

DOWNTOWN PARKING
STRUCTURE (& Environs)
275 South Indian Canyon Drive
(Main Entry – Baristo Rd.)



Safety – and Hospitality – at the Downtown Garage

A SafeGrowth® Plan

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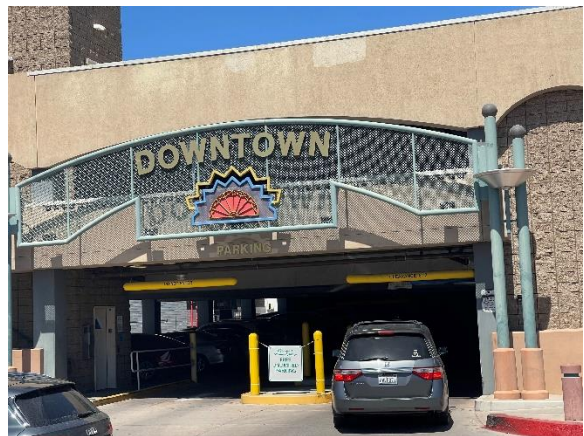
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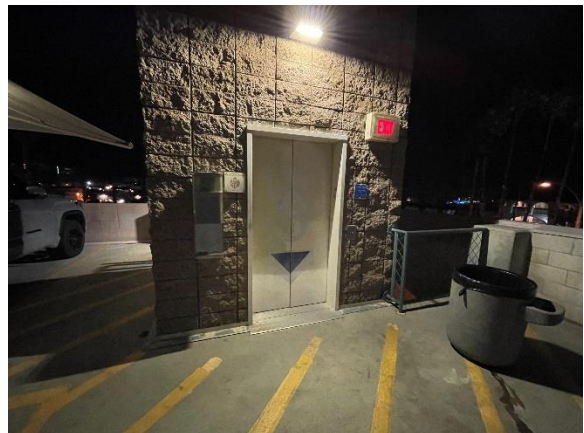
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CHAPTER 1 VISIONING

Introduction /Background

The following report is an outcome of a project sponsored by the Palm Springs CA Police Department to train individuals, including City Planners, Police Officers and Neighborhood representatives on how to engage the principles of SafeGrowth® (see: [SAFEGROWTH - HOME](#)) to improve the quality of life within the city's neighborhoods. The training workshops commenced in March 2023. Thereafter, several teams were created, and each selected a challenge against which they would apply the learnings of the workshop.

The specific target of this report is the existing site conditions of the Downtown Parking Structure located at 275 South Indian Canyon Drive in the City of Palm Springs, County of Riverside. Our analysis examines how the guidelines of Crime Prevention through Environmental Design (CPTED), a cornerstone of SafeGrowth principles, could be used to make the parking structure a more functional and safer place for the user and the user's property.

CPTED is the concept of designing or retrofitting a space to decrease the opportunity for crime in the area. For more information, see: [The International CPTED Association \(ICA\) - Primer in CPTED - What is CPTED?](#)

The parking structure is approximately 123,994 square feet which consists of 3 full levels of parking and a small portion dedicated to a 4th level ("sublevel"), along the northwest corner of the lot. The approved design shows a total of 379 parking spaces. A conscious design effort was made regarding the site placement of the building and its height distribution to preserve views, which lead to a 25' tall structure from the street elevation and a 35' tall structure at the highest point along the west elevation. In order to construct this parking structure, revisions to the General Plan Policy were approved by the City Council and a Planned Development (PD 275) was created to reduce certain development standards for the site. The structure is located on 5 individual parcels that were acquired by the City of Palm Springs, specifically for this project.

The objective for constructing this parking structure was to address the parking demands and deficiencies of the downtown Central Business District (C-B-D) and pursue the General Plan goal coordinating a public/private partnership to address parking. Reserved parking was set aside for commercial operations that provided land for the structure, while the rest of the spaces were anticipated for general and employee use. The assigned spaces are associated with the following owners: C.H.I.C., LLC, 296 South Palm Canyon, LLC, and Jump Management CO. Amendments to the original parking space allocations are in progress to accommodate for electric vehicle charging stations. (See attached layout for details.)"

The City contracted with a parking consultant to conduct an initial study to help identify and select a site for the parking structure. The final site at Baristo and Indian Canyon was determined the most feasible location that could accommodate a larger parking structure with the maximum number of parking spaces to help alleviate the downtown parking issues. Construction was completed in 2002, and the parking structure continues to operate as a free parking garage for the downtown businesses.

The structure is a significant benefit to the downtown business district, the City (taxes generated by users), and the nearby neighborhoods whose streets might otherwise be inundated with parked cars.

Site Characteristics

The site under review is a tri-level parking structure located at 275 South Indian Canyon Drive, in the City of Palm Springs, County of Riverside. The parking structure is located within our downtown business district and serves residents, visitors/tourists and hospitality and retail workers. With 374 spaces, the garage provides 20% of the city's downtown garage/lot parking. It is often filled, especially on Thursday (for Village Fest) and weekend evenings.



Parking at this location, and for all other city locations, is free, and it includes a few designated/assigned parking spaces, spread randomly throughout, for employees who work at the local businesses in close proximity to the parking structure.

There are two entry points for the structure. One located off the south side of the location (off Baristo Road), and one located on the west side within the alley way. Baristo Road has an exit and there is an additional exit located on the east side, off South Indian Canyon Drive. We believe that the garage is about 20 years old. By contrast the new Museum garage is less than a year old, the new Agua Caliente garage 3 years.

A significant portion of the City's eating and drinking (and cannabis) establishments are located within 1,000 feet from the center of the garage. The ones that provide alcohol or cannabis and are open late are shown on the map on the cover page. Of these, The Village, Sol Agave and Rooftop262 are immediately adjacent to the garage.

Our analysis of the structure indicated that most crime occurring at the site were crimes related to bar closing times and intoxication, meaning that the crimes are not premeditated, but rather facilitated by the conditions of the site. This is important: eliminating key factors relating to crimes in and near the garage may therefore not result in mere displacement of the crimes. The recommendations were derived from identifying the key issues through SafeGrowth processes including site interviews, safety audits, and background research.



Overview of garage today



Vision Statement

1. To reduce crime and emergency calls to the garage by creating a functional parking structure that ensures the safety and security of the user(s) and user's property in a way that discourages illegitimate use.
2. To create a parking environment where parking visitors, residents and employees not only feel safe, but feel welcomed to the garage and to the food-retail-entertainment district it services.

In short, our Vision supports SAFETY and HOSPITALITY, both essential characteristics of a successful destination.

CHAPTER 2 PROBLEM IDENTIFICATION

Site Visits

Our SafeGrowth group visited the parking structure several times, weekdays, and weekends, daytime, and nighttime. All members of the Team conducted multiple visits. Further, 50% of the team, police officers, are well acquainted with the garage and its accompanying issues. Our visits resulted in the following observations.

The Garage is Too Dark

Levels 1 & 2 (including sublevel) are dark at both daytime and nighttime. Ceiling lights are not used during daytime. The lights, LED, are bright, but light disbursement is far less than optimal as the ceiling support beams that drop down from the ceilings effectively block the lights which are mounted to the ceilings above the beams.

Lighting seems insufficient. This is the first garage that the city developed. The City's Outdoor Lighting Standards (Section 93.21.00) address parking lots but not parking structures, and the overall intent and purpose of this section is to maintain ambient lighting levels as low as possible to minimize light pollution and promote dark skies. The parking lot standards are designed to minimize light pollution, and are not appropriate for garages except at the top level. The parking lot standards require an average maintained light intensity is 1.0 to 3.0 footcandles, whereas current online sources suggest 5.0 to 10.0 footcandles for parking garages¹.

The darkness throughout is reinforced by dark walls, ceilings, and floors. This is exacerbated by the low ceilings, which also served to inhibit light diffusion. This results from the city's desire in 2002 to keep the structure's overall height low in order to maintain the mountain views which are so important to our destination. The city was unable to build a wider or longer garage with two taller floors, without a major sacrifice in parking capacity.

Natural Surveillance is Limited

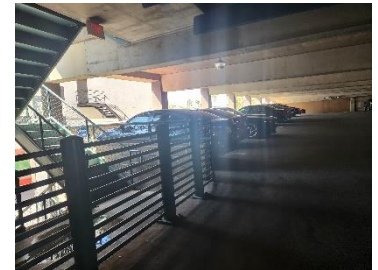
Several entrapment areas exist. Visibility into the garage from outside of the garage is close to nil. Visibility within the garage – within the side of the garage on which the observer stands – is good. However, the garage level sides are not on the same plane, so visibility from one side of a level to the other is diminished.

Signage / Wayfinding is Often Lacking, Inconsistent and/or in Poor Condition

There is a shortage of wayfinding signage, and much of the signage that does exist is unclear, making it easy to get lost or take a longer route than necessary toward the destination after users. Even floor identification signs are unclear (or nonexistent) and fail to provide parkers with an easy way to remember their parking space. This includes automobile wayfinding, for example. There is no signage that indicates that an auto exit onto Indian Canyon exists.



Entry Sign Baristo Rd.



Dark, Even in Daylight

¹ Example: [IES Recommended Lighting Levels By Application \(electricalmarketplace.com\)](http://electricalmarketplace.com)

Employee parking signs exist for several restaurants. The signage is peppered throughout the garage, and largely in poor condition.

Signage regarding rules polices is not clear. For example, parkers are greeted with a “free unlimited parking sign”, but “No Parking” 3-7am are shown in certain areas. Users will find that the elevators are not in service between 2:30am and 6am.

The signs reserving spaces for disabled persons use language that is out of date.



Site Interviews

Site interviews are critical to understanding how the site functions for those who use the site on a regular basis. To gather information about the site we contacted groups that have a stake in the operations of the structure. Twenty stakeholders were interviewed for this study. This does not include people that participated in the Safety Audits.

The stakeholders included general public weekend evening users of the garage, employees of nearby local businesses (both retail and restaurant) and garage security officers.

Employees interviewed included employees of Sol Agave Restaurant, Rooftop 262, The Village, Four Twenty employees (cannabis), Lulu California Bistro, Lazy Lizard (retail shop).

Comments Summary

- Homeless people use the garage for bathrooms – cleaning services needed – hygiene and safety are the main concerns late at night (restaurant worker).
- Does not feel safe when going to her car, often runs to her car. Sometimes a homeless man comes by as she closes and walks her to her car. She “feels” like it’s too dark getting to garage and inside garage. (retail worker).
- Concerns about persons drinking in garage after bars close, assaults (restaurant worker)
- Lack of cameras, lighting – it’s too dark (restaurant worker).
- A person pounded on my window after I got into my car, I was lucky to be able to drive away quickly. (restaurant worker)
- Witnessed homeless person defecating in lower level next to wall. Very fearful of returning to parked car after work. Often leaves as late as 11pm. Not permitted to use valet service. Not permitted to exit via front doors. Using the back door exit she walks along alleys to get to the garage. Uses garage maybe 100 times a year. The elevator smells like pee. Heard about tires being slashed, heard the story of acid thrown on a parker’s car. (restaurant worker)



Garage in Seattle



Disabled Call Box

- I take advantage of assigned spaces when possible. (restaurant worker)
- Have not used garage before – no concerns, felt that it was easy to park
- Take the stairs, feel safer than in a small elevator. (2 locals)
- No concerns about parking here. (Millennial couple, part-time residents)
- Did not know about the garage, wanted to see downtown, and have dinner, couldn’t find a parking space until they saw the garage while driving on Indian Canyon. (two visitors to PS moving here from Midwest)
- They feel safe at the garage (3 senior-ish frequent visitors from Joshua Tree heading to 420, have been parking here “forever”)

- Feel safe taking the elevators, use the elevators (4 residents together in a hurry to get to restaurant)

Safety Audit

Our Safe Growth team conducted safety audits at different times over the course of a few weeks. Below is a summary of the findings. Safety audits were conducted by Team members Officer Chad Brown, Officer Luciano Colantuono, and Ned Barker. These audits were conducted during the daytime and nighttime. The Team conducted one together at 10pm Saturday April 8. Ned Barker conducted two audits with neighborhood residents. These were conducted on the mornings of May 22 and May 24, 8am. One resident on the 22nd and one on the 24th.

General Impressions

It's too dark, even during the day. Entrapment opportunities abound.

Lighting

Nearly all lighting is LED, much of it very bright. However light distribution is very poor. Difficult to see during both daytime and nighttime hours. Fluorescent lights that collect dirt and bugs are used above elevator entrances.

Signage

Large garages and parking spaces often make it easy to remember your space, by color-coding or frequent alpha-numeric based organizing system signs. This garage has just three levels, but no two levels are directly adjacent. Each "level" is really two separate levels each slanted in a different direction. Neither side is on the same plane as the other. The levels are not clearly defined, there are few signs that refer to the level number. No signs refer to the main level (level 1) and there is no "identity" for the de facto "basement" parking area, or "sublevel", perhaps the most dangerous area of the garage. In short, the lack of signage and lack of clarity of some of the signage would seem to result in a first-time visitor's being very confused.

The garage's main identity sign at the corner of Baristo and Indian Canyon was not lit until 9:30pm, well after dark, during one of the Audits.

Sightlines

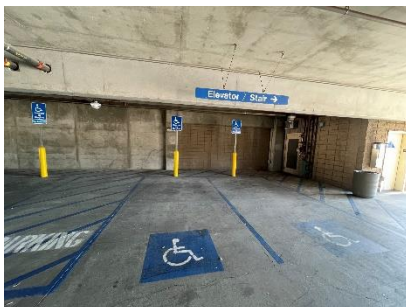
Sightlines. During the site visit, we noticed areas within the structure where individuals can wait and conceal themselves. There are many blind corners and voids within the structure itself.

Isolation

The whole structure makes one feel isolated due to low ceilings. On the sublevel one feels alone and that no one would see a perpetrator in the event of an emergency. There is no clear view into the sublevel unless you are down there.

Movement Predictors

Due to poor or no signage, it is difficult for those who are not familiar with the parking structure where they need to go. It also creates a safety concern in the event of an emergency.



Potential entrapment area

High Potential Entrapment Area: The sublevel with a large solid wall, little illumination and no natural surveillance opportunities is a threat.

Escape Routes

Little wayfinding to stairwells was evident. More importantly, stairwells on the third floor do not go directly to the ground floor. Further, escape routes that terminate in the alley may be less helpful than those that terminate at Baristo Rd. or Indian Canyon Dr.

Nearby Land Uses

The adjacent alley spans the West side of the garage and runs from Baristo all the way to Arenas. It is used for parking by some customers and some employees, depending on the policies of the business owners. However, employees often used the alley by exiting their business by the business' alley exit (often a requirement of the business) and walking to the garage. The alley is also a source of crime.



Outside all elevators - fixtures trap dirt & bugs

Maintenance

The parking structure is neglected and outdated. The walls, lighting and elevators all need a significant upgrade. The structure also regularly has trash throughout all times of the day and night.

Human Scale Factors

Even though the structure has elevators, they are not maintained and are very dirty inside. They are not welcoming for those who wish or need to use them. The overall consensus is that people do not feel safe here.

Overall Design

The design has significant flaws that restrict natural surveillance due to the low ceilings. It has a lot of hidden areas throughout the structure. Further, the design provides no access controls.

Emergency / Egress

Emergency call equipment on each of the three elevators is disabled, though the blue lights that indicate the existence of emergency equipment are visible.

Potential emergency egress signs are missing. For example, egress via stairs from the 3-Northwest level leads only to level 2, but stair users have no way to know that. Stairs from level 2 to 1 are positioned elsewhere in the garage.

Elevators are poorly lit and dirty. Most people surveyed said that they would not use them. No Closed-Circuit Television (CCTV) surveillance equipment is present.

Hypotheses

The city's densest concentration of liquor licenses is adjacent to or within walking distance of the city's second-largest garage. We have a "perfect storm", unique to this location. The confluence of beverage alcohol consumption opportunities and a single large parking area to service them sets up an opportunity for conflict and crime.

Hypothesis #1: The installation of access control devices and procedures, to be activated during the peak crime periods (detailed in Chapter 3) will significantly reduce the number of calls to and crimes committed within the garage.

Hypothesis #2: Spontaneous criminal activity will be reduced by a significantly brighter environment supported by appropriate “anti-entrapment” visual equipment. Improving safety, perceived and actual, by eliminating the “darkness”, will serve to reduce entrapment area potential, improve Natural Surveillance, and will create a positive, less fearful environment for visitors.

Hypothesis #3: Creating a welcoming perception of the garage / parking experience for visitors and employees alike will significantly mitigate the fear of using the garage.

Displacement

The formula for the garage safety challenge is:



We believe that if we “break” one of the two pieces of the formula, the rates of calls to the police and of crime will go down significantly. Because there are no similarly connected elements elsewhere in the city, and because the reported crimes appear to be generally spontaneous, making the garage safe is likely to lower the overall rate of crimes and calls rather than simply displace the crimes and calls.

At the same time, we do not contend that 100% of calls result from this mix of intoxication with a busy, dark parking garage. For example, the June 4, 2022, criminal activity is believed to be gang-related. Such activities, as well as activities by homeless persons seem likely to recur elsewhere if the garage becomes less suitable for the commission of crime.

CHAPTER 3 PROBLEM ANALYSIS

CPTED Analysis

1ST Generation CPTED (Basic)

TERRITORIALITY

The concept of territoriality is to turn a specified area into one that is where legitimate users are more likely to adopt ownership of that particular place. By doing this, it increases the usage of the area by legitimate users, and deters those who do not belong there from entering. Reducing illegitimate users in the area can help to reduce crime and nuisance behavior.

Finding #1:

The employees of the businesses close by have no designated area to park and many feel unsafe parking here.

NATURAL SURVEILLANCE

Natural surveillance is the concept of implementing designs in an area to increase the chances that a potential criminal will be seen. If an offender thinks they will be seen, it may help deter their criminal act. Natural surveillance can be achieved through various measures such as: security patrols, surveillance cameras, proper use of lighting, removing obstructions to improve sightlines, placement of “legitimate eyes” into the area, parking lot attendant booth with clear view of the lot.



Garage in San Diego

Finding: The periods of crime are limited to certain hours during certain days of the week. We believe that having an attendant manage the garage during those hours will pay crime-reduction dividends. Additional concerns include the lack of video cameras, poor lighting, overall feeling of darkness, and entrapment areas.

ACCESS CONTROL

Access control is the concept of creating a sense of ownership while focusing on the entry and exit points to encourage legitimate users and to take some ownership. Access control can also help to discourage illegitimate users by reducing inappropriate behavior in the site.

Finding #1: The other garages in the city are not attended, however they do not have the same restaurant-bar density that the Baristo garage has.

Finding #2: Since the hours and days of criminal activity are well known, access control can be limited to those times only.

Finding #3: It may be possible to devote a section of the garage specifically to the local hospitality workers. It is possible to build a barrier on floor 1-E, and dedicate the alley entry and Indian Canyon exit solely to hospitality workers. This could go a long way toward sending a positive message to the city’s hospitality workforce.

IMAGE/MAINTENANCE

Image is the concept of management and maintenance of a space again showing a sense of ownership. If a property is well maintained, it is an indication that the owner cares about the property and is willing to deter crime against the property. Lack of maintenance could do the exact opposite, encouraging illegitimate users to use the space and increase criminal activity.



Disabled Fire Pull?

Finding #1: Several items are clearly in need of maintenance. They include gutters, signs, fire alarms, and dozens of other small items that “add up” while one strolls through the garage.

Finding #2: A Safety Audit uncovered the city’s practice of cleaning the alley below the garage. The neighborhood resident who spotted this referenced the stench from garbage-water that flowed down the entire alley to the street, and wafted throughout the garage.



"Cleaning" Alley in AM

1st Generation CPTED (Advanced)

LAND USE MIX

Land Use Mix refers to the capacity for a diversity of land uses to either contribute or detract from crime activities.

Finding: N/A The area of focus is a densely-occupied commercial center of a destination city. We do not recommend the reduction of liquor licenses, changes in hours of operation, or restrictions to garage access beyond what we have listed.

ACTIVITY SUPPORT

Activity Support is the concept of scheduling activities in a way that fills the area with legitimate users at all times to decrease the chance for crime.

Finding #1: N/A peak crime times, late evening / early morning, correlate to a garage that is filled.

MOVEMENT PREDICTORS

Movement Predictors refers to how the built form of the site channels movement or does not channel movement. Pathways that have strong movement predictors without escape routes can be a safety issue for a pedestrian as they have no point of exit if they feel danger.

Finding: Unconnected stairways and lack of egress wayfinding hinder emergency egress.

DISPLACEMENT

Displacement is the movement of crime from one area to another. There could be negative displacement, diffusion of benefits and positive displacement.

Finding: The criminal activity results from a combination of density of bars, dispensaries, retail alcohol sellers, and a parking garage for patrons of said facilities that is unsafe. This combination does not exist elsewhere in the city. Making the garage safe would “break” the formula.

2ND GENERATION CPTED

CAPACITY

The concept of Capacity refers to the ability of the neighborhood to support the surrounding uses in the area to achieve an ideal balance of activities.

Finding: The garage is located at the southern end of the Baristo Neighborhood, bordered by Ramon Road, Tahquitz Canyon Drive, Sunrise Way, and S. Palm Canyon Drive. The Neighborhood is well balanced. It has 13 condominium developments, 7 apartment developments, and two thriving business corridors featuring restaurants, hotels, and retail (Palm Canyon and Indian Canyon) as well as professional businesses and offices along a one-mile portion of Tahquitz Canyon Drive.

COHESION

Cohesion refers to the interactions between all users of the space. This relationship contributes to the sense of safety that a place portrays.

Finding: Turning the garage into a visually (and musically?) welcoming area would contribute toward enhancing cohesion.

CONNECTIVITY

Connectivity refers to the relationship of the site to the greater area surrounding it, at times a relationship as expansive as the entire city.

Finding: Already “connected”. Village Fest is the best example.

CULTURE

Culture refers to “placemaking” – the overall expression of the place through public art, memorials, or other cultural elements that enhance social cohesion.

Finding: The darkness of the garage would be best resolved by creating bright (and light-reflective) murals that also provide wayfinding information, hospitality messaging – perhaps enhanced with music. For example, the Agua Caliente painted indicator of its garage floor numbers is about 6-feet tall. Upbeat music plays throughout the garage.

Crime Statistics

Crime Types & Locations

The crime statistics compiled used the addresses to The Village, 266 South Palm Canyon Drive, Sol Agave / Rooftop 262 which share an address, 262 South Palm Canyon Drive, and the parking structure 275 South Indian Canyon Drive. Upon reviewing the data for the years of 2020, 2021, and 2022 it appears that the most common crimes that relate to the parking structure are:

1. Public Intoxication
2. Theft
3. Assault with Deadly weapons
4. Physical Fighting

Peak Crime Patterns

The times of the day in which most of these crimes occur are between the hours of 10:00pm hours and 02:30am.

The days of the week with highest crime rates are (in order)

- A. Saturday
- B. Friday
- C. Thursday
- D. Sunday

The number of Emergency Response Calls is significant:

Police and / or Fire Dept. Emergency Responses 2020-2022	
Garage	1,339
Adjacent Area Responses (The Village)	629
Adjacent Area Responses (Moxie, Now Rooftop262)	293
TOTAL	2,261

DURING THIS SAME PERIOD, THE MUSEUM (DOWNTOWN) GARAGE HAD 182 CALLS!

Just since January 2022 PSPD has responded to the following violent incidents in the parking structure:

On January 29, 2022, at approximately 2:00 am, there was a shooting where several shots were fired in the crowded structure, and one vehicle struck. The shooter was identified and arrested.

On February 27, 2022, at approximately 1:46 am, there was a stabbing after the victim saw three males jumping another male and tried breaking up the fight. A suspect has been identified.

On March 20, 2022, at approximately 1:50 am, a call was received of two people shot in the parking structure. Two suspects were arrested in this incident.

On April 02, 2022, at approximately 1:43 am, several reports of shots fired were reported in the parking structure. Officers were unable to locate a victim or property damage.

On June 4, 2022, at approximately 2:10 am, reports of a large fight were reported. It appeared from video that victims were pistol whipped and the victims were uncooperative with PSPD officers. Two suspects were located and found in possession of two firearms. They were arrested. Video posted on social media indicates the victims may be local gang members and may retaliate.

Crime Analysis

The Village and Rooftop 262 have adequate security plans in place, and both locations have cooperated with PSPD in providing security footage from their establishments to help solve crimes. Unfortunately, these two bars are known to attract individuals who have engaged in the above crimes after leaving the locations. While all subjects involved in the mentioned crimes cannot be confirmed to have all been drinking at both establishments, these two bars are the only bars in the immediate vicinity of the parking structure that remain open until 2:00 am. The parking structure is owned and controlled by the City of Palm Springs and is open to the public free of charge 24/7. A security company is contracted to provide visual deterrence to the location. City records indicate that there are security guards (unarmed) that are employed during the following hours: 1pm-8pm: 1 unarmed security guard and 8pm-8am: 2 unarmed security guards. However, crimes continue, even in their presence.

In addition to the crime mentioned, the parking structure has three elevators at the location. Each of them at one point had Emergency Call phones that were lit with blue lights to easily identify them, but those phones were regularly damaged and have been disabled.

Homeless people are routinely found sleeping in the elevators and the elevators have been vandalized, urinated, and defecated in and are often used by the homeless for overnight shelter.

There are no gated access controls, paid parking hours, security cameras, or full-time personnel dedicated to the control and safety of the parking structure. Police department personnel are responsible for providing response to calls throughout the city and cannot sit at the parking structure at all hours to prevent these crimes from occurring.

CHAPTER 4 STRATEGIES

Recommendations

INSTALL ACCESS CONTROL MEASURES

Supports Hypothesis #1: The installation of access control devices and procedures, to be activated during the peak crime periods (detailed in Chapter 3) will significantly reduce the number of calls to and crimes committed within the garage.

Access Control Measures to be initiated late evening – early morning Thursday through Sunday

1. Install physical access controls

- a. Barrier control entry/exit arms with or without an attendant, TBD. We recommend exploring technological current equipment to help control ongoing costs of operations.
- b. Cameras and License Plate Recognition Software at entrance and exit locations

2. Initiate access control procedures

- a. Paid Parking at 7pm, Thursday-Sunday (Permits for Employees in the area)
- b. On-site gate attendant from 7pm-2am, Thursday - Sunday

ELIMINATE DARKNESS -- INCREASE ENTRAPMENT AREA VISIBILITY

Supports Hypothesis #2: Spontaneous criminal activity will be reduced by a significantly brighter environment supported by appropriate “anti-entrapment” visual equipment. Improving safety, perceived and actual, by eliminating the “darkness”, will serve to reduce entrapment area potential, improve Natural Surveillance, and will create a positive, less fearful environment for visitors.

Eliminate Darkness

3. **Paint the interior** of the parking structure white or very light. ASAP.. Among other effects, **Natural Surveillance** will be enhanced just with the addition of the white paint.
4. **Increase the lighting coverage and distribution in the entrapment areas.** This may require changing light types or adding lights. The City does not appear to have standards for Garage Lighting. This is concerning. The standards for parking lot lighting will not result in a sufficient level of safety lighting for a garage. This will help significantly to improve **Natural Surveillance**.
5. **Create wayfinding signage with significant visibility, with an emphasis on emergency egress and other Movement Predictors. Focus is needed on one stairwell that does not go directly to the ground level.**
 - i. Create a level or space-numbering system that makes it easy for garage users to find their space when returning to their cars. Bright (reflective) coloring may be used to identify separate levels. Murals could work well – several [examples are presented in Appendix A](#).

Install “Anti-Entrapment” Equipment

6. **Re-install Emergency Phone System** with supporting signage
7. **Install full dome shatterproof security mirrors over entrapment areas**
8. **Install video cameras (CCTV) over entrapment areas.**

- a. **This requires a monitoring plan.**

CREATE A WELCOMING PERCEPTION of PARKING EXPERIENCE

Supports Hypothesis #3: Creating a welcoming perception of the garage / parking experience for visitors and employees alike, will significantly mitigate the fear of using the garage.

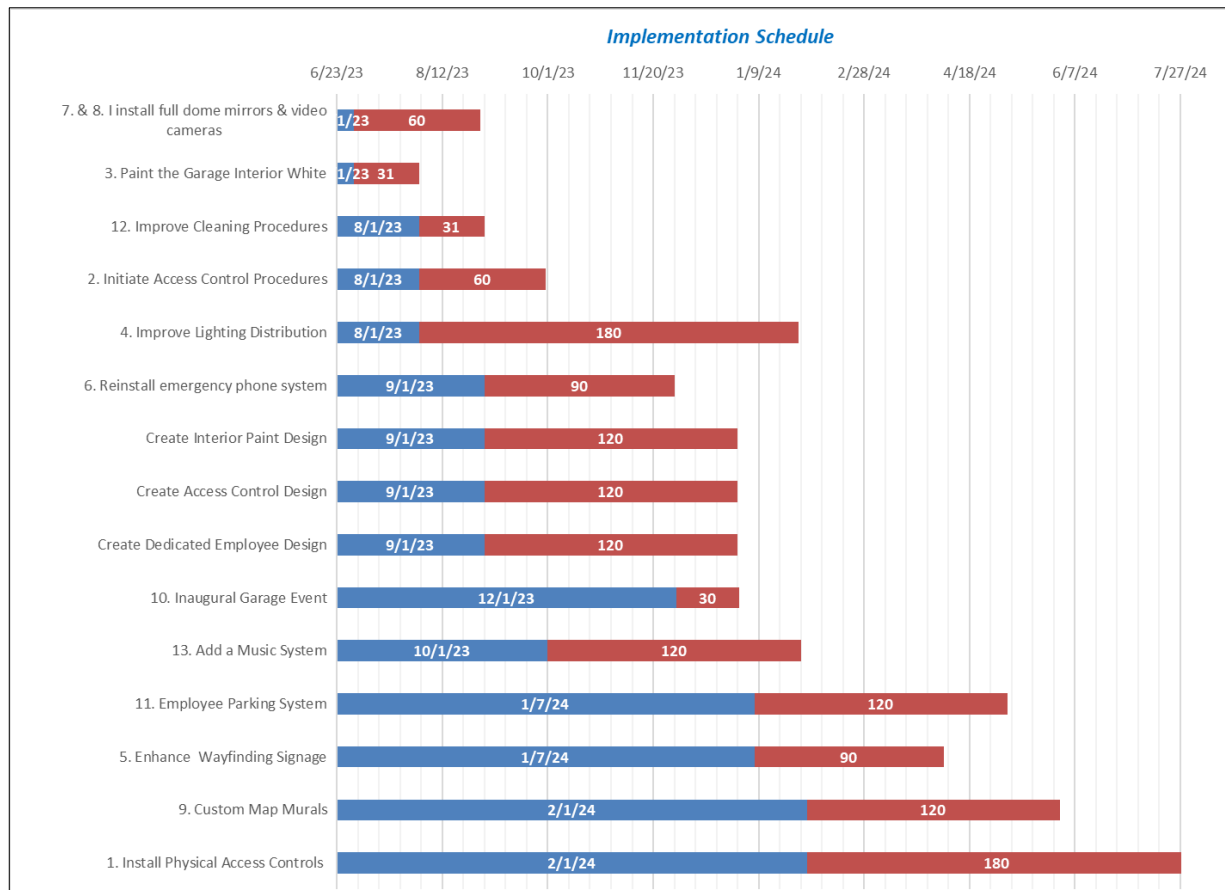
9. **Custom “map” murals** on the interior walls adjacent to pedestrian exits (e.g. large wall adjacent to main entrance) – colorful maps point to destination areas within the district. These and similar **Culture Strategies** serve to integrate the city’s destination status with hospitality.
10. **Activate the upper level with periodic marketing and events** (for example, market the top for its great views, art shows or a periodic daytime version of Village Fest?) This brings **Placemaking** and **Distinctiveness** to the garage, elevating its purpose beyond simple functionality.
11. **Create permit access program** for downtown employees in specified section of garage; we strongly recommend that an employee-only section of the garage be created using level 1-E plus the sublevel. This would be exclusively accessed directly from the alley. Exclusive employee automobile egress would be via the Indian Canyon exit. Public entry and access would be via Baristo only. Public access would be exclusively reserved for the parking public at 5 of the 6 ½ levels within the garage. Palm Springs is contractually required to provide parking spaces for the use of the adjacent restaurants located at 266 and 262 S. Palm Canyon Drive. The sublevel has 21 spaces. Level 1-E has 53 . This is short of the 82 spaces guaranteed in the initial property acquisition process. However, there is no evidence that even a fraction of 82 spaces was reserved in recent years. This will promote **Connectivity** among hospitality workers.
12. **Change morning cleaning procedure** that creates massive morning stench throughout the alley and garage
13. **Add a Music system.** Enhance feelings of being welcomed. Create an upbeat feeling as users head to their hospitality / shopping experiences. c
14. **Eliminate the confusion caused by lack of clarity, especially as regards wayfinding signage.** We suggest that the garage levels be frequently and consistently labeled, for examples signs could point to levels 1W, 1E, 2W, 2E, etc.

Asset Map

Our assets for change and improvement will be largely associations and groups – beneficiaries of an improved garage environment.



Timing / Gantt Chart



Outcome

The projected outcome of the implementation of our recommendations is a reduction in crimes committed within the garage of 80%, and a reduction of calls, 60%.

Evaluation

We believe that immediate results will be achieved from the white paint called for in the implementation schedule. From that point forward, we estimate measurable decreases in calls and crime rate, year-over-year, each 180 days.

1. A **baseline** of calls to the police and fire departments should be established, going back to 2020 if possible. A weekly tracking number is advised. Ideally, to enhance comparisons and analysis, the weekly numbers should commence on the same day of the week – a 4-4-5 (weeks per month) tracking schedule would be most helpful.
2. A **financial baseline** should be developed to measure tax revenue generated as a result of THIS garage's capacity. For example per-car spending (by daypart, day and season) could be estimated through surveys.
3. Once actual work begins, the number of calls to the police department and the fire department should be tracked and compared to previous years, on a monthly basis.
4. The same level of tracking should take place for crimes committed.
5. Tracking data should be categorized to reference the implementation steps above.
6. An operating plan and budget should be created, and past operational costs should be made available.
7. In order to judge success, three factors should be measured:
 - a. Fewer calls. This number may be initially skewed, as recommendations call for enabling emergency call devices, and for video surveillance.
 - b. Fewer crimes
 - c. No increase in operational cost
 - d. Increased use of the garage / tax revenue generated

Appendix A – Brightness in Commercial Garages Through Painted Murals



Garages in Detroit, Seattle, San Diego

