

SAFE HAVENS

Reinventing Park Safety, Security and Risk Management

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Thank you, WCIA !



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Introducing:

Parks and Recreation Risk Management Leadership Academy

About PRMLA

- Creation, Vision & Goals

Why PRMLA

- Benefits & Value to Participant

Program Outline

- Anticipated Class & Field Curriculum



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TODAY'S SESSION- SAFE HAVENS

- Welcome / Introductions
- Session Objectives
- Crime Prevention Through Environmental Design (CPTED)- pursuing “natural strategies”
- Where to Start: Audits and Assessments
- Examples, Promises and Pitfalls of “mechanical strategies”
 - Video Surveillance
 - Park Rangers/Ambassadors/Security
 - Case Study & Lessons Learned: Point Defiance Zoo & Aquarium
 - Visitor Compliance and Safety Considerations



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OBJECTIVES

- Learn how to improve the safety of parks and recreation sites through Crime Prevention Through Environmental Design (CPTED) principles and where to start. (*The “natural” strategies.*)
- Explore the promises and pitfalls of video surveillance, park security and ranger services and how to tailor them to your unique needs. (*The “mechanical” strategies*)



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What is an example of a recurring safety or crime issue in one of your parks?

Vandalism

Graffiti

Unauthorized camping

Theft

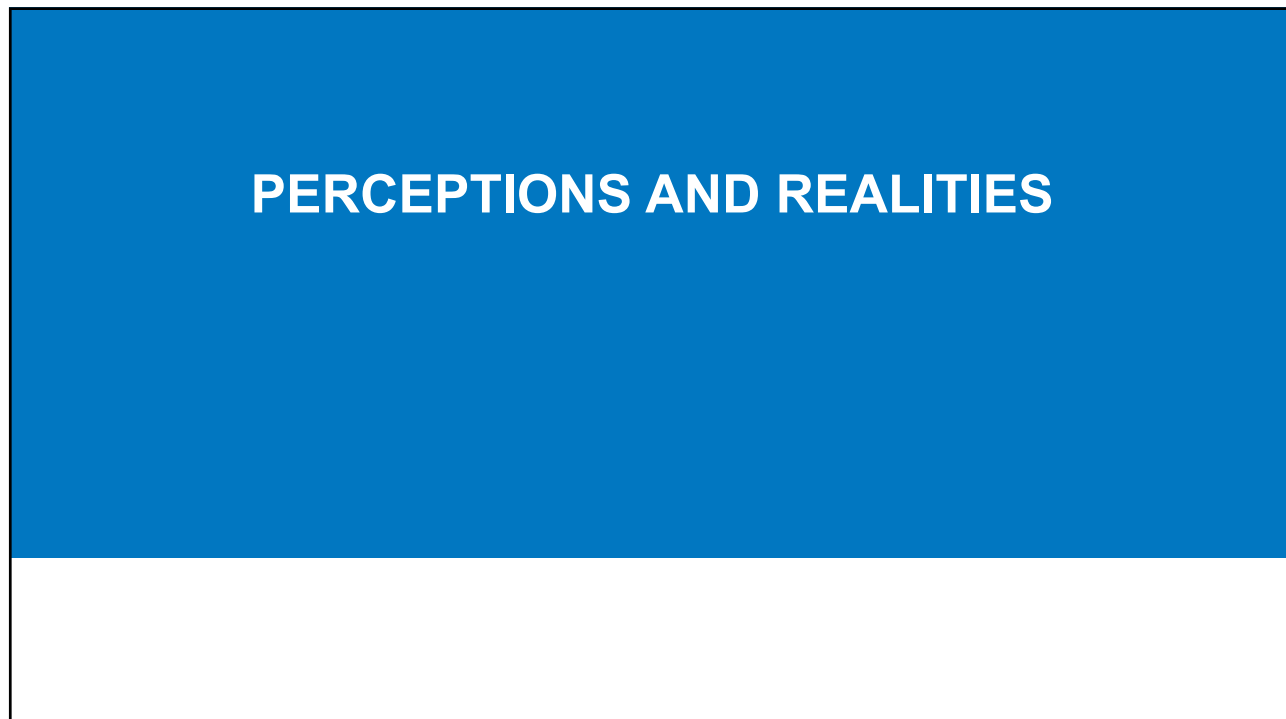
Assault

Unauthorized structures/tents

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PERCEPTIONS AND REALITIES

How does the natural and built environment affect your perceptions of safety?





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EXPLORING NATURAL STRATEGIES- CPTED

“Cities have the capability of providing something for everybody, only because, and only when, they are created by everybody” – Jane Jacobs, Urbanist

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CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

- Seeks to deter criminal behavior through design of the built environment
- Multi-disciplinary approach for reducing crime and fear of crime
 - Architecture; engineering, code enforcement, urban planning; facilities management
 - Social environment, community engagement and activation of public spaces
- Jane Jacobs- “eyes on the street” as a deterrent; “unconscious network of informal social controls” to control crime
- Focus on “natural” or “passive” strategies that rely on design elements
 - High quality and visually appealing solutions encouraging active, shared spaces and discouraging undesirable behaviors
- “First and second generations” of CPTED

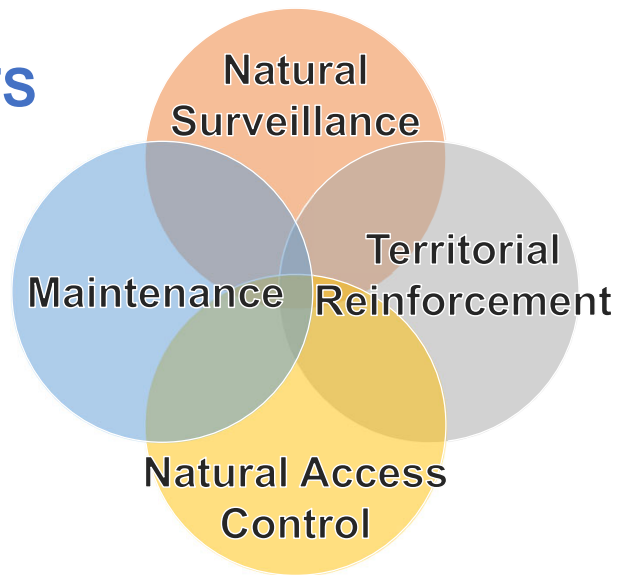
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4 CPTED CONCEPTS

First Generation CPTED
focused on architecture and
physical design

Second Generation CPTED
considers neighborhood health
and social “ecology”

Taking a hybrid approach



NATURAL SURVEILLANCE

Ability to see and be seen

Increase visibility

Keep unwanted behavior under “casual”
observation

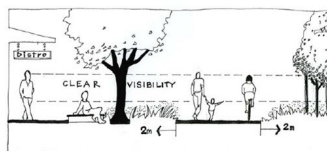
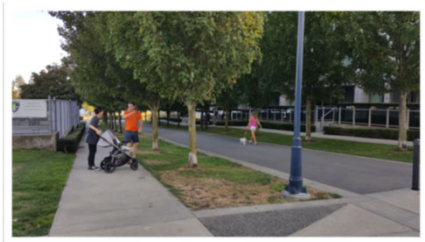
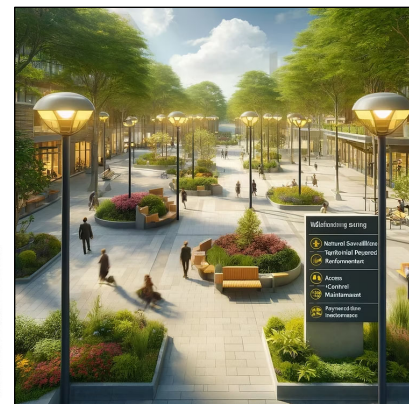


Figure 3. Vegetation should not obscure sight lines and movement



TERRITORIAL REINFORCEMENT

“My area/Your area”

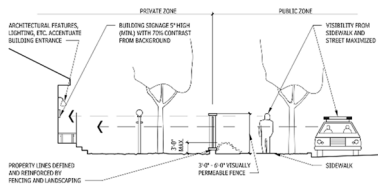
Distinguishing uses and public vs. private

Use of features, furnishings, art, landscaping and their orientation to one-another

Communicating “this space is cared for and protected”



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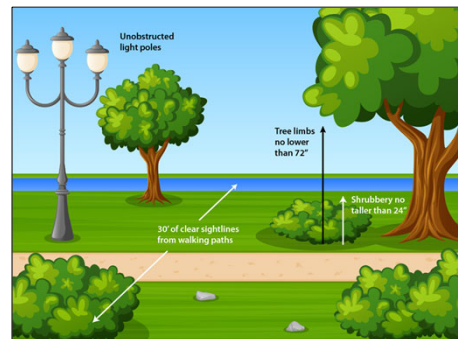
NATURAL ACCESS CONTROL

Use of landscape elements to deter undesirable behavior and conduct
Create perception of greater risk to potential offender



MAINTENANCE

“Broken windows theory”
“Clean and Green”- levels of service
Vegetation and pruning standards
2-foot / 6-foot rule
Abating vandalism and litter



DESIGN STRATEGIES

Lighting
Public Art
Landscape
Signage and Technology



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OTHER IMPORTANT CONSIDERATIONS

Program and Policy Strategies
Community Engagement
Park Activations
Partnerships and Collaboration

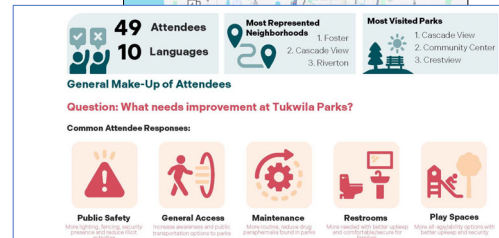
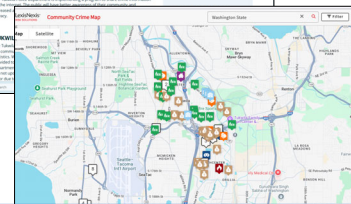


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WHERE TO START?

Risk Management Pool Guidance
Crime Data and Local PD Dispatch Data
Checklists
Assessments and Audits
Community Discussions



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POTENTIAL TEMPLATES

Checklists

CPTED Elements	Indicators	Field Notes
Natural Surveillance	Campus Visibility	
	Buildings Visibility	
	Regular Control of Lighting	
Access Control	Main Entrance Control	
	Restricted Access to Residential Buildings	
	Restricted Access to Non-Residential Buildings	
Territoriality	Defining Campus Boundaries	
	Defining Individual Buildings' Boundaries	
	Defining Boundaries between Residential and Non-Residential Areas	
Maintenance	Landscaping	
	Grounds Keeping	
	Regular control of broken fixtures	
Activity Support	Holding Events	
	Existence of Recreational facilities	
	Existence of Gathering Areas	

CPTED Audit checklist

Natural Surveillance

Buildings should show clear parking lots for increased visibility.

Windows should cover no more than 10% of window space.

Interior windows and displays should be no higher than five feet for increased visibility.

Exterior and parking lots should be well lit.

Landscaping areas should not create hiding places.

Each visibility should be maintained from inside the building to the street.

Exterior lighting should be visible from the street.

Non-parking areas should be clearly marked by employees.

Exterior parking lot lighting should be used to illuminate the lot.

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Territorial Reinforcement

Property lines and private areas should be defined with plantings, pavement, signage, or walls.

Buildings should be identified by signs for those entering the lot.

Reception and main entrance area should be prominent to all people entering.

Parking areas should be clearly marked and separated from pedestrian walkways.

Access Control

Walkways and landscaping should direct visitors to the proper entrance and away from private areas.

Each entrance should be clearly marked at front of door.

Exterior doors should be visible from the street and should have a single entrance door.

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Maintenance

Signage should be visible and in good repair.

Signs should be visible and in good repair.

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Signs should be visible and in good repair.

POTENTIAL TEMPLATES

Risk Assessments

Threat and Vulnerability Assessments

- What's the worst possible thing that could go wrong? (severity)
- What's the likelihood of that happening? (probability)

Sample Risk Assessment Matrix

Task:

SEVERITY		PROBABILITY (Likelihood of Occurring)				
		Frequent A	Likely B	Occasional C	Seldom D	Unlikely E
Catastrophic	I	Extreme	Extreme	High	High	Moderate
Critical	II	Extreme	High	High	Moderate	Low
Marginal	III	High	Moderate	Moderate	Low	Low
Negligible	IV	Moderate	Low	Low	Low	Low

The matrix above may be used to assess risk that is associated with tasks, events, incidents, or natural disasters. It may be helpful to you in predictive ways in terms of your determination of personnel numbers, expertise, fee requirements for special events, prioritization of tasks, etc.

Comments:

RESOURCES

- Your Risk/Insurance Pool Representatives
- Local Police and Sheriff's Departments
- City and County Planning & Public Health Departments
- Municipal Research Services Center
 - <https://mrsc.org/>
- Washington State Crime Prevention Association
 - <https://www.wscpa.net/>
- Puget Sound Regional Council- Planning for Whole Communities Toolkit
 - <https://www.psrc.org/our-work/planning-whole-communities-toolkit>
- Special Districts Association of Oregon
 - <https://www.sdao.com/other-resources-4d85acc>
- Project for Public Spaces
 - <https://www.pps.org/>
- US CPTED Association
 - <https://uscpted.com/>



**Project
for Public
Spaces**

EXPLORING MECHANICAL APPROACHES

USE OF SECURITY VIDEO

Purpose

- A tool to deter to criminal activity
- Serves as material evidence in case of crime, injury or death

Technologies

- Closed Circuit (self contained) television video (CCTV)
- Internet Protocol (IP) systems

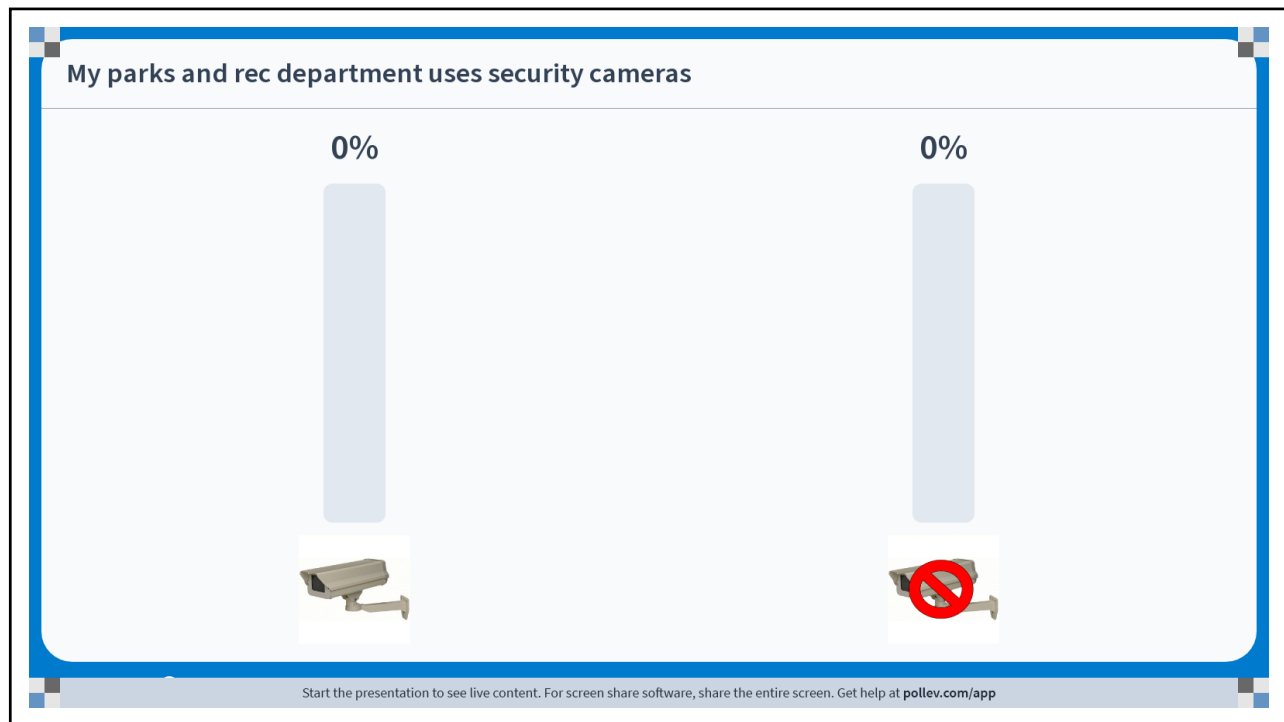


KEY DEFINITIONS

Key Definitions

- **Video recording** = capturing video footage that can be reviewed later
 - Motion/Event Based Recording
 - Scheduled recording
 - Advanced motion recording (grid system)
 - ~~Facial recognition~~
- **Surveillance** = continuous monitoring
 - 24/7 recording
- **Monitoring** = active observation and response to potential threats
 - ~~Facial recognition~~
 - Artificial Intelligence





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CONSIDERATIONS FOR USE OF VIDEO

Legal Considerations

- Individuals do not have a reasonable expectation of privacy in public areas
- Soundless video vs. video and sound

Public Records Considerations

- Video recordings from security cameras are public records subject to disclosure (unless a specific exemption applies)
- Non-specific incident = 30 days OR until it is determined that no security incident has occurred, whichever is sooner.
- Incident specific = kept for 6 years after the investigation is completed or the matter resolved, whichever is later.

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CONSIDERATIONS FOR USE OF VIDEO

Practical Considerations

- Site assessment (size of property; critical areas; blind spots; access to power; lighting conditions, etc)
- Types of cameras (pan/tilt/zoom; fixed; dome/bullets)
- Network needs (CCTV vs. IP systems) and compatibility with agency systems & cyber-security requirements
- Cost- installation and maintenance/repair
- Proprietary vs. non-proprietary systems
- Monitoring requirements & implications



BEST PRACTICES

Best Practices

- Adopt a policy that governs the use of video cameras for security purposes
 - Who decides where they go and what areas to video?
 - Installation and maintenance responsibilities
 - Surveillance vs. monitoring?
 - Retention periods
 - Operating procedures
 - Who reviews and how is it determined whether incident occurred or not?
 - Access to data
 - Camera positioning and manipulation
 - Postings and signs informing employees and public
 - Training and oversight



RESOURCES

- Your Risk/Insurance Pool Representatives
- Local Police and Sheriff's Departments
- IT Departments
- Office of the Washington State Auditor
 - <https://www.sao.wa.gov/resource-library/Public-Records>
- Municipal Research Services Center
 - <https://mrsc.org/>
- City of Maple Valley Parks and Recreation
 - [Use of Security Cameras Policy – Maple Valley Parks and Recreation Department \(2019\)](#)
- City of Port Angeles Video Surveillance Policy
 - [Port Angeles Video Surveillance Policy](#)

PARK SECURITY AND RANGERS

Enforcing park rules and regulations
 Providing visitor assistance
 Ensuring safety and security of visitors and facilities
 Providing education and interpretation
 Assisting with maintenance and operations
 Responding to park emergencies
 Protecting natural and cultural resources



What staffing approach do you take regarding park safety and security?

Park Ranger (limited or fully commissioned law enforcement officer)

Park Ranger (education/awareness only- no citation or arrest authority)

Contracted Security (armed)

Contracted security (unarmed)

City Police/County Sheriff routine patrols

City Police/County Sheriff emphasis patrols (peak periods; summer; specific parks/trails)

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We need help!

In 2020 the Point Defiance Zoo & Aquarium decided that we needed to increase our daytime security presence.

- Increase in incidents that managers and visitor services staff felt ill equipped to handle.
- The time involved in dealing with these incidents was growing.
- Staff wanted someone they could turn to who would provide more expertise.



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WHAT'S THE ANSWER?

Exploring the options

- Unarmed contract security
- Armed security
- Rangers
- Off duty police officers



IF AT FIRST YOU DON'T SUCCEED . . .

We settled on unarmed contract security first in 2021.

- They don't know your internal policies or procedures.
- You don't get to choose the individual
- Your contract is with the company, which limits your options in a lot of ways



TAKE TWO . . .

In 2022 we hired a Ranger and there were a lot of good things about it.

- You can train them yourself
- They learn the ins and outs of your organization and your facility
- They learn the people in your organization
- They become invested in your organization
- They can help build relationships with Emergency Services
- They can provide training to other staff



WHERE ARE WE AT TODAY?

We've landed on a hybrid approach

- **A Safety and Security Supervisor**
 - Can help coordinate Rangers and Unarmed Contracted Security and oversight of a security program
- **Unarmed contracted security**
 - Can be increased relatively easily for events and emergency needs
 - Great for times when you don't have to interact as directly with visitors like third shift
- **Rangers**
 - Good for daytime, interacting with visitors and being the face of your organization



WHAT APPROACH IS BEST?

The best approach is going to be what works best for your agency or department. Will your choice:

- Fit your agency's mission, vision, and organizational values?
- Security services, either contracted or in-house?
- Park Ambassador?
- Unarmed Park Ranger?
- Armed/Sworn Park Ranger?
- Police (on duty or off)?

Further considerations:

- Public perception and approachability
- Statistical data supporting need
- Decisions made through an analysis measuring risk, threat, and vulnerability
- And, of course, what the law, training, leadership, politics and budget will permit



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THANK YOU

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