increased security incidents. Re-implemented security patrols resulting in a dramatic reduction in security incidents

ATTACHMENT G

COMPARISON OF VARIOUS SECURITY PATROL ALTERNATIVES

1. Privately Contracted Security Guards and Patrols

Description:

Currently, the City contracts with Silicon Valley Security Patrol (SVSP) to provide security services at five parking facilities/garages. The current contract is a not to exceed \$367,000 annually. The hourly rate is \$17.82 for regular time and \$26.71 for holidays and overtime. These rates also include a vehicle for the roving patrols.

Advantages:

- Security staff can be easily hired, trained and deployed by the vendor
- Staffing levels can be adjusted quickly when needed (increase or decrease).
- Vendor is responsible for ensuring that all shifts are covered at no additional expense to the City due to any staff absenteeism (vacation, holidays and sick leave).

Disadvantages:

- Limited control over the hiring and training of security staff.
- Contracted security staff only have the authority to make a “citizens arrest”. Although their presence provides deterrent, the real impact on increased safety is marginal.

2. City of San Jose Security Personnel and Patrols

Description:

The City employs Security Officers at City Hall and the Convention Center to provide security services. The base hourly rate for Security Officers (CSO) is \$24.87 for regular time and \$37.31 for holidays and overtime. The regular time hourly cost of employing Security Officers in the parking garages, including benefits and General Fund overhead would be \$46.26.

Advantages:

- The ability to hire staff consistent with the City’s organizational goals of providing highly professional and courteous services.
- Defined knowledge, skills and abilities and fully accountable to City staff.
- Deployment changes can be made immediately without coordination with outside entities.

Disadvantages:

- The time and cost necessary to recruit and train security guards are significantly more compared to contracted security.
- City staff is covered by a collective bargaining agreement, therefore changes in service delivery, performance standards, work rules may require meet and confer.
- City staff would only have the authority to make a “citizens arrest” and would be limited in their enforcement powers to pursue crimes in progress and/or detain criminals.

ATTACHMENT G

COMPARISON OF VARIOUS SECURITY PATROL ALTERNATIVES

3. City of San Jose Parking & Traffic Control Officers

Description:

DOT employs Parking and Traffic Control Officers (PTCO) for citywide parking compliance services. The base hourly rate for PTCO is \$23.46 for regular time and \$35.19 for holidays and overtime. The regular time hourly cost of employing PTCO in the parking garages, including benefits and General Fund overhead would be \$43.64.

Advantages:

- DOT's Parking Compliance Unit (PCU) currently has nearly 40 officers engaged in patrol and parking compliance services on city streets and in parking facilities. Adding PTCOs and extending the garage patrol will effectively improve security at parking facilities.
- Deployment from a larger pool of PTCO, having received same training, coaching and mentoring, will provide consistent and effective security for the garages.

Disadvantages:

- Non-sworn City staff has the authority to make a "citizens arrest" and are not allowed to engage and to pursue crimes in progress and/or detain criminals.

4. City of San Jose Police Officers (Sworn)

Description:

The hourly rate for SJPD Secondary Employment Unit Officer is \$44.51 for regular time and \$66.77 for holidays and overtime. In order for these rates to apply the officers would have to be employed by a third party such as the parking operator or night clubs. If the City hires the offices overtime rates would apply.

Advantages:

- Uniformed Police Officers by law have the duty and ability to investigate, detain and arrest.
- A Police Officer by their mere presence is a deterrent to crime; perpetrators understand that if observed committing a crime, the Police Officer has the ability and resources to affect an arrest.

Disadvantages:

- Because Secondary Employment Officers work this type of assignment on their non-work days and staffing for garage security is required on a daily basis, maintaining consistency in officer deployment will be challenging.
- Secondary employment Officer will take general direction from the DOT but will report to a SJPD liaison or coordinator. The liaison/coordinator would be an additional expense.
- Any changes in deployment would need to be coordinated with SJPD.

ATTACHMENT G

COMPARISON OF VARIOUS SECURITY PATROL ALTERNATIVES

Summary of Costs for Security Patrol Alternatives						
Service Provider	Base Hourly Rate	Fringe Benefits	General Fund Overhead	Total Hourly Cost	Annual Hours	Annual Cost
SVSP	\$17.82	included	included	\$17.82	18,250	\$325,215
CSO	\$24.87	\$7.46	\$13.93	\$46.26	18,250	\$844,245
PTCO	\$23.46	\$7.04	\$13.14	\$43.64	18,250	\$796,430
SJPD off duty	\$44.51	n/a	n/a	\$44.51	18,250	\$812,306

ATTACHMENT H

SECURITY ANALYSIS/RECOMMENDATIONS BY RDA'S CONSULTANT



security | fire alarm | communications
388 17th Street, Suite 250 Oakland, CA 94612 | 510.266.6376 | Fax 510.850.4701

April 5, 2007, revised

Abi Maghamfar
Director, Administration & Parking
San Jose Redevelopment Agency
200 E. Santa Clara Street, 14th Floor
San Jose, CA 95113
408 795-1891



Re: Security Evaluation & Recommendations
Fourth Street Parking Garage

Dear Abi,

Thank you for the opportunity to provide consulting services for the San Jose Redevelopment Agency. Below is our preliminary report on the findings for the Fourth Street Parking Garage.

Project Overview

The following Security System Evaluation has been prepared to assist the San Jose Redevelopment Agency management in developing an appropriate and cost-effective security plan which will assist in the implementation of new security systems where needed, and any required upgrades to existing outdated security systems.

The purpose of this review was to determine what changes or enhancements are necessary to help secure the parking garage and ensure the safety of its users.

Based on our analysis, we have developed a series of findings and recommendations for the facility which are highlighted below.

The city has created a task force to address downtown night-time activity. This task force has identified the parking garages are part of the problem. The garages invite on the premises underage drinking and "tail-gate parties".

The majority of problems are reported to occur on Thursday, Friday and Saturday nights. The underage drinking and other misbehavior start between 10 – 11pm. Police report 20-30 arrests in the Market Street garage every Thursday – Saturday night. This is obviously an unacceptable situation, posing high liability for the City including potential injuries on-site and the effect of a driving accident following on the premises alcohol consumption. In addition, the parties leave debris that creates a bad impression with the legitimate users of the garage.

Providing Consulting Excellence since 1984

■ ■ ■ Oakland | Seattle | Los Angeles

ATTACHMENT H

SECURITY ANALYSIS/RECOMMENDATIONS BY RDA'S CONSULTANT

Recently the police recommended closing several garages including the Fourth Street garage at 8:30pm during the last Mardi Gras, based on past years mayhem. This practice was implemented and resulted in a reduction in problems. We recommend evaluating closing the garages early during all special functions in the area.

The Downtown Parking Board has recently approved, a \$2 flat fee after 6pm, and consideration for closing garages to entry at 1:00am. The fees would be paid upon exit using the auto-pay system, except on event nights and after 10pm, which would be prepaid. This plan would need to go to the City Council for approval.

Validation for restaurants and retail is in place now and will continue alongside the new program.

Measures are being considered for "Clean and Safe" parking structures.

Summary of Findings

Listed below are key findings that were assessed during the site visit and interview with parking personnel. The findings are listed in this section by topic.

- Site Specifics
This is a seven story parking structure. The facility is open 24 hours with free parking from 6 PM thru 6 AM. The parking office is open from 6 AM until 11 PM. Security is on site during the hours of 7 AM and 10:30 PM, with one roving security overnight.
- Incidents
There have been numerous security incidents. These include vandalism, break-ins, and car theft. The site is also used by drug users and for under-age and after-hours drinking.
- Security Staff
Security patrols have been implemented at this site, the current plan requires one officers per shift, except during the hours of 11:30 AM and 5:30 PM when there are two officers. However, according to the parking manager, often there is only one officer at a time per shift. Currently there is one rover for 6 garages from midnight to 6:00am. Security is tasked to call SJPD if they see suspicious people. PD often does not respond unless "matter of life or death". This is an expensive and ineffective program.
- Stairwells
There are three parking structures stairwells that exit to the sidewalk. The doors for these stairwells do not have exterior hardware (mounted with flush trim). They are only operable to exit from the interior of the stairwell, which is preferred from a security perspective. Currently there are no cameras or monitoring devices for these doors.
- Elevators
There are two banks of elevators on the 4th Street side of the building, a bank of two elevators on the south side, and a bank of three elevators on the north side, which all open onto the sidewalk. Currently there are no cameras or monitoring devices at these locations.
- Vehicle Entrances
There are two vehicle entrances to the garage: one on Fourth Street and one on San Fernando Street. The San Fernando entrance is closed at 11 PM. There is only one exit and that is on

ATTACHMENT H

SECURITY ANALYSIS/RECOMMENDATIONS BY RDA'S CONSULTANT

Fourth Street. The Fourth St. exit has a camera viewing it. The quality of the video image is not adequate to recognize a license plate number.

- CCTV
There are five CCTV cameras on the site: one outside the parking office, one inside the parking office, one at the Fourth Street entrance, one at the San Fernando entrance, and one at the San Fernando street level. The CCTV cameras are connected to and controlled by a First Line DVR. The video picture quality is poor. The cameras were installed when the garage was initially built.

Recommendations

Listed below are recommended device and system highlights. A budget estimate for all security system improvements will be developed following a meeting between On Line Consulting Services and the agency representatives, to determine a final course of action. No program can be 100% effective, but diligent efforts should be attempted to control the current situation.

General Recommendations

- Install three new CCTV cameras, one outside of each of the three stairwells, viewing the stairwell doors.
- Install one new CCTV camera at each of two elevator lobbies on each floor to view and record people entering the elevators on each floor.
- Replace the existing camera at the Fourth Street exit with a higher resolution camera, in order to enable the user to determine the license plate of a car leaving the site.
- Replace the existing FirstLine DVR with a new DVR that will record the additional cameras and allow motion based alarming of the CCTV system. When motion is detected, the video could be routed to a roving officer to view the CCTV system on a PDA.
- Shut down the two south elevators at 6 PM, in order to funnel people to the north elevator bank located near the parking office. The elevator shut down time can be adjusted with the seasonal sunset.
- Station two continuously roving officers on site from 7 AM until midnight for 6 months. This will show an increased security presence. It may be possible to reduce this level of staffing after a trial time, if behavior patterns are successfully altered.
- Provide training for the officers to better enable them to recognize and address someone that should not be in the facility. If the program is successful, this could be a reduction of one officer after a few months. Once the unwanted people learn that they will be seen and forced to leave, they will be discouraged from entering the parking structure, and seek refuge elsewhere.
- Install motion detectors at the top of the stairwells. These alarms can be routed to the PDA.
- The decision to modify the free parking to a paid parking will reduce crimes of opportunity and illegal underage drinking. Options might include:
 - Self-pay.
 - Self-pay with tokens and merchant validation to exit.
 - Attended parking similar to daytime operation.

ATTACHMENT H

SECURITY ANALYSIS/RECOMMENDATIONS BY RDA'S CONSULTANT

- Issue tickets to loiterers. Improved cooperation with the San Jose Police Department is recommended.
- Consider shared cost of live monitoring between multiple garages. Live monitoring would foster immediate response to serious or escalating incidences. The Police Department would be more likely to respond if information is provided by a monitoring private security officer. This strategy of shared monitoring would become more cost effective as additional garages (or other buildings) are added to the monitoring duties.

Implementation

The City of San Jose operates several similar parking facilities. Although the reported incidence of serious (i.e. violent) crimes is low, there is a perception that illegal activity is increasing and that the parking facilities may not be "safe". A pilot project is suggested to test cost, feasibility, and effectiveness of the recommended security measures at this facility, with a goal of developing a model program throughout the system. Specific cost metrics can be provided during the design phase of this project.

Please review this document, and contact me at your earliest convenience to discuss next steps and determine a plan of action on how best to proceed with the implementation of our recommendations. I look forward to hearing from you.

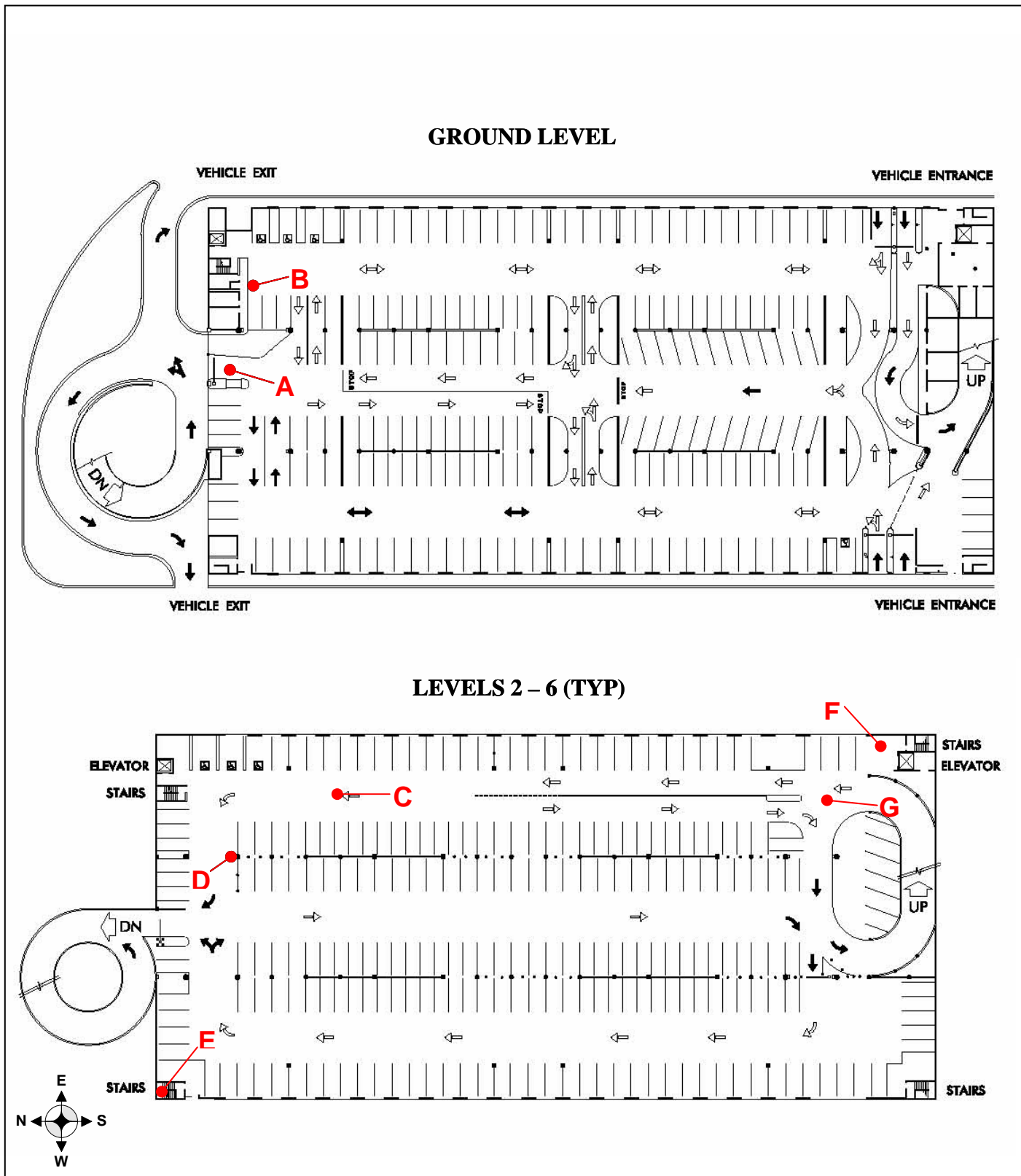
Regards,

Charles Myatt
Project Manager
On Line Consulting Services
Tel. 510-268-8373

ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Market/San Pedro Garage Layout

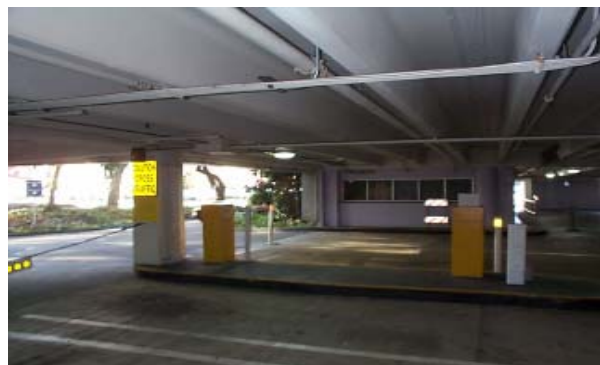


ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Example of Concerns and recommended improvements at Market/San Pedro Garage

A - First Floor North Exit



Issue: There are gate arms on each floor which are damaged on a regular basis.

Recommendation 1: Add pay machines on each floor this will minimize the frustration if an individual who forgets to pay at the first floor pay machine. Additional clear signage on how to use a credit card at the exit lanes

Or

Recommendation 2: Consolidate all the exit gates from all the floors to one gate on the first level. Install camera and monitor at the exit gate.

B - First Floor East Pedestrian Entrance



Issue: The restrooms are not well marked with directional signage and the bathrooms need to be cleaned.

Recommendation: Additional signage directing patrons to the bathroom as well as maintaining the cleanliness of the bathroom and surrounding area.

C - Stained flooring



Issue: The first floor of the garage is very filthy with a strong foul odor.

Recommendation: Once a month power washing of the floor of the first floor and spot cleaning all other areas as needed.

D - Fire Hose Cabinet Vandalism



Issue: Several fire hose boxes have been vandalized.

Recommendation: Replace glass with plastic.

ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Example of Concerns and recommended improvements at Market/San Pedro Garage

E - Mirrors Vandalized



Issue: Convex mirrors have been vandalized.

Recommendation: Replace mirrors.

F - Roof level open to the public



Issue: The roof level is accessible from all stairwells and elevators.

Recommendation: Install doors which can be locked to restrict access to the roof.

G - Skid marks



Issue: Circular skid marks on various levels of the garage.

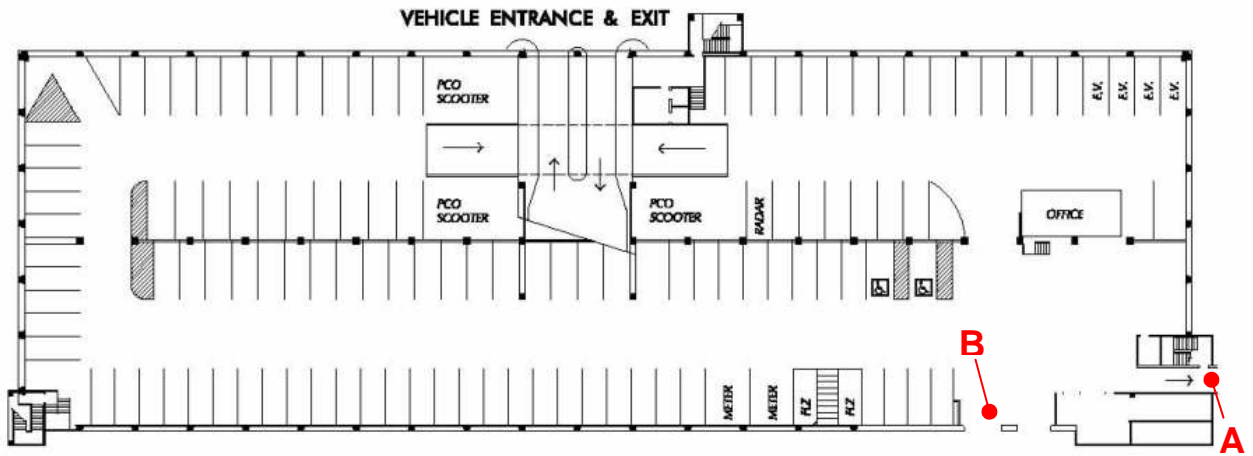
Recommendation: Install roll down gate to block vehicular access.

ATTACHMENT I

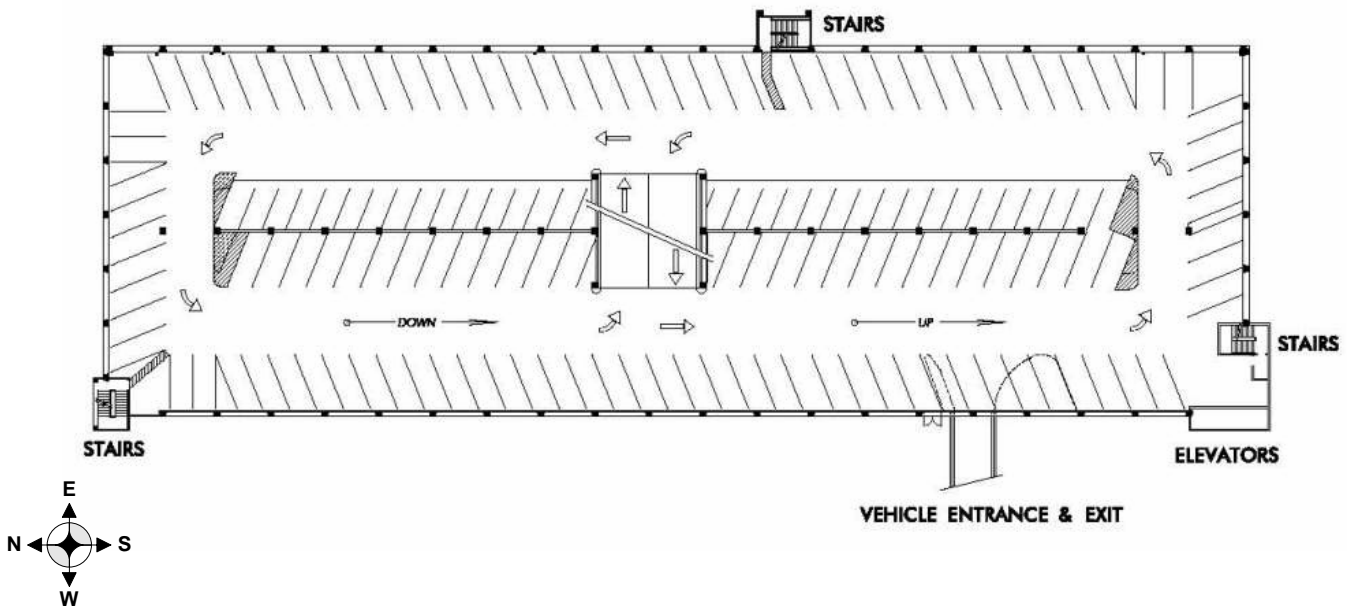
GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Third Street Garage Layout

BASEMENT LEVEL



LEVELS 2 – 6 (TYP)



ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Example of Concerns and recommended improvements at Third Street Garage

A – Convex Mirrors



Issue: No convex mirrors at various locations. Restricted visibility around blind corners in hallways and stairwells.

Recommendation: Install mirrors.

B – Rolling Gate in Basement



Issue: Basement area is not secured at night.

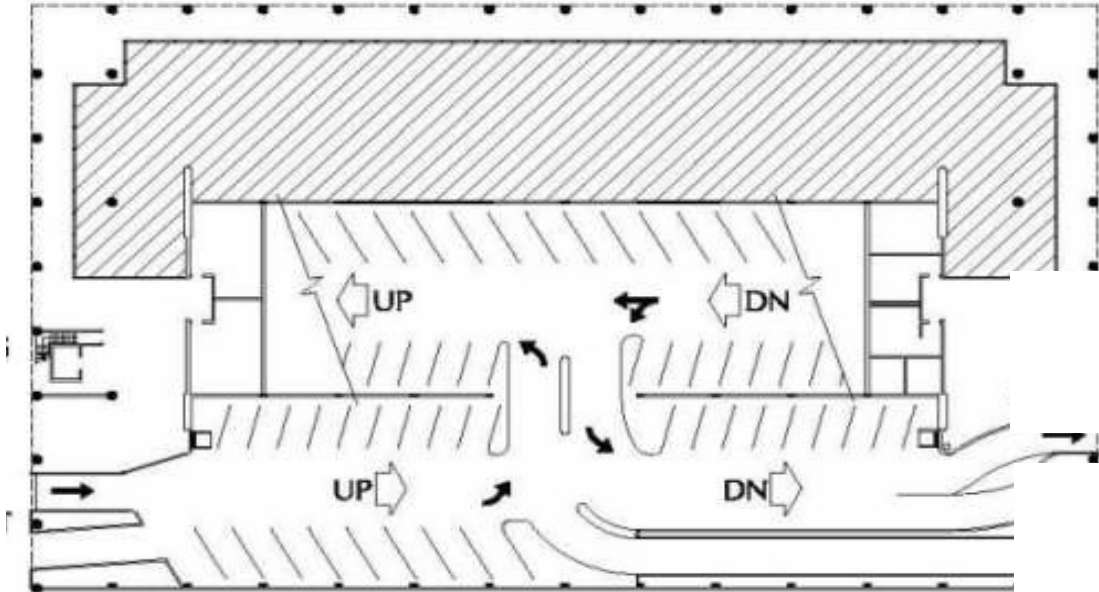
Recommendation: Install access card readers at rolling gates. Lower rolling gates at night and allowing only access card entry/exit.

ATTACHMENT I

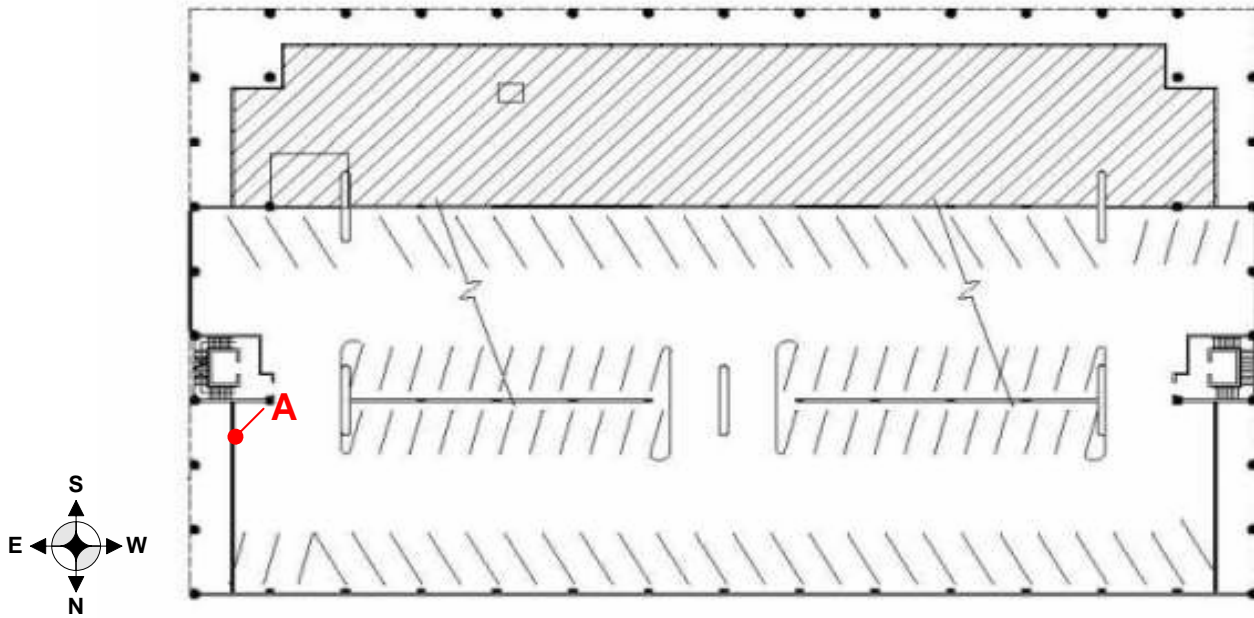
GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Second/San Carlos Garage Layout

LEVEL 1



LEVEL 2

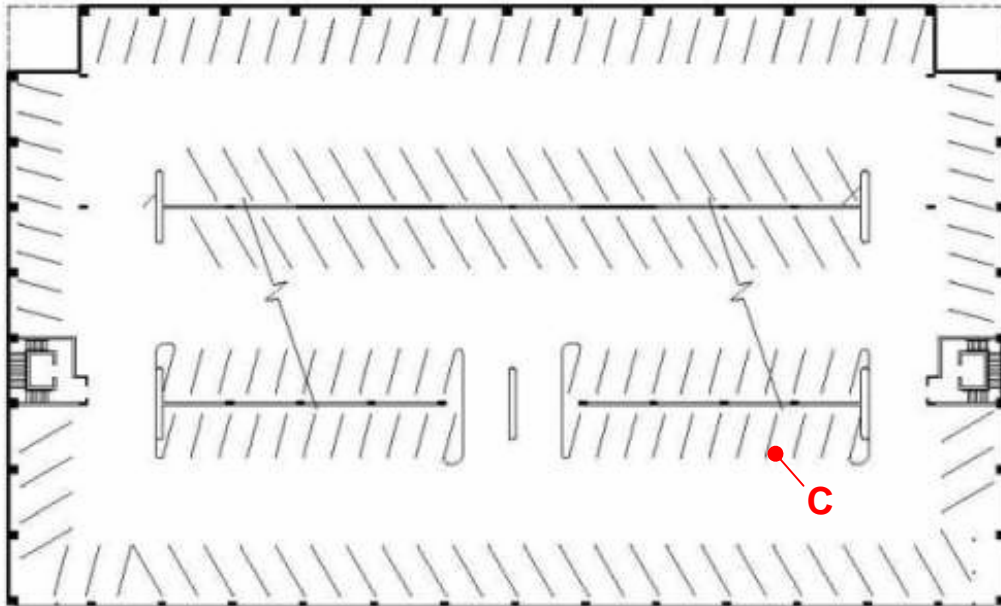


ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Second/San Carlos Garage Layout

LEVELS 3 & 4



LEVEL 5



ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Example of Concerns and recommended improvements at Second/San Carlos Garage

A – Convex Mirrors



Issue: No convex mirrors at various locations. Restricted visibility around blind corners in hallways and stairwells.

Recommendation: Install convex mirrors.

B – Blocked Lighting



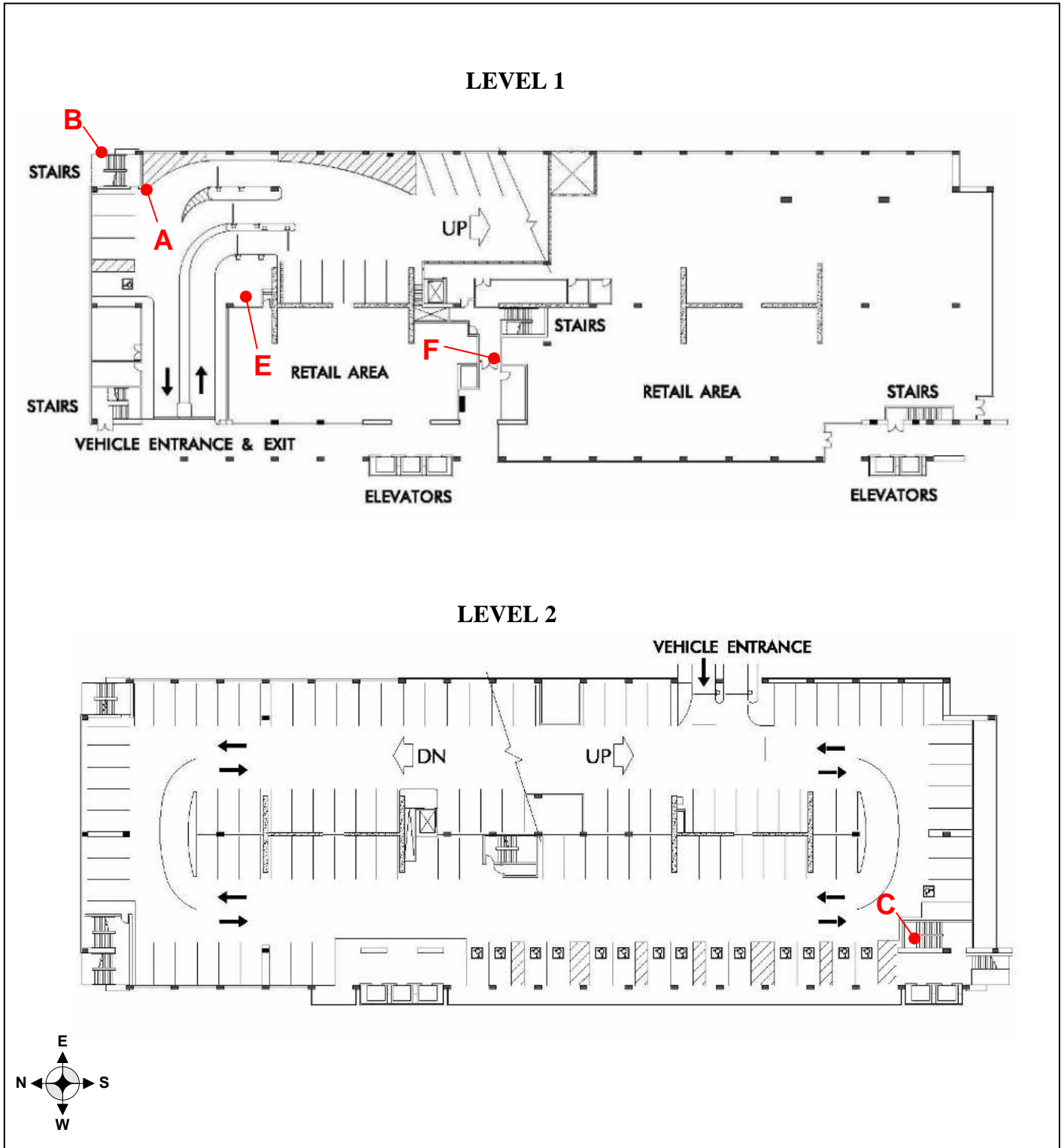
Issue: Air ducts are blocking the lights in some areas.

Recommendation: Install additional lighting and/or relocate air ducts.

ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Fourth Street Garage Layout

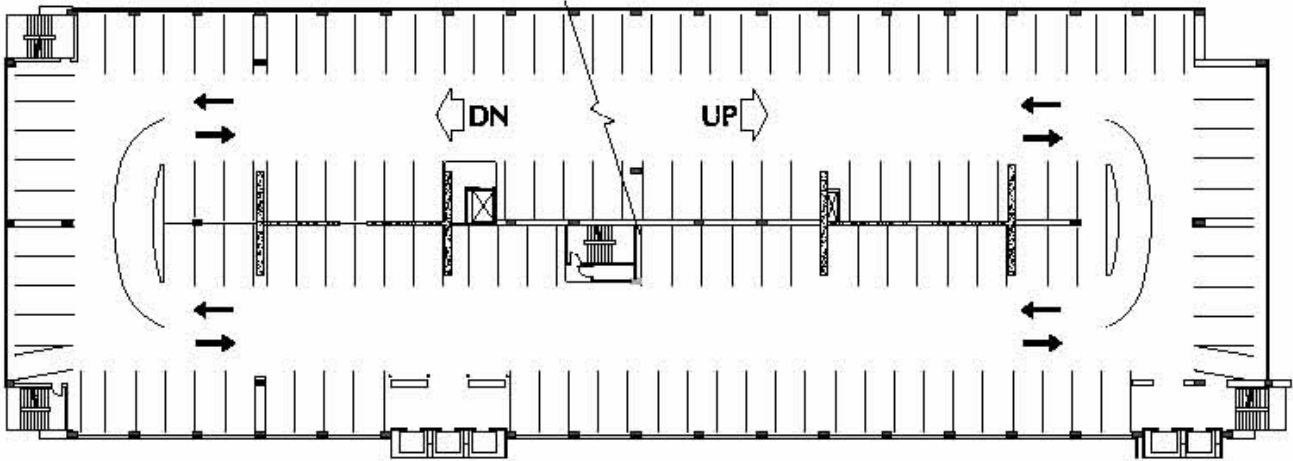


ATTACHMENT I

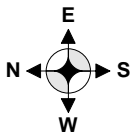
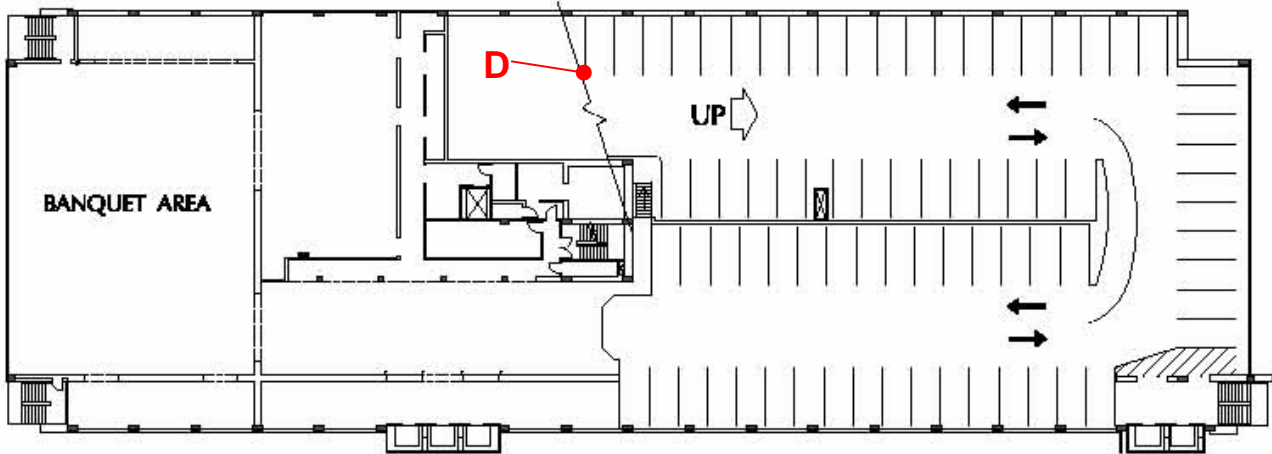
GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Fourth Street Garage Layout

LEVEL 3-6



LEVEL 7



ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Example of Concerns and recommended improvements at Fourth Street Garage

A – Security Camera Improvement



Issue: CCTV System does not allow vehicle license plates to be read.

Recommendation: Recommend the installation of 2 CCTV cameras and a monitor at all exits showing both the license plate as well as the driver.

B – Homeless Underneath Stairwells



Issue: Homeless sleep under the stairwells.

Recommendation: Install fence to close off all areas that are not needed for public access.

C – Mirrors Needed



Issue: There are no convex mirrors in the stairwells to eliminate blind corners.

Recommendation: Install convex mirrors at all locations with similar characteristics.

D – Roof Access



Issue: Vehicles and pedestrians can access the roof level at night.

Recommendation: Install roll down gate to block vehicular access and reprogram elevators to restrict elevator access to the roof.

ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Example of Concerns and recommended improvements at Fourth Street Garage

E – Dark Area



Issue: Dark area near entrance gate arms.

Recommendation: Paint walls and/or install lighting.

F – Safety glass in Doors



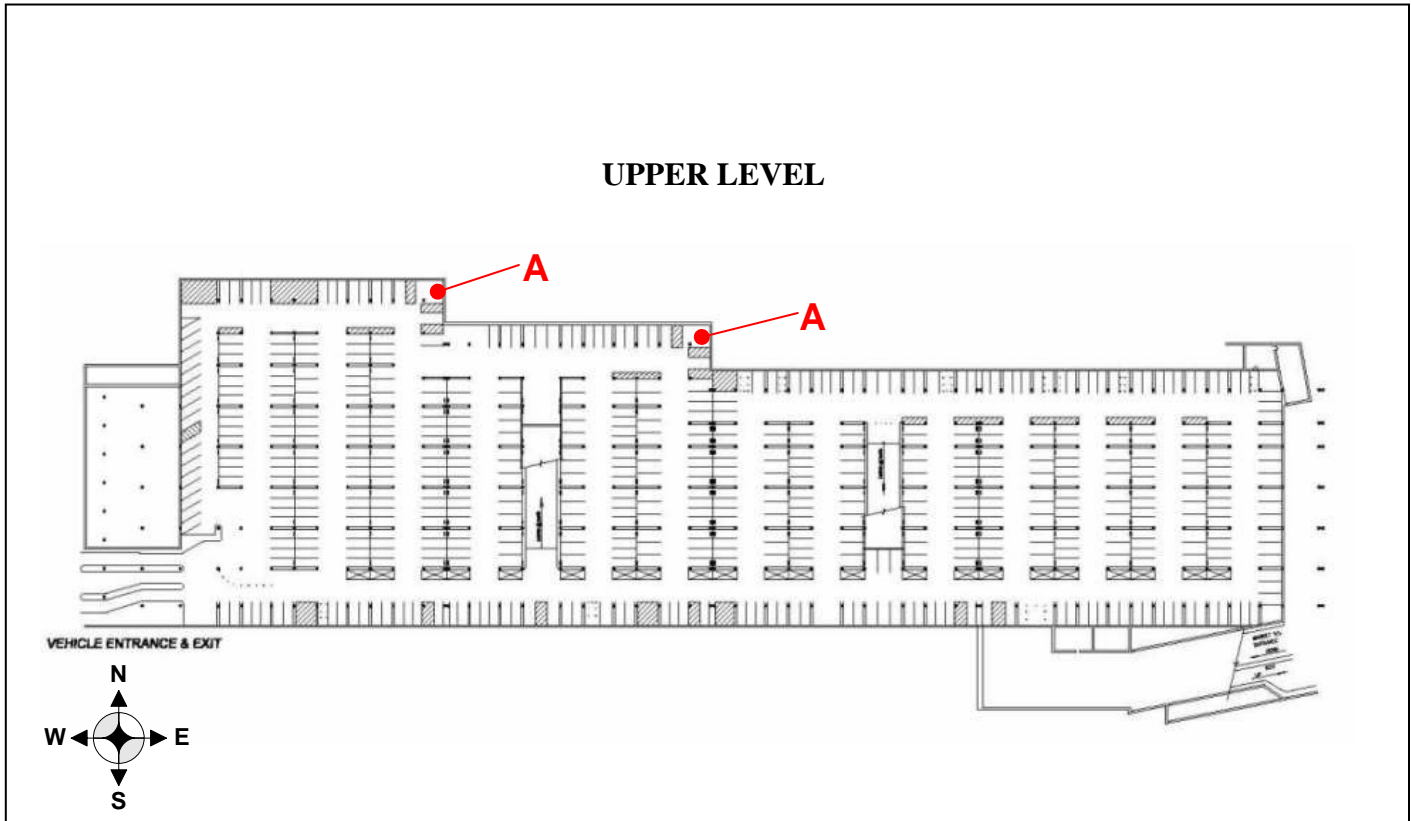
Issue: No safety glass in doors. Restricted visibility in hallways and in stairwells

Recommendation: Install safety glass in doors.

ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Convention Center Garage Layout



Example of Concerns and recommended improvements at Convention Center Garage

A – Safety glass in Doors



Issue: No safety glass in doors.

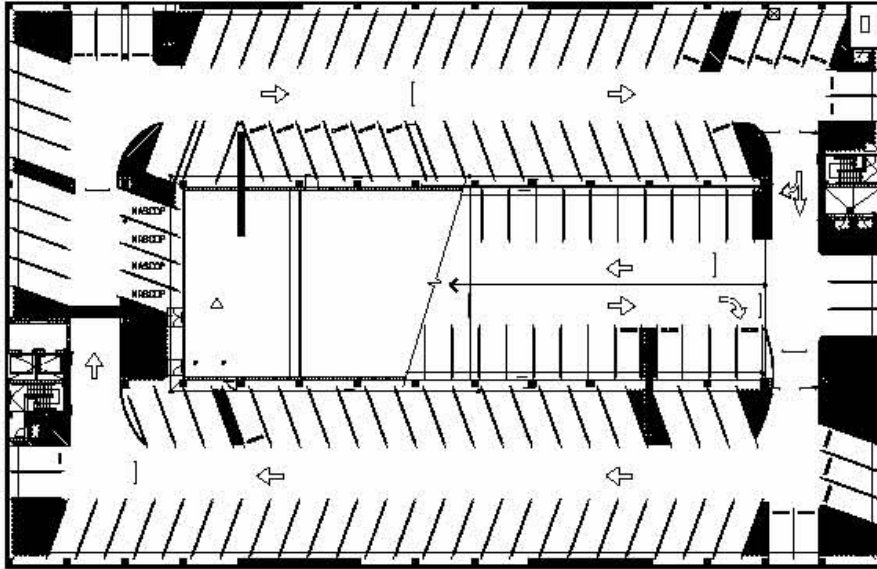
Recommendation: Install safety glass.

ATTACHMENT I

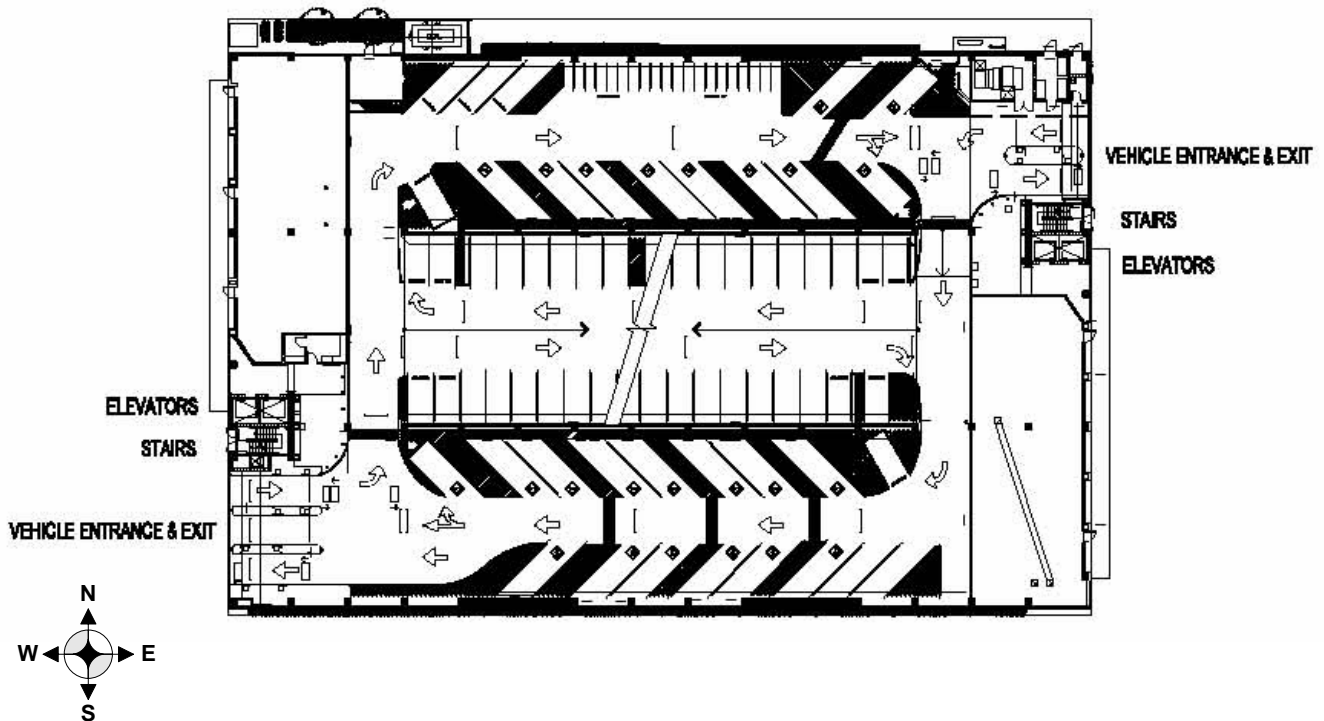
GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Fourth/St. John Garage

BASEMENT LEVEL



LEVEL 1

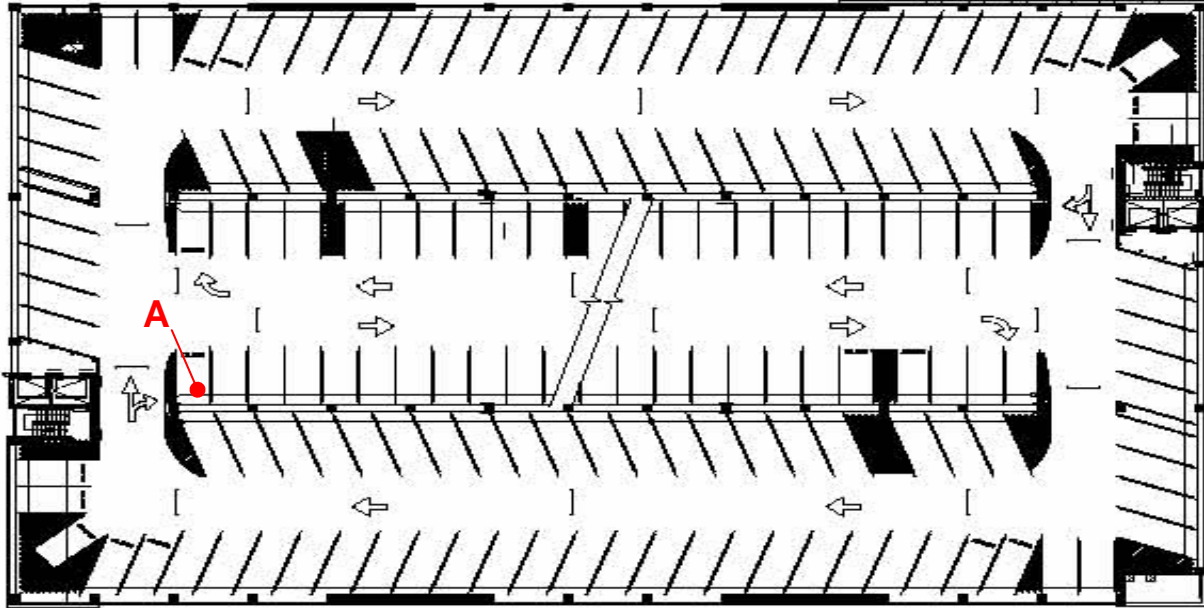


ATTACHMENT I

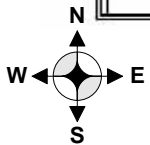
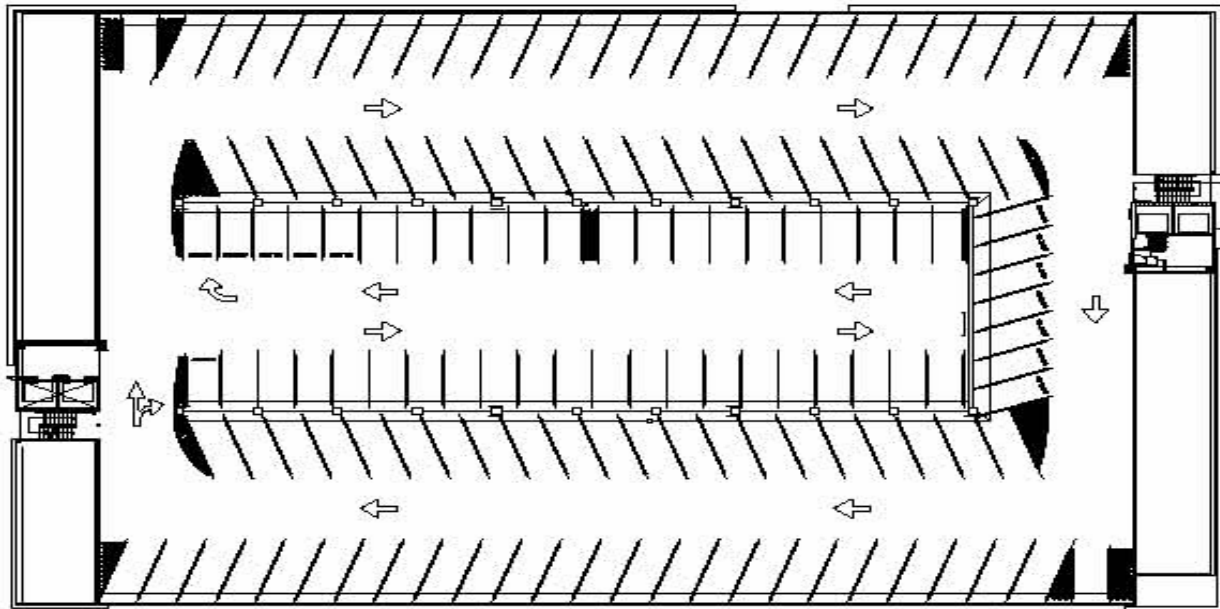
GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

Fourth/St. John Garage

LEVELS 2-6



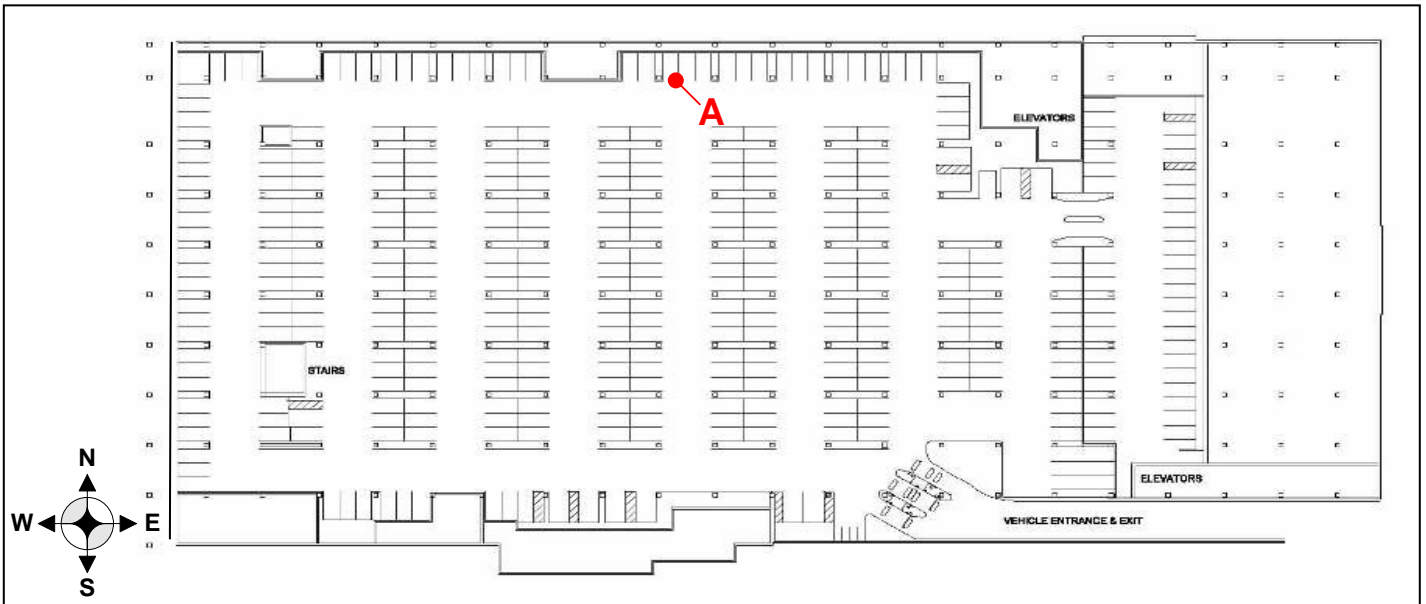
LEVEL 7



ATTACHMENT I

GARAGE LAYOUTS AND PICTURES OF TYPICAL SECURITY ISSUES

City Hall Garage Layout



Example of Concerns and recommended improvements at City Hall Garage

A – Dark Areas



Issue: Unlit areas exist in some parts of the garage.

Recommendation: Add lighting in these locations.