

*Marana Police Department Tri-Star
Program for Multi-Housing
Communities*



Crime Prevention Through
Environmental Design

Marana Tri-Star Program

Marana Police Department



Marana Tri-Star Program

The Tri-Star Program is a partnership between the Marana Police Department, community managers/owners, landlords and residents, working together in a cooperative effort to foster a safer community in multi-housing rental properties.

The Tri-Star Program is designed to help residents, owners and managers of rental communities keep drugs and other illegal activity out of their respective community.

By taking proactive steps to abate crime, you enhance the quality of life for tenants; making a safer and more pleasant environment to live, work and raise families.



Marana Tri-Star Program

Participating in the Tri-Star Program does not imply there is no crime in the community; it means communities are taking steps to deter crime and have consequences when tenants are involved in illegal activities in and around the community.

The program utilizes a unique three-part approach to crime prevention, designed specifically for the multi-housing rental community.

Level I



The first phase is a multi-faceted approach that offers an online community manager training. This course will cover requirements of the program, tools to combat illegal activity in the community, crime prevention and much more. The manager certification will be good for a period of three years.

The second phase of Level I is to implement steps in deterring illegal activity by utilizing the following required tools:

- Terms of Program Agreement
- Crime Free Lease Addendum
- Trespass Enforcement Program

Level I Benefits

Managers receive certificate of achievement for completing online training.

Community will be listed on the Marana Police Department's Web site as Level I participant.

Use of Tri-Star logo.

Level II



The maintenance supervisor is required to complete the online training program.

The community must meet the landscaping requirements of C.P.T.E.D. (Crime Prevention Through Environmental Design), which improves visibility and lighting in the community.

Establishes a method of communication with tenants, either by e-mail, newsletter, social media, flyer or Web site at least once per quarter.

Level II Benefits

Level II certificate for community.

Staff will receive certificate of achievement upon completion of online training.

Preliminary , no cost C.P.T.E.D. evaluation.

Community will be listed on the Marana Police Department's Web site as Level II participant.

Level III



In this level, properties must meet the requirements of C.P.T.E.D. -- security and lighting. This is the last level required for a community to become Level III fully certified in the Tri-Star Program.

Level III Benefits

Level III (fully certified) certificate to display in your office/lobby. Community will be listed on the Marana Police Department's Web site as a Level III fully certified property.

Use of Tri-Star signs on community -- Must be purchased by the rental community. *(Optional)*



Costs of Criminal Activity

When criminals operate out of a rental community, neighborhoods suffer and landlords pay the price. That price may include:

Decline in community value.

Community damage from neglect or abuse.

Increase risk of civil liability.

Added emotions of fear placed upon respectable tenants.

Valued tenants move due to crime.

Loss of rental income due to eviction or community repair.



Benefits to Landlords

Improved community values.

A stable tenant base.

Improved community reputation.

Lower maintenance costs.

More secure rental units.

Safer exterior environment.

Reduced premise liability.

C.P.T.E.D.



Crime Prevention Through Environmental Design Pronounced “sep-ted”

C.P.T.E.D. is a way of thinking about the relationship between criminal activity and property design, a way of designing a property to be less attractive to criminals.

People who use C.P.T.E.D. designed areas perceive them as safe, while “would-be criminals” see them as highly risky places to commit crime.



Definition of C.P.T.E.D:

Crime Prevention Through Environmental Design

CPTED is a crime prevention philosophy based on the theory that proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime, as well as an improvement in the quality of life.



Motivational Statement

C.P.T.E.D. is an old concept that is experiencing a rebirth of interest.

It acknowledges what everyone knows already—that the manner in which physical space is designed or used has a direct bearing on crime or security incidents.

The compelling reasons for getting involved in C.P.T.E.D. are litigation and money.



Introduction

How can light bulbs, shrubbery, windows and landscaping reduce crime?

Chances are, you have never thought of these things as crime prevention tools!

However, light bulbs, shrubbery, windows and landscaping can prevent crime just as effectively as deadbolt locks and fences.



Introduction

Light bulbs can reduce crime by making offenders visible to residents who live in the area.

Shrubbery can reduce crime by acting as a barrier to keep offenders away from crime targets.

Windows reduce crime because they allow residents to keep watch over their neighborhood.

Landscaping reduces crime by channeling foot traffic to places where it was intended.

Foreseeability



A key issue in determining a person's liability.

Many lawsuits are being decided, not on whether or not a guard or alarm was present, but on design and **management decisions**.



C.P.T.E.D. (Safer By Design)

5 Basic Principles of C.P.T.E.D.

Territoriality

Access Control

Natural Surveillance

Activity Support

Maintenance

Territoriality



Defines an area or space as public, semi-public or private.

Is the expression of pride and ownership.

Can prevent unauthorized use of space by unintended users.



Access Control

Limits the number of entrances and exits on a property.

Is a method of guiding people to and from a space by the effective use of the entry- exit points to minimize uncontrolled movement.

Uses added barriers such as fencing, gates or landscape to control access on the property.





Natural Surveillance

The ability of the intended property users to “see and be seen”.
To naturally observe their surroundings.

Creates, by uniquely designing buildings, activity locations (clubhouse, pool, laundry room, youth tot lot etc.) and landscape features to provide maximum visibility.

A concept based on the fact that criminals do not want to be observed.



Activity Support

Placement of any activity where the individuals there become a part of the natural surrounding, “surveillance”.

When the activity can be enjoyed safely, crime is deterred.

The “*risk*” for the potential offender increases. (They can be seen and identified)

Maintenance



If a rental property is well maintained, it shows management, or the owner, cares for and will defend the property against crime.

A property that is not maintained may indicate that the management is not concerned about the property, and might overlook or ignore criminal activity.



Ask Yourself:

How can I make the area unfriendly to unfriendly people?

How can I make it more friendly to the friendly people?

Is the area used for the intended purpose?



Broken Window Theory:

James Q. Wilson and George Kelling developed the 'broken windows' thesis to explain the signaling function of neighborhood characteristics. This thesis suggests that the following sequence of events can be expected in deteriorating neighborhoods. Evidence of decay (accumulated trash, broken windows, deteriorated building exteriors) remains in the neighborhood for a reasonably long period of time. People who live and work in the area feel more vulnerable and begin to withdraw. They become less willing to intervene to maintain public order (for example, to attempt to break up groups of rowdy teens loitering on street corners) or to address physical signs of deterioration.

Sensing this, teens and other possible offenders become bolder and intensify their harassment and vandalism. Residents become yet more fearful and withdraw further from community involvement and upkeep. This atmosphere then attracts offenders from outside the area, who sense that it has become a vulnerable and less risky site for crime. The "broken window" theory suggests that neighborhood order strategies such as those listed on the next page help to deter and reduce crime.

Broken Window Theory

Decrease the unrepaired physical deterioration.

Increase concern for personal well-being & safety.

Involve more fully the resident participation in local events.

Prevent further increase in the deterioration process of the community by deterring increases in vandalism, disorderly behavior, rowdiness and increased delinquency among the residents.





Using C.P.T.E.D. to Landscape

Crime Prevention Considerations for Landscaping and Lighting.....

Before you Landscape consider the natural terrain:

Maximize the ability to see and be seen.

Define private space and separate it from public space.

Control access points onto and within the property.



Using C.P.T.E.D. to Landscape

Consider any conflicts...

Will the landscaping cause conflict with people?

Will it cause conflict with good activity or allow for bad activity?

Will it reduce the ability to see or be seen?

Will the landscaping interfere with lighting?



Using C.P.T.E.D. to Landscape

Plant Placement...

Protect/defend vulnerable areas with a thorny plant under a window (i.e., bougainvillea)

Consider plant size at maturity:

- Will it interfere with visibility? Big, bushy shrubs

Create hiding places and block views.

- Will it interfere with lighting? Trees are often planted next to light poles and, at maturity, the tree blocks the light, creating a shadowy or dark area.

Look at the following slides to see what we mean.

Landscaping



Overgrown
vegetation invites
crime!

Creates dark, shaded
areas!

Reduces
visibility!

Look how dark this space is during daylight, imagine how dark it will be at night!

Landscaping



Poor Landscaping



Good Landscaping



Landscaping



Poor Landscaping



Good Landscaping



Landscaping River Rock vs. Gravel



Smaller gravel is a crime deterrent.
It crunches when walked on.

River rock can be used as a burglary tool.

Remove river rock from areas with glass windows and doors.



Don't forget about plant maintenance!



As you saw on the previous slides, maintenance of the landscaping is important to the overall look of the property.



Maintain a 3' to 7' window of visibility!

Trim trees up to 7 feet from the ground and shrubs down to 3 feet maximum height.

All shrubs should be kept trimmed 6" below all window lines.

Don't allow plants to become hiding places.

Well maintained landscaping sends the message that you respect your property and expect others to respect it also.

Target Hardening....

- ✓ Locks
- ✓ Programs
- ✓ Lighting



Making the property safer...

Target Hardening Crime Factors...



TARGET



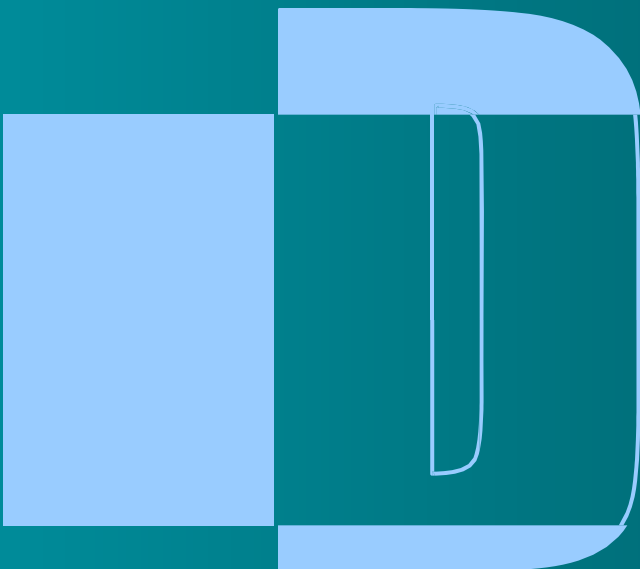
DESIRE

OPPORTUNITY

Take away any one of these elements and a crime cannot occur. You can help reduce crime by taking away the opportunity for crime to occur!

Target Hardening

4 D's of CRIME PREVENTION



Deny access

Delay the act

Detect the crime

Deter the attack

Target Hardening

4 D's of CRIME PREVENTION



The National Crime Prevention Institute (NCPI) teaches a theory of prevention call the Four D's as follows:

Deny – the use or access to the criminal.

Delay – methods used to slow down the criminal.

Detect – the bad guys before or after the crime has been committed.

Deter – the criminal from choosing one victim in favor of another.



Target Hardening

The next few slides will give you more information on target hardening your property. This includes door and window locks, signage used on the property and security lighting basics.

Target Hardening

Safety vs. Security





Safety vs. Security

Safer because you have a gated community?

Not necessarily!

Security is about technical measures, like the strength of the locks on your doors and windows.

Safety is about the likelihood that you'll actually suffer from some sort of attack.

Security measures like locking doors and windows, not leaving valuables in plain view etc. must be followed by your residents to help deter criminal activity.

Target Hardening Security devices



Exterior doors

Solid core wood or metal.

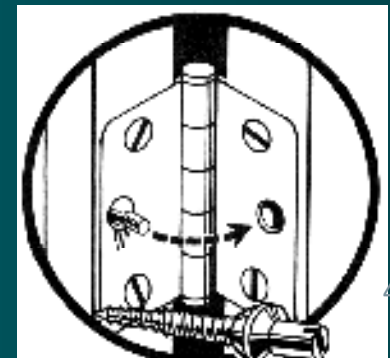
They are much harder to kick open.

180 degree eye viewers

in all entry doors.

*Optional: Extra viewer at eye level
for children or handicap.*

Hinge pins required for exterior
hinges. (Storage room doors)



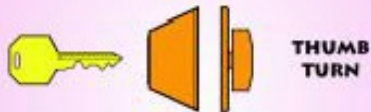
Doors & Locks (dead bolts)

Single cylinder metal dead bolts on all single entry doors (with a 1 inch-throw)

Anti-wrench collar



DEAD BOLT **SINGLE CYLINDER**



Single Cylinder Deadbolt requires a key to be used from the outside and a thumb-turn from the inside to operate the bolt.

9/24/2014

DEAD BOLT **DOUBLE CYLINDER**



Double Cylinder Deadbolt requires a key to be used from either the inside or the outside to operate the bolt.

Doors & Locks (strike plate)

Security strike plates are recommended on all entry doors (4-screws)

2 inch minimum length screws are required in strike plates. Where construction permits and not required for metal frames.



2 inch minimum length screws

Doors & Locks

If doors and locks are broken, the door is not secure.

Replace damaged door or lock as soon as possible for the safety of the resident.



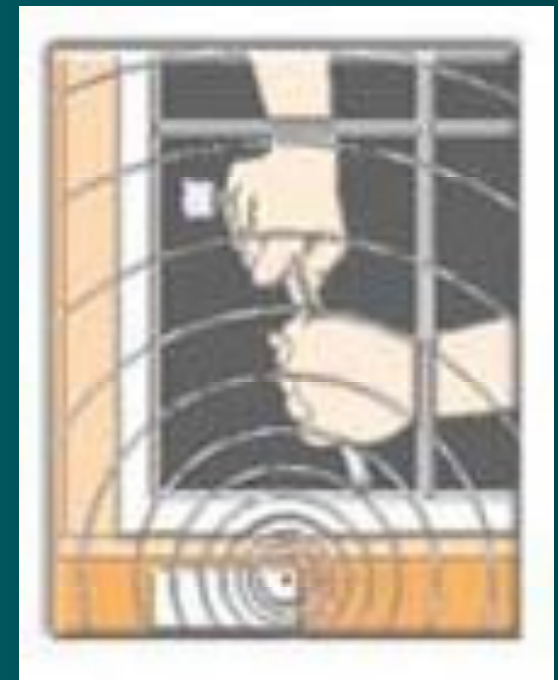
Windows



Windows are left unlocked more often than doors are.

Remind residents to keep windows closed and locked!

There are many ways to secure windows depending on the type. Consult with your maintenance staff for the best way to secure the windows in your community.



Windows

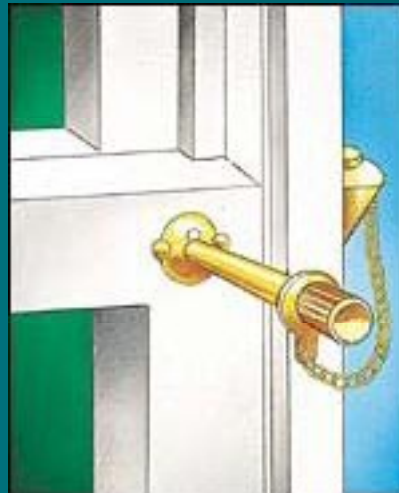
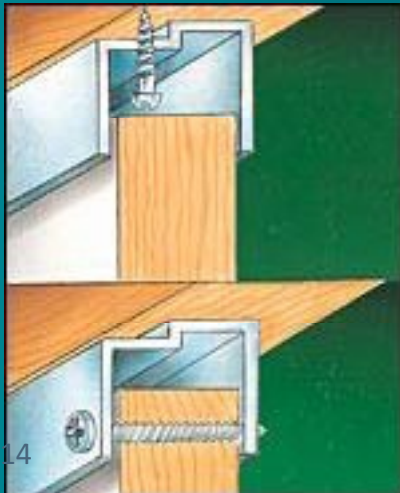
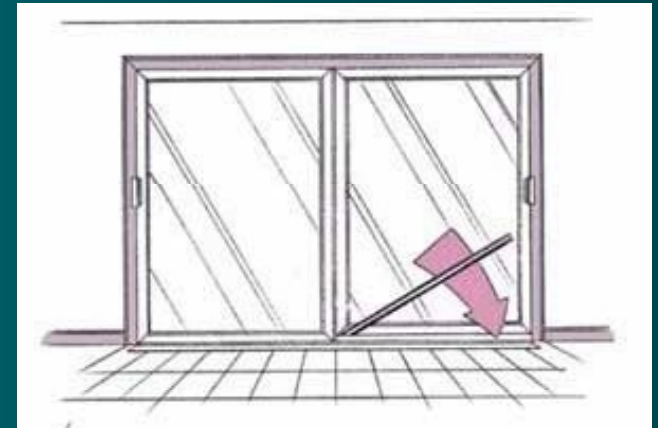
Some ways to secure them:

Lift & Slide Protection



Thumbscrew locks or Wooden dowels placed in the track.

Use pins or screws to prevent lifting.

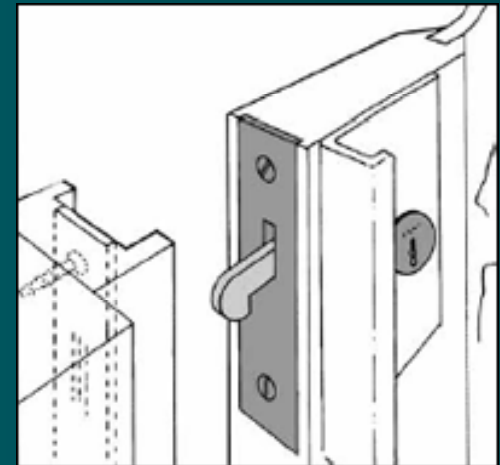


Arcadia/Sliding Glass Doors



Even when latched, the door can still be lifted out of the track.

This technique allows the door lock to be lifted up and out.

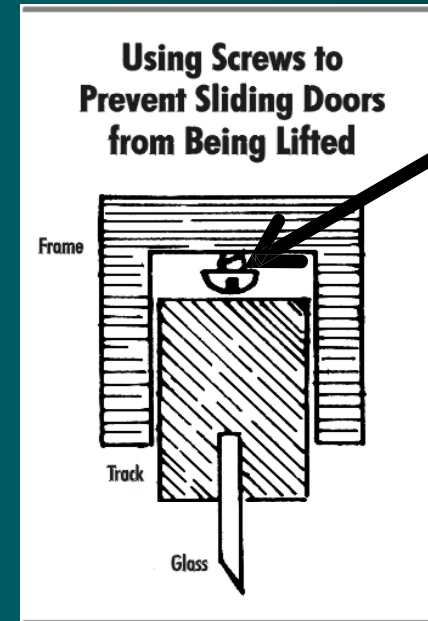


Arcadia/Sliding Glass Doors

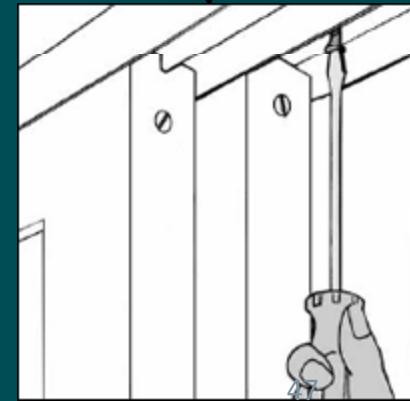
Some ways to secure them:
Lift & Slide Protection

To deter this security issue, slide the arcadia door open and insert a pan/round head screw in the upper track until the door can shut completely.

Additional locking hardware is available at most home repair stores.



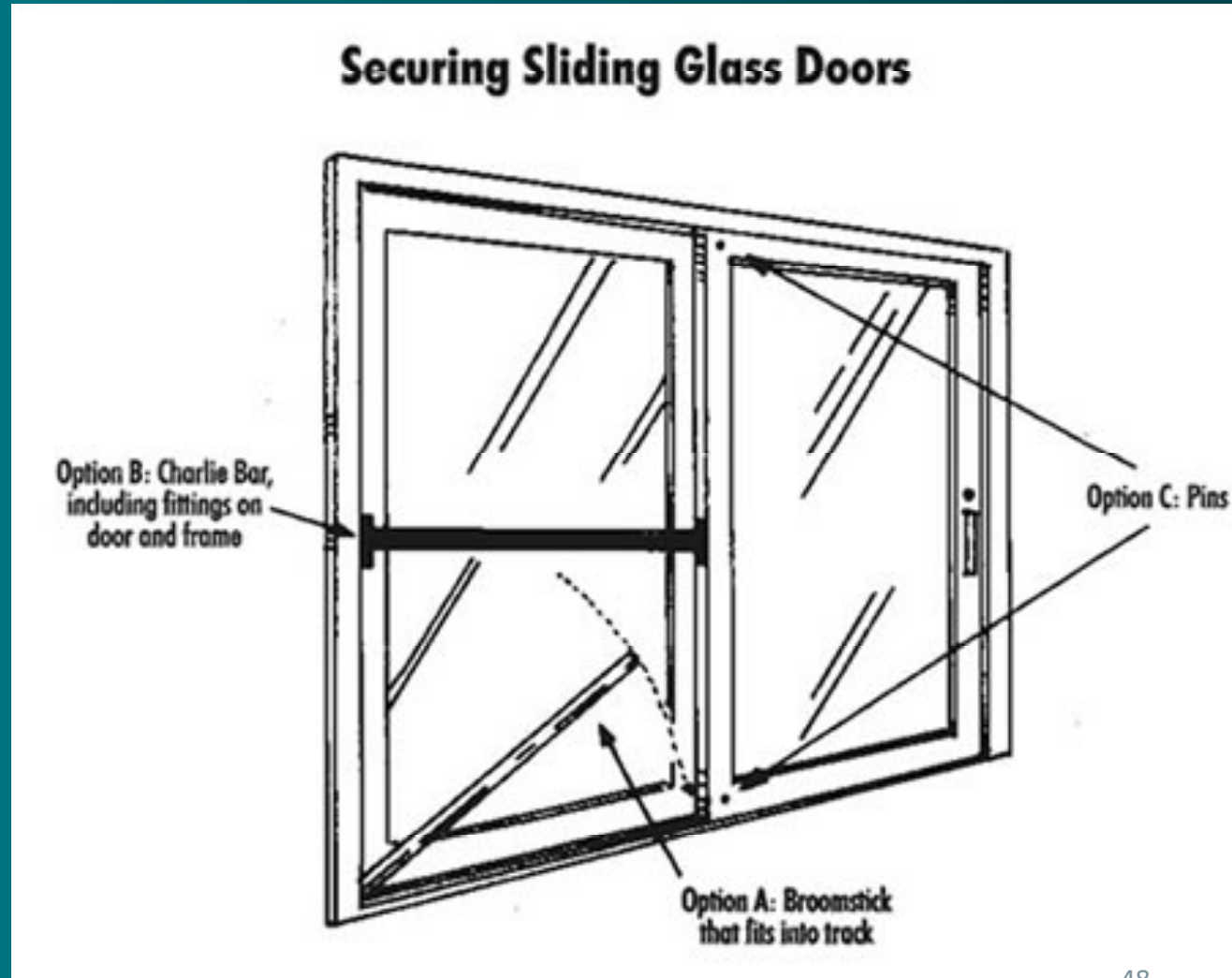
Screw
In
upper
track



Arcadia/Sliding Glass Doors

Additional Options:

- A. Thick dowel in track.
- B. Charlie Bar
- C. Pins



Maintenance



Maintenance



Ask, “What does the exterior of the property say to a criminal?”.

Keep property well maintained to send the “right” message.



Maintenance



Is a very important part of the overall management of the property and should be a regular and consistent routine to:

- Replace burnt out lights as soon as noticed.
(Keep a monthly maintenance schedule to help with this)
- Clean the covers on all lights.
- Cover or remove graffiti immediately.
- Keep landscaping trimmed.
- Repair vandalism as soon as possible.
- Keep property clean of debris or hazards.

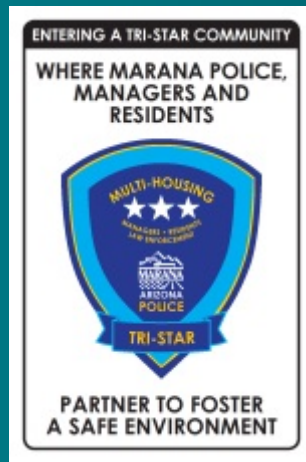
Maintenance



Dirt and bugs reduce light output by as much as 50% so keep the light fixtures clean to improve lighting.



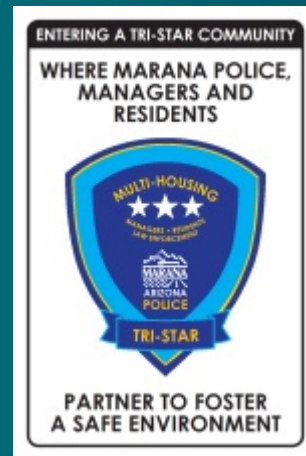
Programs



Marana Tri-Star Program

Once Level III has been achieved, the property will be fully certified Tri-Star and will be authorized to purchase program signage.

The program sign is at a cost to the property.



Trespass Enforcement



Are you having problems with unwanted visitors on your property?

The Trespass Enforcement Program was created specifically to help with incidents of trespassing and loitering.

Once your completed Trespass Enforcement Request has been received, two stickers will be sent to you to place in visible locations on the property, so Marana Police officers know you are participating in the program.

Program is renewed every 12 months.





Trespass Enforcement

Once your property has been registered with the Marana Police Department and you have signs posted, an officer will then be able to trespass an individual from your property who does not have a legitimate reason to be there, **without contacting or having a property owner or manager present.**

IMPORTANT NOTE In order for rental properties to participate in this program, they must have a common area (clubhouse, basketball court, park or retention basin/s) that is for use by the residents. Only those areas will be covered by the Trespass Enforcement Request. Individual residences are not covered.



Trespass Enforcement

Trespass Enforcement program is required in **Level I** of the Marana Tri-Star Program.

Post signs on highly visible locations.

Need to cite “**Violators will be prosecuted under ARS(13 1502)**” on the signs.

Preferably in English & Spanish.

Security Lighting





Lighting

#1 deterrent against outdoor crime at night.

Consistent and uniform lighting is the key throughout the property.

Ethnicity of persons and color of vehicles should be distinguishable at 100 feet. (10 parking spaces)

Use of the same type fixture throughout the community helps maintain uniform lighting.

Lighting Problems

Obstructed Fixtures...

Can you see the light pole in this picture?

Imagine how much light is blocked by the tree.



Lighting Problems

Shake and break (lollipop, bobble head) lights are easy for people to break. This type of light is not recommended.

Head fixtures can be replaced with newer down lighting head covers that reduce light into the night sky which has a detrimental effect on astronomical observations and are designed to conserve energy and money, while increasing nighttime safety.



Light fixture that reflects are lollipop/bobble head lights



lights downward

Glare



Excessive brightness...

There can be both direct and reflected glare.

Direct glare occurs when a source of brightness is in the line of vision.

Reflected glare occurs when brightness from the source is reflected on a shiny surface which is in the line of vision.

Glare makes it hard to see which can create an unsafe situation.

Lighting Problems cont.

Glare from the light...

Do you see the person
In this picture?

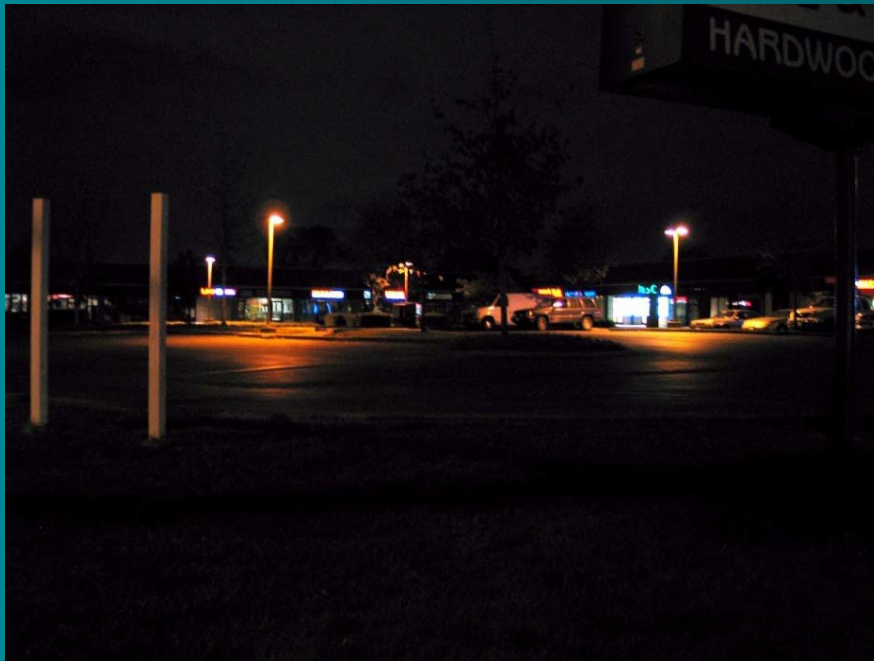
Glare can be removed
by placing light fixtures
higher or using
deflectors.



Lighting cont.



Poor lighting



Good lighting





Color Rendition

The type of light you use can make it difficult to see true colors in clothing, automobiles etc. The next slide gives you a very good idea of what different lighting sources look like and how they affect color.

(The vehicle is the same in the three photos shown on the next slide.)

Color Rendition



Poor Low Pressure Sodium



Good High Pressure Sodium



Best Metal Halide



Marana Tri-Star Program C.P.T.E.D. Requirements



Trimming of trees up to 7' minimum from ground.

Trimming of bushes not to exceed 3' height max and be below windows.

Landscaping not to interfere with security lighting.

Uniform security lighting (ethnicity and color of vehicles should be distinguishable at 100 ft).

Single cylinder metal dead bolts on all single entry doors (with metal 1 inch-throw).

Dead bolt strike plates with minimum 2" screws (where construction permits).

Marana Tri-Star Program C.P.T.E.D. Requirements



180 degree eye viewer in all front doors.

Anti-lift and slide devices on sliding windows and doors.

Solid wood or metal undamaged doors and frames.
(Replace/repair damaged doors)

Property clean, free of debris and hazards.



Conclusion

One seemingly insurmountable problem faced by law enforcement is insufficient manager and resident involvement in crime reduction. The police are a part of the community and have a vital interest in the wellbeing of the residents, but they cannot be totally effective without the involvement of property managers and residents. By bringing to your community a program that improves safety, security and the way residents feel about their wellbeing, literally improves the quality of life for tenants; making for a safer and more pleasant environment to live, work and raise families. To be effective, management, law enforcement and residents must work in partnership and share a common goal; crime reduction.