

Crime Prevention Through Environmental Design Assessment

9100-9200 blocks
Rainier Avenue S
(Safeway 'superblock')

Nov 17, 2014



Seattle Neighborhood Group

The mission of Seattle Neighborhood Group is to prevent crime and build community through partnerships with residents, businesses, law enforcement and other organizations.





Site Visit

Location:

9100, 9200 block Rainier Ave. S.

Seattle, Washington

CPTED Practitioners

Kylie Helmuth

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Date of Visit/Time of Day

Thursday, October 2, 2014 9:30 pm

Thursday, October 9, 2014 12:30 pm

Wednesday, November 5, 2014 12:00 pm

Friday, November 14, 2014 11:30 pm

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CPTED Method

Each CPTED Assessment presents unique challenges in understanding complex problems that are tied to physical characteristics of specific places.

By using CPTED principles grounded in proven crime prevention practices, and specific local information about a site, it is possible to analyze problems generated by place features and make recommendations toward correcting crime and disorder problems.

Several site visits are usually necessary to observe the activity patterns and physical features on site. Collecting data about the site is also important in creating a picture of the types of activities on a site. Interacting with site users and asking basic questions about what draws them to the site and how they feel when they are on site are valuable additions to observations.

CPTED recommendations are based in practical and theoretical knowledge primarily from the fields of criminology, sociology, psychology, and studies in the built environment. A robust CPTED approach involves interdisciplinary work from all of these areas.

Concepts that guide our CPTED work include: Activity Patterns & Conflict of Use, Quality of the Sensory Environment, Guardianship, and Historical Use & Cultural Patterns of a place. Accompanying these concepts, we use 5 basic physical assessment tools to analyze sites: *Natural Surveillance*, Territorial Definition, *Access Control*, Image & Reputation, and Community Activation.

The focus of this assessment is to make recommendations specific to this site, with the goal of changing use patterns that lead to conflict and negative behaviors, and hopefully reducing the opportunities for crime.

Disclaimer

The recommendations and strategies suggested here are intended to reduce opportunities for crime, improve quality of life and provide for a safer environment. Seattle Neighborhood Group does not guarantee that any specific crime will be prevented if these recommendations are implemented.

General Site Description

This site is dominated by the *Safeway* shopping center, and its large parking lot. Small businesses are dotted around the perimeter of the *Safeway* lot, Rainier Avenue South, a busy arterial, winds through the site, its four lanes of traffic moving at posted speeds of 30 miles per hour, routinely faster.

On one side of Rainier Avenue S. are senior housing apartments, a walkway, single-family homes, a public medical and dental clinic, a branch public library, a bank, a vacant lot, and a fast food restaurant. On the other side are more fast food restaurants, a laundry, a veterinarian, gas pumps, a dry cleaner, a large grocery store, and liquor store. Adjacent to this site are mixed residential and business neighborhoods with many apartment buildings and single-family homes together with smaller businesses. Notably, the Lake Washington Apartments, a very large multi-family housing site is just across the Mapes Creek Walkway that borders this site to the east.

The nearby population uses this site intensively for everyday needs such as banking, grocery shopping, library visits, getting gas, walking to school, going to the doctor, taking animals to the vet. There is also a lot of socializing that takes place in restaurants, parking lots, and at a barbershop. After school, many youth congregate at the library, on the sidewalks and pathways, and at the *Safeway*.

The formal walkways on site are limited to the Mapes Creek Walkway, sidewalks, and the small path between Barton Place Senior Housing and the Seattle Public Library.



Why CPTED here?

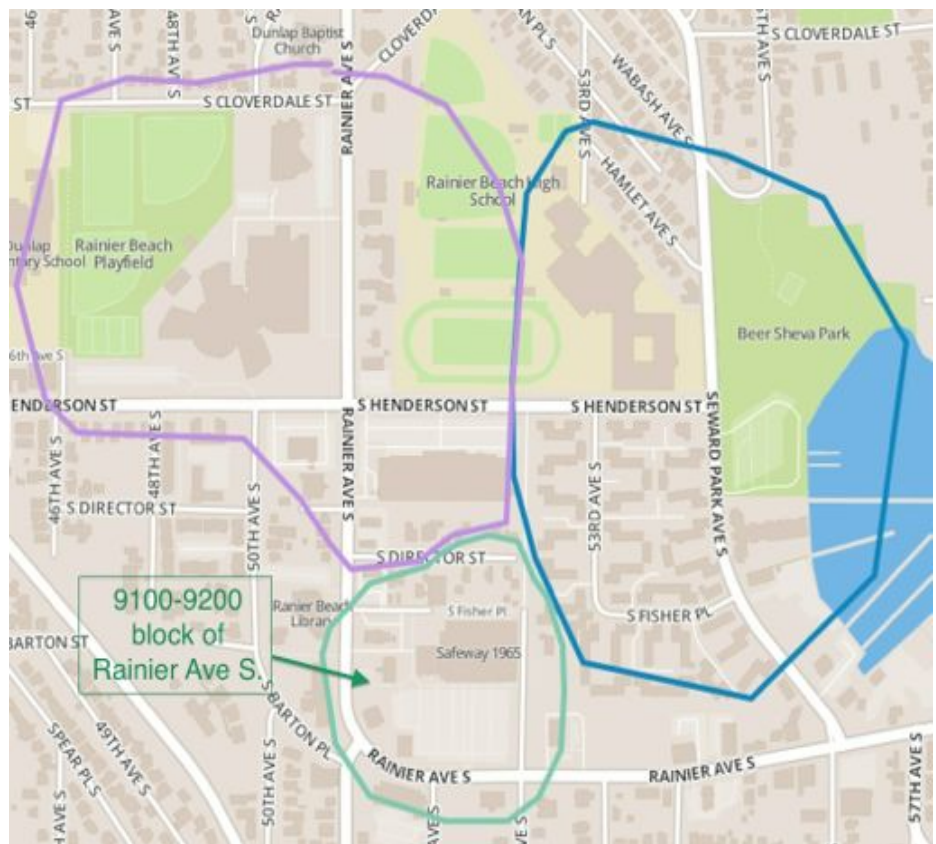
This CPTED Assessment focuses on a crime ‘hotspot’ in the Rainier Beach neighborhood. This two block area of Rainier Ave. S. and its surroundings, is one of five small youth crime “hotspots” in Rainier Beach, a neighborhood in Seattle’s south end. The site is part of a community-led project focusing on reducing youth crime at all five hotspot sites. The project is called *Rainier Beach: A Beautiful, Safe Place for Youth*, and is funded through a Department of Justice Byrne Criminal Justice Innovations Grant. This assessment is intended to support the community task force working on youth crime in this area.

This CPTED analysis is oriented toward the public spaces throughout the site such as sidewalks, bus stops, publicly accessible areas, streets, plazas, and parking lots.

Several sets of data are present here; one set is publicly available data from the Seattle Police

Department, another set is proprietary data (also from Seattle Police Dept.), derived by the Byrne Grant researchers at George Mason University, addressing youth crime and victimization in this area.

The publicly available dataset provided by SPD shows high numbers of calls for service (911 calls) associated with a disorderly and disrupted environment, specifically, disturbance, noise, mischief, liquor violations, suspicious persons and vehicles. The police reports indicate that assault, robbery, and a wide array of theft is also prominent on site. It is important to note that much of the crime reflected in this data is *shoplifting*, which occurs beyond the scope of this assessment to address.



This site, the 9100-9200 blocks of Rainier Avenue South, is outlined in green on the map. Two other ‘hotspot’ areas border it; one to the east, the other to the north. The Mapes Creek walkway is a major foot traffic connector between all these hotspot areas, providing a path for high school students, Lake Washington Apartment residents, and other neighborhood people. It runs from the bottom of the green area to the north, between the purple and blue areas. For the Byrne Grant, SNG performed CPTED Assessments for all the ‘hotspot’ areas.

The data supporting the Byrne Grant project focuses on crime reported by police for a short street segment of the 9200 block of Rainier Avenue South. One set of the data from the Byrne project is included here, but due to its narrow physical constraints, does not support the CPTED analysis as robustly as data from the broader site derived from the publicly available datasets.

Seattle Police Calls for Service – October 1, 2012 – October 1, 2014

911 Calls for service

October 1, 2012 to October 1, 2014

Row Labels	55XX BLOCK OF S FISHER PL.	95XX BLOCK OF RAINIER AV S	90XX BLOCK OF S2 AV S	920X BLOCK OF RAINIER AV S	RAINIER AV S / S1 AV S	RAINIER AV S / S2 AV S	RAINIER AV S / S FISHER PL.	Grand Total
ABANDONED VEHICLE				1				1
ACCIDENT INVESTIGATION		2		23	2	3	3	31
ALARMS - COMMERCIAL BURGLARY (FALSE)				3				3
ALARMS - RESIDENTIAL BURGLARY (FALSE)		1		2				3
ANIMALS - INJURED, DEAD, DANGEROUS					1			1
ARMED ROBBERY		2		3				5
ASSAULTS, FIREARM INVOLVED				2				2
ASSAULTS, OTHER	3	4		15		1	1	24
AUTO RECOVERY				3				3
AUTO THEFT			1	12				13
AUTO THEFT AND RECOVERY		1		1	1			3
BICYCLE THEFT				3				3
BLOCKING VEHICLE		2		1	1		1	5
BURGLARY - COMMERCIAL		2		1				3
CASUALTY - DRUG RELATED (OVERDOSE, OTHER)				1				1
CASUALTY (NON CRIMINAL/TRAFFIC) - MAN DOWN, SICK PERSONS, INJURED, DOA)				4				4
DISTURBANCE, GANG RELATED		1						1
DISTURBANCE, OTHER	1	27		76	2	3		109
DRIVING WHILE UNDER INFLUENCE (DWI)		1		4	2	2		9
FELONY WARRANT SERVICE		1		6		1		8
FIGHT DISTURBANCE		4		9	1	2	3	19
FORGERY, BAD CHECKS		1		3				4
FOUND PERSON		1		2				3
FRAUD (INCLUDING IDENTITY THEFT)				4				4
GANG (GRAFFITI)				1				1
HARASSMENT, THREATS		3		5				8
HARASSMENT, THREATS - BY TELEPHONE, WRITING				1				1
HAZARDS				3		1	1	5
JUVENILE DISTURBANCE	1			2				3
LEWD CONDUCT		1		1				2
LICENSE PLATE THEFT OR LOSS				1				1
LIQUOR VIOLATION - ADULT				6		1		7
LIQUOR VIOLATION - INTOXICATED PERSON				2				2
LIQUOR VIOLATION - MINOR				1				1
MENTAL COMPLAINT				26				26
MISCHIEF, NUISANCE COMPLAINTS	1	4		13			1	19
MISDEMEANOR WARRANT SERVICE	1			5	1			7
MISSING PERSON		2						2
MOTORIST ASSIST		4		2	1			7
NARCOTICS ACTIVITY REPORT				1				1
NARCOTICS, DRUG TRAFFIC (OBTAINING)				1				1
NARCOTICS, OTHER	1	1		1				3
NOISE DISTURBANCE				8	1			9
NOISE DISTURBANCE, RESIDENTIAL				3				3
PARKING VIOLATION (EXCEPT ABANDONED VEHICLES)	1			4	1			6
PEDESTRIAN VIOLATION						1		1
PERSON WITH A GUN		3		4		1		8
PROPERTY - FOUND (FOLLOW UP TO SPD CASE)		3						3
PROPERTY - MISSING				2				2
PROPERTY DESTRUCTION	1	2	1	11				15
PROWLER		1						1
RECKLESS ENDANGERMENT, UTTERING, PARKS CODE VIOLATIONS							1	1
SHOPLIFT				118				118
STRONG ARM ROBBERY		1		12				13
SUSPICIOUS CIRCUMSTANCES - BUILDING (OPEN DOOR, ETC.)				2				2
SUSPICIOUS PERSON	1	7		80	3	5	3	99
SUSPICIOUS VEHICLE	1	7		20	5	5		38
THEFT - AUTO ACCESSORIES				1				1
THEFT - CAR PROWL				14				14
THEFT - MISCELLANEOUS		9	1	29	1		1	41
TRAFFIC (MOVING) VIOLATION		9		25	18	10	12	74
TRESPASS		4		25				29
Grand Total	12	111	3	609	41	34	27	837

Source: data.seattle.gov

Seattle Police Incident Reports – October 1, 2012 – October 1, 2014

Incident Police Report
October 1, 2012 to October 1, 2014

	51XX BLOCK OF S FISHER PL	91XX BLOCK OF RAINIER AV S	92XX BLOCK OF 52 AV S	92XX BLOCK OF RAINIER AV S	RAINIER AV S / 51 AV S	RAINIER AV S / 52 AV S	Grand Total
ASSLT-AGG-BODYFORCE				1			1
ASSLT-AGG-GUN						1	1
ASSLT-AGG-WEAPON	1						1
ASSLT-NONAGG		3	1	13			17
ASSLT-NONAGG-POLICE		1					1
BURGLARY-FORCE-NONRES		2		1			3
BURGLARY-NOFORCE-NONRES				3			3
COUNTERFEIT				2			2
DISPUTE-OTH		1		1			2
DISTURBANCE-OTH		2		4	2		8
EMBEZZLE		1		1			2
FORGERY-CHECK				1			1
FRAUD-CHECK		1		1			2
FRAUD-CREDIT CARD		1		2			3
FRAUD-OTHER				2			2
HARASSMENT		1		3			4
NARC-POSSESS-METH		1					1
NARC-SELL-OTHER				1			1
PROPERTY DAMAGE - GRAFFITI				2			2
PROPERTY DAMAGE-NON RESIDENTIA		2		8			10
PROPERTY DAMAGE-RESIDENTIAL				1			1
PROPERTY FOUND		1					1
PROPERTY LOST				1			1
ROBBERY-BANK-GUN				1			1
ROBBERY-BUSINESS-BODYFORCE				3			3
ROBBERY-RESIDENCE-BODYFORCE				1			1
ROBBERY-STREET-BODYFORCE		5		7		1	13
ROBBERY-STREET-GUN		2					2
THEFT-AUTOACC				2			2
THEFT-BICYCLE		1		1			2
THEFT-BUILDING				6			6
THEFT-CARPROWL				11			11
THEFT-LICENSE PLATE			1	1			2
THEFT-OTH	1	3		12			16
THEFT-PKPOCKET					1		1
THEFT-PRSNATCH		1					1
THEFT-SHOPLIFT				55			55
THREATS-OTHER		1		4			5
TRAFFIC				2			2
TRESPASS		2		4			6
VEH-RCVD-FOR OTHER AGENCY				1			1
VEH-THEFT-AUTO		4		10			14
VEH-THEFT-TRUCK			1				1
WARRARR-FELONY	1	1		3			5
WARRARR-MISDEMEANOR	1	1		2			4
WEAPON-DISCHARGE				1			1
WEAPON-POSSESSION		1		2			3
WEAPON-UNLAWFUL USE		1		1			2
Grand Total	4	40	3	178	3	2	230

Byrne Grant Task Force Data Jan. 1, 2012 – Aug. 31, 2013

	2012		Jan - Aug 2013		Total
	25 and Under	26 and Over/ Unknown	25 and Under	26 and Over/ Unknown	
Person	8	8	2	4	22
Property	1	14	4	9	28
Disorder				1	1
Other	1			1	2
Total	10	22	6	15	53

This table shows **Police Reports** for a 20-month period, and includes crime that only corresponds to the researchers' **more constrained location** (the red segment of map inset to the right), and further, are combined into the more general categories of crimes against persons, property crime, disorder crime, and 'other'.



Site-wide Activity Patterns

This site has significant activity patterns that combine to create a complex set of conditions that may have strong impacts on how people use the place, and how difficult it is to develop positive guardianship in the parts of this site that need it most. Six areas on this site show significant patterns that are worth pointing out here.

1 Unwanted contact, panhandling, and loitering in front of commercial entrances

The entrance area to the businesses in the main *Safeway* building shelter a lot of activity not typically tolerated on private property, including panhandling, loitering, and unregulated businesses. The milieu that gathers and stays here sometimes erupt into fights and disturbances. The entrance furthest to the east (*Safeway*) is a particular favorite for those who gather and loiter on the 'porch', and our survey teams have observed that some customers avoid that entrance, even if they have to walk out of their way, instead choosing the more central entrance to *Safeway* on the west half of the store. On several site visits, the liquor store entrance has had inebriated people leaning on the wall just outside of the door.

2 Gas station activity & chaotic traffic pattern

The gas station has extremely unregulated parking and driving patterns. Vehicles park and stay for much longer than it normally takes to fill a tank. On one site visit, a car was observed parked at a blocking angle to a pump, essentially cutting off all through traffic for the four pumps in the center of the island. The car was there for at least 20 minutes while the survey team observed the area. The air and water hoses intended for use by drivers are located away from the main pump station, and people congregate there in cars for long periods of time. It seems that much of the activity there is not related to vehicle maintenance, but it is difficult to tell exactly what is going on. This 'micro-place' in the parking lot can be very intimidating and feels dangerous because it is isolated, and the behaviors often seem volatile at this spot.

3 'Choke point' between Jack-in-the-Box, the barber shop, and *Pho' Van*

On site visits, our team observed gatherings of a few people (two to four) stationed on either side of the 5100 block of S. Fisher Place. People cluster near the back of *Pho' Van's* parking lot on the south side, and near the back of the Jack-In-The-Box parking lot on the north side. These people, (in their late 20's to early 40's), were associated with parked vehicles, and seemed to gather just before the site saw an influx of school age youth, reportedly they gather mid-day and remain into the evening and nighttime hours. The arrangement of the clusters created an effective "choke point" on a popular path that youth take to travel from South Shore School, South Lake School, the Rainier Beach branch of Seattle Public Library, and the Rainier Beach Community Center as they move to and from *Safeway, McDonalds, and Subway* – all popular attractions for after school snacks and socializing. The actual activities the adults were engaged in was unclear to the observation teams, however community members claim much of the activity at this spot is related to drug sales.

4 Unsafe way to Safeway – the parking lot

There is a well established network of paths onto and off of the *Safeway* property, the most popular one being an informal connector from the Rainier/Henderson area (or the library) that takes people across the lot at Jack-in-the-Box, across S. Fisher Place, (through the “choke-point” described above), across the *Pho’ Van* parking lot, into an un-monitored side of *Safeway* where the loading dock and a “dead cart corral” is located. From there, it is possible to skirt between the active traffic lanes between *Safeway’s* main parking area and the busy fuel pump lanes, and onto the sidewalk in front of the businesses. Then path users brave the ‘gauntlet’ of people usually gathered in front of doorways at the entrances of the businesses in *Safeway’s* building, and finally, into *Safeway*. The overall effect of making this trip is similar to navigating a video game with obstacles and challenges, and the social, visual and aural environments are a chaotic clamor for attention, a new event around every corner. This path has nodes along the way that are well noted as high theft areas by both police and community members. Cell phones and wallets are reportedly the most commonly stolen items here as people expose them to pay for gas at *Safeway* pumps, pay for food at the windows of Jack-in-the-Box, or use their cell phones. On site visits we saw pedestrians with electronics clearly in use.

Micro-places in *Safeway* parking lot that exhibit specific use characteristics

The lot at *Safeway* is large, and has some pockets far from the entrances to any of the businesses on site. These pockets afford places for people to be in their cars for long periods of time. On all site visits, vehicles were observed *lingering or loitering in 3 specific locations*, each accompanied by unique use patterns.

- The *empty kiosk at the east entrance near the gas pumps* is a place where people gather in their cars – boisterous, sometimes confrontational behaviors are common here.
- Part of the main lot on the south west corner behind *King Donuts* and adjacent to the Rainier Beach Veterinary Hospital functions as a sort of ‘*car lounge*’, routinely hosting occupied vehicles, the drivers seeming to observe the entire lot well from their vantage point. At times, the drivers make contact with others, either from inside their vehicle, or by getting out and standing in the parking lot. On site visits we noticed up to five vehicles, all occupied by men talking on cell phones, *backed* into the spaces.
- The south perimeter parking spots have vehicles whose drivers are often parked to enjoy a snack or meal. It is common for people to park here, watch Rainier Avenue go by, and linger for a while. Sometimes this area of the lot is used by people who park, meet, then go to do activities unrelated to the on-site businesses.

Informal Markets in the parking lot

Along with the three ‘micro-places’ listed above, there is a *persistent pattern of informal economic activity in the parking lot*. Vendors offering merchandise, sometimes including bootleg DVD’s and CD’s, pop up in the busiest part of the lot where they can initiate contact with customers coming and going to the stores, while others offer services at times along the perimeter, such as auto detailing and even barbeque.

5 ‘Crossing the River’ – 9200 block of Rainier Ave S

Rainier Ave. S is a four lane arterial with no median, regularly speeding traffic, and poorly designated crosswalks in the 9200 block. On site visits we observed pedestrians jaywalking every few minutes, and observed vehicles having difficulty entering and exiting the *Safeway* lot on the south perimeter of the property. Jaywalking is not the focus of this activity pattern observation, it is simply a symptom of the underlying problem here – the lack of clear signage and designation of how the space is used. In particular, pedestrians seemed most vulnerable as they crossed from the north side of Rainier Avenue en route to Neighbor Care Health Clinic on the south side of Rainier Avenue. There is an 'unmarked' crosswalk here, when used properly all street intersections are considered legal crosswalks, however pedestrians approached this crossing from all angles, sometimes walking obliquely through the intersection of Rainier Ave. S. & Sturtevant Ave. S. Pedestrians also jaywalked regularly to get to KeyBank, also on the south side of the 9200 block of Rainier Ave. S. The landscaping site-wide shows evidence of routine use (“desire paths” – worn informal walkways – are easy to find here), and during observations it was normal to see pedestrians ‘cutting’ from a street-side bus stop, across an active vehicle driveway, through lanes of traffic in the parking lot, and then into the store.

6 Incidental Public Toilets

Several locations in this area function as public urinals. Two locations that were easy to identify on each site visit include the below-grade 'yard' on the south side of the *Safeway*, and the northeast corner of the *Safeway* building. Many other hidden and unlighted spots possibly afford the same activity, but these two stand out as having been regularly used, and clearly identifiable by the observation team based on smell. These are two of the most out of the way and 'invisible' places on the site.

Natural Surveillance

Humans feel safe when important physiological and psychological needs are met. Our senses tell us whether we can relax and enjoy ourselves or whether we need to be on our guard. *Natural Surveillance*¹ addresses those needs - specifically, whether a site affords people the ability to see, hear, and sense if they are safe.

Public places should afford plenty of opportunities to see and be seen throughout - satisfying our need to see if a place is safe. If these basic needs for safety are not met, site users experience anxiety and fear and will avoid the place, depriving it of potentially positive users.

Perceptions of being seen or watched can have an impact on whether people violate laws or norms. Generally, the higher the chance of being observed, the less likely² a potential offender will do the activity in question.

Landscaping in areas with safety concerns must work with *Natural Surveillance* principles to afford the opportunity for site users to have clear views. *Limb trees up to 8 feet, keep plantings on the ground below 2' tall.*

Supporting human vision appropriately in dark environments is critical. There is often a strong tendency to flood an unsafe area with high light levels in attempts at creating a 'safe' nighttime environment. *Bright lighting can create a worse set of problems* impeding human vision and rendering people vulnerable as they move to lower light areas.

At 5 vertical feet, or roughly 'face height', light should be even, color-correct, and have roughly 4:1 contrast with its background. The number of footcandles used will depend on ambient light levels.

A person 30 feet away should be easy to identify, and there should be no stray light in the environment that hinders dark adaptation, or glare that produces disability, discomfort or distraction.

Provide an even quality of light. Ensure the lights do not shine directly into people's eyes (glare) and that they are not too bright – high contrast between light levels as night can inhibit appropriate dark adaptation, putting people in danger of not being able to see what is in an nearby area that is darker.

Make sure any fixtures that are easy to reach are impervious to vandalism (use shatterproof lenses, strong wall attachments).

Working with LC certified lighting designers when planning lighting applications for public space will enhance the chances that lighting applications will be appropriate to the task at hand.



An example of excellent lighting in a public plaza in South Carolina. It helps define the space.

¹ *Natural Surveillance* is called 'natural' because it requires nothing other than the senses. Other kinds of surveillance include 'mechanical surveillance' - the use of mechanical means to see into or out of a place (CCTV, etc.), and 'formal surveillance' people organized purposely to watch a place, such as security guards.

² Conditions that create a sense of anonymity can contravene this behavioral tendency, as can the routine absence of consequences for misbehavior.

Natural Surveillance – Daytime hours

For the most part, this site has good sightlines, especially in parking lots. During daylight hours, people using the site have good opportunities to see where they are going, and are able to make route adjustments. Barriers blocking sightlines include some overgrown plants or trees that do not follow CPTED landscape maintenance recommendations in a few parts of the site. More common threats to *Natural Surveillance* on this site include windows that are blocked, and fencing that creates fortress-like walls that hide activities.



Assets

There are mostly clear sightlines throughout the *Safeway* parking lot. Trees on sidewalks are limbed up to 8 feet.

The entrances at *Neighborcare* and *KeyBank* have lots of big windows with excellent sightlines.

The landscaping along a shared perimeter between *King Donuts & Teriyaki* and *Safeway* is well limbed up, and the black chain-link fence here is unobstructed. It is easy to see into this area from many places on site, including Rainier Avenue South.

Challenges

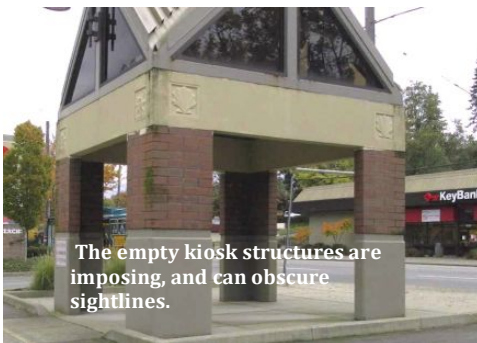


Several places on site have no windows, or dysfunctional windows, including the pathway on the north side of *Barton Place Senior Housing*, the east, south, and north sides of *Safeway*, the west side of the Veterinary Hospital, and the west side of *Neighborcare*.

Landscaping site-wide needs to be pruned down, or limbed up, to levels that allow for good surveillance. The parking lot for *Neighborcare* has trees completely blocking sightlines into this lot through the fence. Hedges at the veterinarian's main entrance, the east side of the library, and along the north side of the path between Barton Place and the library pose similar problems.

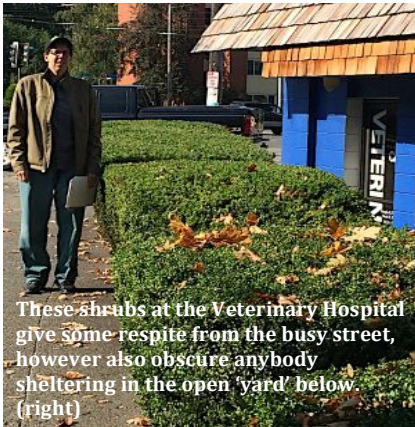
The north and east sides of *Safeway* are surrounded by many tall trees planted near the wall. There are many hiding spots for people to sleep, loiter or use as a toilet. During the site visit, our team observed a person who was sheltering in the space between the trees and the north (rear) wall of *Safeway*. The hedges on the north side of *Safeway* block sightlines to a

driveway that serves that street entrance. It is possible to step in front of a moving vehicle here with little effort.



The *Safeway* lot features structures that have no apparent purpose at two entry points. These structures (called 'kiosks' for the remainder of this assessment, for lack of any other term to accurately describe them) present special problems on this site, some of which are surveillance problems. They are difficult to

see around, on site visits it was apparent that these structures disrupt the visual space in such a way that it's easy to lose track of who is nearby, and what they are doing. There are blind spots, and potential hiding places. They 'block out' large parts of any space that a pedestrian must scan visually in order to see what lies ahead. Since the areas the empty 'kiosks' are situated in are generally sparsely populated, and the structures themselves seem to serve no purpose other than disrupting space, they are an entirely unhelpful element on this site.



These shrubs at the Veterinary Hospital give some respite from the busy street, however also obscure anybody sheltering in the open 'yard' below (right)



The tall masonry dumpster corral at *Pho' Van* functions in a similarly negative way to the *Safeway* 'kiosks', blocking sightlines and creating entrapment zones, however, it at least has a discernable function – as a trash area.

The small, private 'yard' on the south side of *Rainier Beach Veterinary Hospital* is well below the sidewalk grade, and is further hidden by hedges.

Recommendations

Clear away any posters, cardboard, shelving, curtains or blinds, wood, or other items that block windows. Several businesses on site have viable windows that are blocked. Situate indoor activities so there is a good view to doorways, and to the street if possible.

The **built structures that lack windows**, (or adequate surveillance) for an entire face, such as *Safeway*, *Neighborcare*, *Rainier Beach Veterinary Hospital*, and *Barton Place* can **increase the quality of perceived surveillance** by using murals that imply an audience, replace frosted glass with clear glass, 'dress' windows to seem as though there is activity and potential surveillance. Since there is so little surveillance potential in these places, it becomes more necessary to routinely go outside and look at what is happening there, and ask those who are there to leave (*see p. 44-45*). Check carefully for indicators that these places are being used in an illegal or nuisance manner. Indicators could include smelling urine, seeing drug paraphernalia trash (small baggies, cigarillo wrappers), alcohol containers, condoms, graffiti, and litter. *Access Control* measures such as fencing may also be necessary if it is impossible to increase *Natural Surveillance*.



Here is a wall and some landscaping with no *Natural Surveillance*. The vining plant growing up the wall will provide 'green-screening' in the future, the term for graffiti deterrent based on strategic placement of plants.

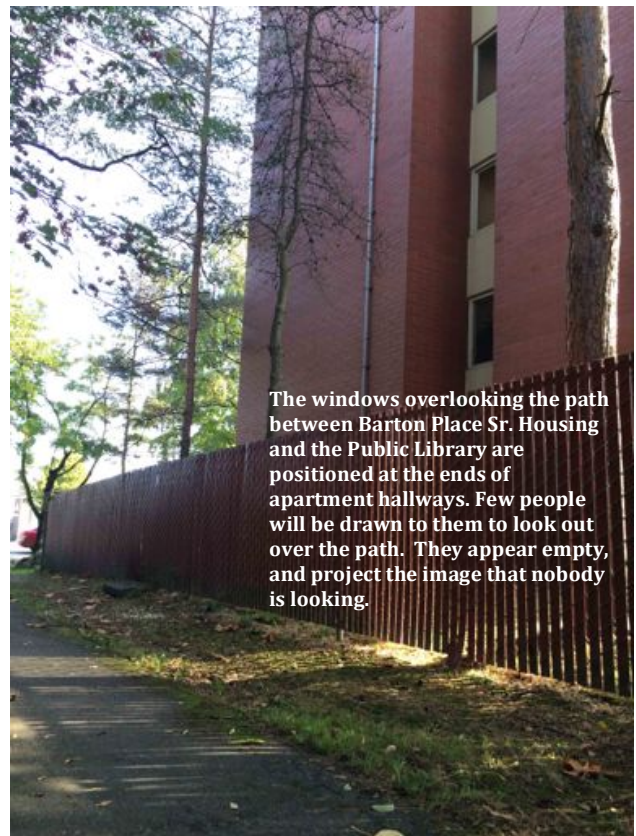
If possible, **replace false windows with clear panes to increase *perceived surveillance***, as well as any possible *real* surveillance.

Place indoor activities near viable windows to increase surveillance. In addition, use *Community Activation* (see p. 45) techniques to educate those who might use the area to look outdoors, identify suspicious activities, and take action if there is crime or nuisance behavior happening.

Maintain *all* landscaping site-wide using the “2 foot – 8 foot” rule – trim bushes down to 2 feet tall, limb trees up to 8 feet. Anyplace on this site with landscaping that is outside of this standard will likely harbor negative activity, and gain a reputation for being an unsafe place.

The kiosks at *Safeway* and the masonry dumpster corral at *Pho’ Van* can be addressed through *Access Control* measures (p. 29), as well as *Community Activation* measures (p. 46). In the meantime, explore using “blind corner” mirrors place in appropriate places (and with correct lighting support at night) to show what is happening on the back and corners of these structures.

Pho’ Van could explore removing the brick wall that surrounds the dumpster, and replacing it with a chain-link, or other similar fence that supports *Natural Surveillance*.



The windows overlooking the path between Barton Place Sr. Housing and the Public Library are positioned at the ends of apartment hallways. Few people will be drawn to them to look out over the path. They appear empty, and project the image that nobody is looking.

Natural Surveillance – Nighttime hours

The quality of light on this site varies tremendously, some of the lighting design is sophisticated, some is purely functional, and some is non-functional, and dangerous. Larger, corporate entities here seem to have more resources to use in developing lighting installations, but that has not insured the outcomes are effective and safe. Smaller businesses or properties, seemingly with fewer resources, seem to have resorted to ‘off the shelf’ solutions to their problems, some with disastrous outcomes. Other places are lucky enough to be near the high intensity of the streetlights that line Rainier Avenue S. and benefit from ambient light trespass onto the property.

Assets

The library has pedestrian path ‘bollards’ with lens baffles that direct color-correct light onto the sidewalk/path where it is needed, and work well in conjunction with taller fixtures that light the general area so people using the sidewalk can easily identify one another from thirty feet away.

The Neighborcare site is illuminated beautifully on the north side of the building, with well directed architectural lighting that washes up the façade of the structure, the name of the place well lit, and landscape and path lighting that works well to support *Natural Surveillance* needs in the dark.

The ‘yard’ on the south side of *Rainier Beach Veterinary Hospital* is illuminated well from the high levels of ambient light cast by the streetlights at the intersection of Rainier Avenue South and S. 51st Street.

Challenges

For most of its length, Mapes Creek Walkway is lighted by ‘cobra-head’ style fixtures, which are typically used in street-lighting applications (not pedestrian applications). These fixtures contain very bright lamps that cast an orange light that renders color extremely poorly. The luminaires (light fixtures) along the trail are situated downhill from the elevated path, which brings the lamp much closer to the ‘task area’ – the 5-6 foot level necessary for recognizing approaching people. The effect of the placement of the light fixtures is that there are bright orange pools of light with distinct cutoff circles on the ground, then areas of darkness until the next pool of light. There isn’t enough ambient light to illuminate the path properly between pools of light. The pools of light are too bright to support the dark adaptation needed for the next dark place on the path.

The south terminus of Mapes walkway is not covered by these fixtures, but is illuminated by ambient light from tall streetlights nearby and the light spilling from McDonald’s parking lot onto the path. The light levels here are lower, and the light does a better job of rendering colors accurately.

The tall hedges along the length of Mapes Creek Walkway, on Safeway’s property, compound *Natural Surveillance* challenges here at night as they exclude so much light that

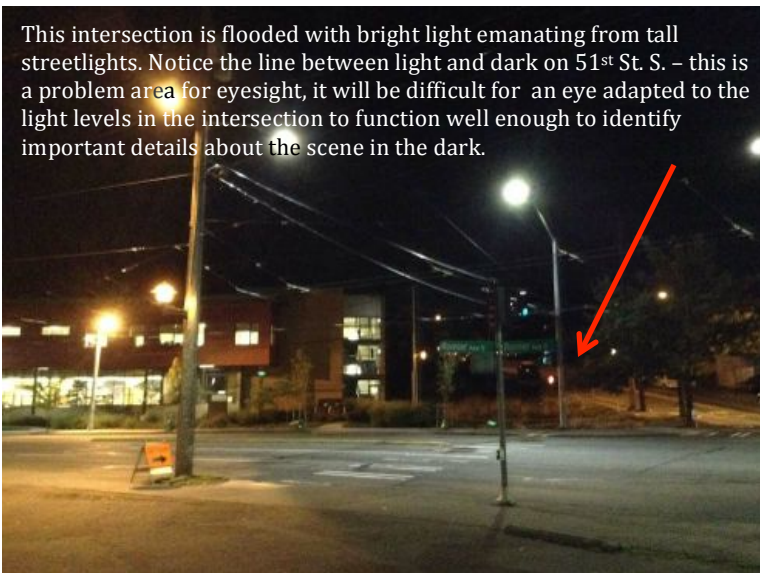
the whole hedgerow is in deep shadow. It is impossible to tell if anybody is there while walking the path in the dark.

The KeyBank parking lot is dark on both east and west sides, and as it approaches the south edge of the property line, becomes extremely dark. At the rear of the building is a brightly lit area surrounding an ATM. The contrast between this brightly lit area and its dark surroundings (especially along the property line to the south), appears much greater than the limit of 4:1, and it is difficult to 'dark adapt' quickly enough as one moves away from the ATM onto the dimmer parts of the property and out onto the street.

The parking lot at *Neighborcare* has some fixtures with a cutoff angle well above 180 degrees, which means that a significant amount of the light leaving the fixture is lost above the fixture. The fixtures also 'spray' light around due to the wider cutoff angle, and that creates glare problems for site users. The lot has a few dark pools, when compounded with the glare from fixtures that spill light, create a patchy and unsettling overall effect. The exit to

the lot is poorly illuminated; it was difficult to locate in the dark.

The intersection of Rainier Ave. S. and S. 51st is so brightly illuminated that light spilling from the intersection reaches the sidewalks and some neighboring businesses. There are several types of fixtures here, some of which (the shorter, lower lumen pedestrian-support luminaires) are rendered useless by the flood of light onto the intersection. Light from this intersection has benefits and liabilities. The ambient light levels are so high, and light is emitted from so many



This intersection is flooded with bright light emanating from tall streetlights. Notice the line between light and dark on 51st St. S. – this is a problem area for eyesight, it will be difficult for an eye adapted to the light levels in the intersection to function well enough to identify important details about the scene in the dark.

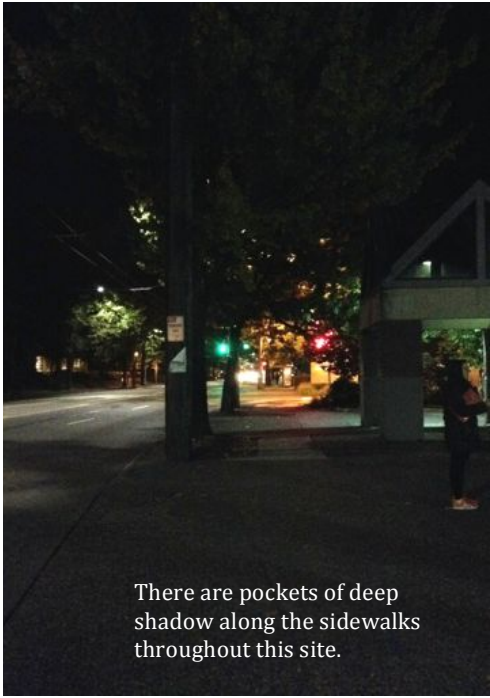
sources that the quality near the intersection is remarkably okay. Away from the intersection, however, the light from these fixtures trespasses onto neighboring residential structures. At the edges of this brightly lit area, dark adaptation problems can occur for some people.

The *Seattle Public Library* parking lot has extremely high lumen levels in the middle of its parking lot, which decrease toward the edges of the property. A group of orange colored lights (high intensity discharge sodium bulbs) produce a strong glare. An important light fixture is dark at the east entrance to the library's property. A pedestrian bollard near steps leading to the door is either broken or burned out.



The arrow points to the east outlet of a public walkway between Barton Place and the Public Library. It is open at night, but extremely dark.

Barton Place Senior Housing has fixtures known as 'wallpacks' on the building (wall mounted fixtures, usually bright, and with little shielding or light direction). These are situated high on the walls, and are used to throw light



There are pockets of deep shadow along the sidewalks throughout this site.

onto the paths and grounds of the building. These fixtures are actually throwing light *everywhere*, not just toward the paths and ground. They produce an intense amount of *discomfort glare*, some site observers experienced *disability glare* from looking at the lights, and reported not being able to see nearby objects or people immediately after exposure. Some site users may experience debilitating *blindness glare* as they move from the area adjacent the building onto nearby sidewalks or streets. Other fixtures throughout the property have equally bright and glaring lights. The color of light emanating from the wallpacks at *Barton Place Senior Housing* do not render color accurately.

The pathway between *Barton Place* and the *Public Library* is not illuminated at all – it is difficult to identify any person or activity along the length of the path.



The family waiting for the bus here are scattered along the sidewalk in front of the shelter.

The property at Pho' Van is poorly illuminated away from the building. There are large potholes that are difficult to see in these conditions. It is difficult to identify the northwest exit and avoid high curbs surrounding this exit because the light levels in this lot are so low.

Sturtevant Ave. S. is dark south of Rainier Ave. S. – it is difficult to see if there are any people in the street. (There are no sidewalks on the east side of the street.) Some spots along Rainier Avenue South are dark, for both vehicles and pedestrians.

Bus Shelters throughout the site are difficult to see into because nearby street lighting (including the shorter, dedicated bus stop lights) does not make it past the shelter's etched glazing. The ambient light reflects off of the etched glazing as well, added complexity in the field of view. It is difficult to focus past this level of foreground complexity to quickly identify if the shelter is a safe place. On all nighttime site visits, the only activities observed taking place inside the shelters were people sitting or leaning and drinking, who did not get on any of the buses that served the stops. Other bus stop users stood well away from the shelters to wait for the bus.



This is the back of the King Donuts & Teriyaki property. There are two people standing in the lot who are impossible to see because of the high contrast ratio between background and foreground light.

King Donuts & Teriyaki is unlit at night, with the exception of two blinding HID fixtures mounted high on the building's north wall, and pointing directly toward the viewer. These fixtures are experiencing extreme light-loss, so the light being produced is fairly worthless, as little of it reaches the ground, or anywhere near the ground. The light loss here may be due to aging lamps, dirty lenses, or other factors.

Entrances to *Safeway* are easy to miss because they are mostly unlighted. There is a pole with a light fixture at the air and water station (near the gas pumps) that spills light and creates glare for drivers and

pedestrians. It is much brighter than the surrounding ambient light levels, so has a harsher effect on vision.

One special light fixture in the *Safeway* parking lot is especially challenging. The pole fixture indicated in the aerial view to the right. This after-market fixture is mounted two thirds of the way up the pole, and has an array of two extremely bright LED grids pointed directly at a roughly 55-60 degree angle, pointing directly into driver and pedestrian eyes in locations well beyond the Safeway property lines. These lamps are broadcasting light much greater than the 180 degree cutoff used for outdoor lighting. They are extraordinarily focused and bright, and produce immediate *disability glare*, and for some people, will produce *blindness glare*. The purpose of this special installation is unclear, but it may be an attempt to address illegal or nuisance activities in the parking spaces at the west perimeter of the lot. If this is the case, the installation only lights the hood of any car backed into these spaces. The light does not inhibit the driver who may be loitering here, the roof of any car backed into these spots acts like a visor, shielding the driver. Instead, this fixture only affects those users trying to navigate this part of the lot, whether by vehicle or on foot.



Much of the light in the lot at *Safeway* does not reach its 'destination', or task area, for example, 3 or 4 feet from the ground where drivers must use their keys in a lock; 5-6 feet from the ground where people must be able to see a face illuminated well, and be able to identify any potential threats. Some fixtures focus their light well above the 6 foot level, little light makes it to the ground.

The empty 'kiosk' structure at the west entrance to *Safeway's* lot is unlit save for a single lamp on the east side of the structure. The quality of light in and around this structure is poor.

The undesignated pathway north of *Safeway* that connects *S. Fisher Place* and *Mapes Creek Walkway* is too dark for nighttime use.

Recommendations

Replace lamps in fixtures along Mapes Creek Walkway with lower lumen levels, and color correct light. A longer term and better solution will be to **remove those fixtures, and replace them with pedestrian bollards** that give color correct light along the path and its edges, and have lenses and shielding that keeps light out of pedestrians' eyes. **Accompany those bollards with standard pedestrian level path lights that use reflected light to**

achieve more even coverage along the path, and puts light at 5-6 vertical feet. Keep the contrast ratio between background and foreground light lower than 4:1. This is a critical place to achieve *excellent nighttime Natural Surveillance*, as is it a main walkway for the neighborhood to use to reach important services such as schools, grocery stores, banks, clinics, and housing sites.

Light the ingress/egress points for all lots site-wide, including *KeyBank, Neighborcare, Safeway, King Donuts & Teriyaki, Pho' Van, Jack-in-the-Box, and the Seattle Public Library*. Use light that does *not produce glare for exiting drivers focusing on fast moving traffic on Rainier Avenue*.

KeyBank could light their property where there is no light. Use lower lumen levels at the perimeter, and only use slightly higher lumen levels near the ATM node, in order to help users eyes re-adapt to the darker environment at the edge of their property, and on the street. The ATM area in back hosts some wallpacks that are too bright, and produce glare.

Any luminaire (fixture and bulb assembly) on any part of this site should incorporate color correct light, and shield light from producing glare. At no time should a site user encounter a 'bare bulb' pointed at them, or experience discomfort or disability glare. Problems with light spilling from fixtures with too wide a broadcast angle include *Safeway, Neighborcare Health's parking lot (2 fixtures), King Donuts & Teriyaki's north wall, and the south wall of KeyBank*.

Reduce the glare and also the lumen output from the lights in the middle of the Library parking lot. Explore a lamp retrofit that would give control over lumen output, timers so lights could be shut off or deeply dimmed between midnight and 6am, perhaps using LEDs which would render color more accurately.

Illuminate the interior of any Metro Bus shelter on site that is dark enough to inhibit good surveillance of occupants and activities. Use low lumen levels, and reflected light in bus shelters – never point bare bulbs toward the occupants of the shelters. Dark Metro shelters can be dangerous entrapment areas, but so can shelters whose occupants are blinded by poorly directed lights.

Explore adding pedestrian lighting for a short portion of Sturtevant Ave. S. Street as it progresses uphill, south of Rainier Avenue. The difference in light levels between the sidewalk at Rainier Ave & Sturtevant Ave. S. and a hundred feet away is dramatic. One or two well positioned pedestrian lights that shed lower levels of light will aid in dark adaptation for those driving and walking into the neighborhood south of this site.

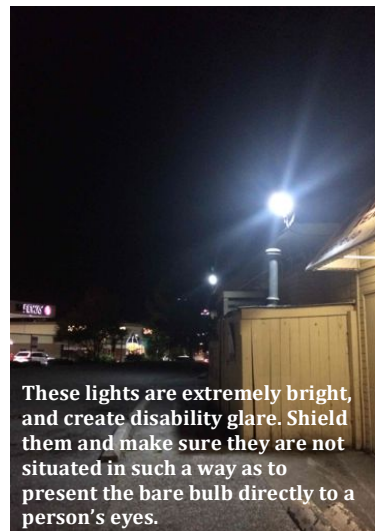
If the **path between Barton Place Senior Housing and the Library** is to remain open 24 hours a day, there should be lighting along its entirety, and at the ends of the path so users can identify who is on it, who may be nearby, and where they are going when they rejoin the



street. Use the same standards for lighting this path as are recommended above for the Mapes Creek Walkway. (Bollards supported by Pedestrian luminaires – details above.)

King Donuts & Teriyaki should remove the HID wallpack fixtures mounted high on the north side of their building and replace them with shielded wallpacks on the north and east sides of the building, **using lower lumen output lamps (bulbs) that have shielding to protect viewers' vision from any glare.**

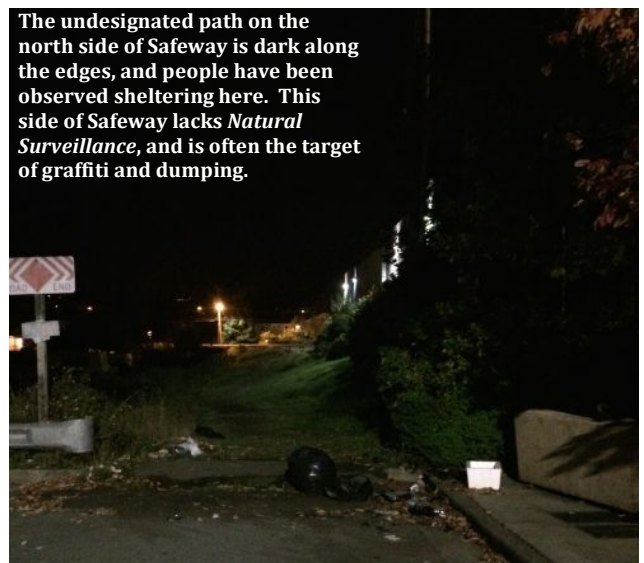
Any recessed entryways or doorways should be illuminated with fixtures that provide even, color correct light that does not inhibit dark adaptation as users leave doorway areas and move into dimmer parts of the site.



Explore retrofitting the fixtures mounted on buildings and the grounds at Barton Place Senior Housing to accept lower lumen lamps (bulbs) and install shields that block light from the angle of view. A long term solution is to replace these luminaires with new fixtures that make use of *reflected light*, especially in the most critical parts of the grounds where it is important to have even light. For example, in parking lots, pathways, common outdoor use areas.

Remove the after-market LED pole mounted lamps in the south part of Safeway's parking lot. Replace them with fixtures that put light exactly where it is needed, and assure all fixtures throughout the lot are shielded to prevent any glare from affecting drivers and pedestrians.

Install lighting that is suitable to nighttime use of the path behind Safeway. This area does not need high light levels, low lumen fixtures that puts color-correct light in the right place will suffice.



Access Control

Guiding people on a site through the use of features such as gates, fences, hedges, or railings, is effective *Access Control*. It is important to use proper levels of *Access Control* as site users transition through various zones - from public to private. Successful *Access Control* is sometimes best achieved through symbolic means - short hedges, simple railings, a series of bollards. These appeal to the psychological need for guidance and indicators on site to tell users what to do and where to go. When people transition from semi-private to fully private space, *Access Control* involves locked doors or gates accompanied by the appropriate

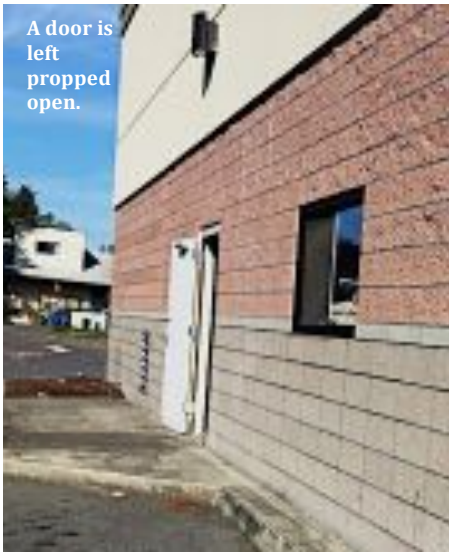


9100-9200 Rainier Ave. S.

The majority of this site is public with day-to-day users. Some properties are not following proper *Access Control* practices by leaving dumpsters unlocked, garbage uncovered, gates, and doors propped open. Pedestrians have created many 'desire paths' instead of using designated ones on site. Vehicles have easy access to most parts of this site at all times of day.



The garbage and recycle area for Pho' Van is left open. There is often litter outside of this 'dumpster corral' as well.



Assets

Barton Place has a fence with a locked gate on the north side of the building that is a good height and promotes *Natural Surveillance*.

The Public Library has bollards that guide pedestrians on a formal pathway.

There is a well maintained chain-link fence along the property line between *King Donuts & Teriyaki* and *Safeway*.

Challenges

The dumpsters at *Pho' Van* and *King Donuts* are not locked up and are easily accessible. A partial brick fence without gates surrounds the *Pho' Van* dumpsters.

The site visit team observed a door on the west side of *Safeway* propped open, it looked like a door to a non-public part of the building, such as an office or staff room.

Some parking spaces throughout this site do not have wheel stops to keep vehicles from rolling through. This is especially dangerous in areas with high pedestrian use.

Thirteen parking spaces in the west end of *Safeway's* parking lot function as a 'car lounge'. (For a fuller description of activities, see page 12. For an aerial view of this location, see the image to the left.) This section of the lot is situated behind some landscaping that hides it, on the *Safeway* side of the *King Donuts* property line, and behind the Veterinary Hospital where there is no natural surveillance. It is enclosed on its third side by the 'fuel station', a chaotic and poorly defined space where positive site users do not linger, and a small landscaped traffic barrier. It seems as though little activity is generated here that supports businesses on site.



The vacant lot at 9207 Rainier Ave. S. is unmaintained and has partial fencing without gates enclosing the property, which attracts negative and illegal activity including graffiti, vandalism, dumping and drinking.



The vacant lot at 9207 Rainier Ave. S. is wide open, and poorly maintained.

A desire path has been made through the vegetation on the east side of the Public Library, people are “cutting a corner” by walking up an embankment, through some bushes, along the front window, later joining the sidewalk.

The book drop is designed for pedestrians – if drivers need to drop a book, they must enter a single lane, exit their vehicle, and drop the book. This could make them vulnerable late at night, or early in the day, when the lot and nearby street is relatively empty.

None of the businesses on site uses fences or gates to close off their parking lots after hours in order to deter vehicle-based criminal or nuisance activity.

The south edge of the *Safeway* parking lot has one formal pedestrian entry point, and many informal entrances to the site, essentially, ‘desire paths’ that indicate where people walk through the planted barriers regularly.



This is a ‘desire path’ – a pathway created by people walking where *they* want to walk, instead of where site designers intended them to walk. Usually *desire paths* occur when a planned environment does not match existing patterns on its boundaries, or when those patterns change over time and pedestrian needs

There is regularly reported nuisance activity at the east entrance to *Safeway*, (and in the nearby parking lot and nearby section of Mapes Creek walkway) which may be related to activity patterns associated with the restrooms immediately inside the store that are unlocked, and unmonitored.

Recommendations

Lock up the dumpsters at *Pho’ Van* and *King Donuts*. Complete the current partial fencing, including a locked gate to *Pho’ Van’s* dumpster area.

Do not leave doors propped open; this can invite unwanted people into an area of the building not meant for the public.

Add wheel stops for any parking place where a vehicle can roll through. For example, the *Safeway* parking lot has wheel stops where cars park adjacent to the ‘sidewalk’, but no wheel stops throughout the rest of the lot. Installing wheel stops everywhere will constrain traffic patterns and limit speeding, racing, and chaotic use patterns. *All* parking lots on site should use wheel stops.

Since the ‘**car lounge**’ **micro-place** in *Safeway’s* parking lot seems to have unmonitored activity during business hours, and since the activity does not appear to support the businesses on site, **close this section of *Safeway’s* parking lot** using some type of barriers like fence, railing, bollards and cables, or cones to discourage vehicles from parking and loitering. Monitor the site if the barriers are easy to move, make sure drivers don’t move them. Encourage site specific activities here (see p. 45).



Gate or chain all parking lots site-wide after business hours to keep unwanted vehicles out. Including *Safeway, Pho' Van, Seattle Public Library, Neighborcare Health.*



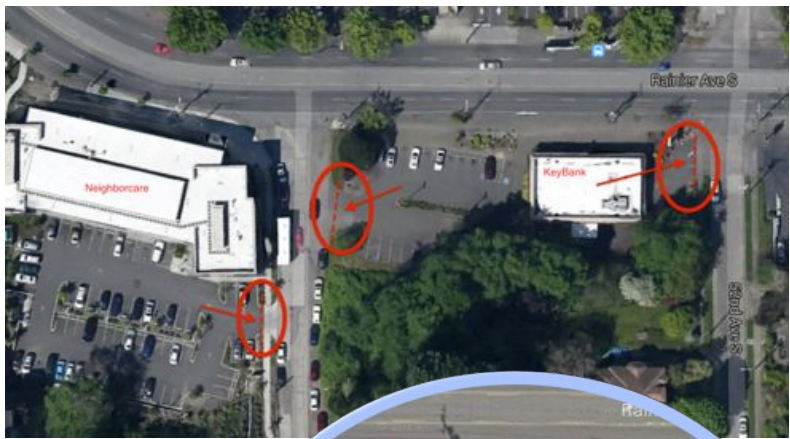
Library parking lot – use the gate and lock already installed on the west entrance. If nuisance or criminal vehicle-based activity occurs in the lot, relocate the book drop (or add another near the edge of the lot) and control access at a second point. (See image to left.)



Safeway parking lot – gate or chain the south entrance and the east entrance. Use cones and run barriers along the pedestrian designated walkway from the southwest corner of the Safeway building, to the landscaped area northeast of the property line shared with *King Donuts*. There is an entrance on *Safeway's* north perimeter (near the rear loading dock) that does not appear in the image to the left. It should also be controlled. using a gate or chain.



King Donuts & Teriyaki parking lot – this property suffers from a great deal of after hours dumping and abnormal (negative) use. Denying vehicle access could help these problems tremendously. Install simple bollards with locking chains (or cables) sited across the driveways. Include the driveway openings **and** anyplace along the sidewalk where it is easy for a vehicle to drive over the curb and onto the site. See the red dashed lines in the accompanying image for suggestions.



KeyBank and Neighborcare Health parking lots should also be closed to vehicles after hours. Both of these lots have spaces that are easy for vehicles to use unobserved, especially in the dark. **KeyBank has special circumstances (see inset to left)** because their ATM is located on the back of the building, out of view of the street. The entire lot functions as a “drive-through” for this machine. A safer place for the ATM, with better *Natural Surveillance* and *Access Control* potential, would be on the east side of the building, accompanied by a driveway redesign that implements a dedicated one-way driveway. This area could be lighted specifically at night to support excellent nighttime *Natural Surveillance*.



Pho’ Van has an especially porous property line (See the image to the left – blue dashes represent the property line.) Closing the boundary shared with the *Safeway* fuel station would be impractical to implement, and would be confusing to drivers. Three places (red circles) do offer good closure points, however, and any illegal or nuisance activity occurring in the lot on the south side of *Pho’ Van* should be monitored, and if problematic could be addressed through increases in formal guardianship on site.

The library book drop is on the north side of the building, and should remain accessible by vehicle 24 hours a day. The parking lot is well designed using a

one-way pattern, with two entrances. **The library’s west entrance has a gate and a lock, and should be used at the end of business hours.** The main entrance could remain open for book drop off. Monitor the lot carefully for illegal activity. In the event of illegal activity, move the book drop to a more public place and close the lot, or work with formal guardianship on site, for example, nighttime security (see p. 44).

In addition to the parking lot closures, control pedestrian access to the *Veterinary Hospital’s* front ‘yard’ area. This could be accomplished through gating and fencing. The gate and fence should be locked after business hours. Fencing here could further add to the already excellent definition of the space, especially if it were somewhat decorative. This area

is an ideal and potentially comfortable nighttime shelter for illegal activities, as it is so far below grade (see images p. 16).

Enclose the vacant lot at 9207 Rainier Ave. S. with a fence (6 – 8 feet, to keep casual trespassers out). ***Make sure this fence maintains clear sightlines*** so passers by can see into and out of the site. For example, a chain-link fence would suit the needs here.

At the southeast corner of the library property, **use effective barrier plantings, or a short, see through fence where there are evident ‘desire paths’** to re-direct pedestrian traffic to the formal paths provided. Make certain that any planting is planned, and maintained, to support excellent *Natural Surveillance* when used as an Access Control measure.

Install a short see-through fence along the south and east edges of the *Safeway parking* lot, designate carefully chosen pedestrian access points that correspond with safe routes through the parking lot to the store entrances.

Install a keypad entry system on the restrooms inside Safeway’s east entrance, designate is as *for customers only*. This recommendation is linked to the disruptive activity pattern observed near this entrance to the store.

Safeway should explore some *Access Control* measure for the empty ‘kiosk’ structures. *Experimentation will be necessary* to find out what will work long-term here. Controlling pedestrian access on the lateral sides of the ‘kiosks’ as pedestrians approach the main building might be the most productive approach, monitor the effects of any changes *closely*, and if they are negative, address them *immediately*. One potentially serious negative byproduct of such a change could be creating an *entrapment area* inside the ‘kiosk’. It would be best if these ‘kiosks’ had a purpose that involved strong positive guardianship.



Territorial Definition

How a site ‘declares itself’, and how site users attach to the place and even become *positive guardians* is at the heart of this CPTED principle. These two ideas work together in a mutually powerful way - the more clarity a space has, the easier it is for people to understand how to use it in a socially appropriate and positive way.

A well-designed place has zones, forms, patterns, and shapes that have cultural meanings that correspond to certain uses. If these agree with the purpose of a space, then the whole space will have a sort of integrity in its design. The space will “say” what it is for, and what kinds of things are possible in it. Sometimes these elements are in disarray, either because a place was created with little thought to meaningful use patterns, or because over time uses have shifted, and no longer match what was intended.

When a space ‘reads’ correctly, it is easier for people to connect to a site and to exert influence there - even if they don’t intend to do so. This phenomenon is called guardianship. Guardians are people on a site who essentially control the place, or parts of the place. Anybody in a place can be considered a ‘guardian’ of some sort. Guardians can be positive; sometimes even actively intervening to keep the space safe. They can also be negative, doing unsafe things and creating a sense of discomfort that drives positive guardians away while attracting other negative site users.

As changes are made to this site, it is important to make them deliberately, asking “what is the purpose of this part of the site, how is this change going to support or undermine that designated purpose?” Be clear going forward - help the space speak for itself, and attract the appropriate uses.

9100 – 9200 Rainier Ave. South

The use patterns throughout this site are dynamic, and often chaotic, and the built environment does little to help clarify what is *supposed* to happen in many places. Entrances to properties are poorly designated, lacking any ‘celebratory’ indicators such as banners, clear welcoming signs, or other clues that show the difference between public property and private property. There is little infrastructure, or lighting, dedicated to guiding users safely through most properties here, and entrances are especially difficult to see in the dark. Many places here use no *Access Control* measures to help people know how to use the property. A few properties *have* declared their areas boldly, and it is easy to understand who is in charge of the property, and what is supposed to happen there.

There are a few places throughout the site where activity patterns are in conflict, for example where pedestrians *and* vehicles both seem to belong – there is no clearly designated zone for either. Some activities that are designed for here are poorly supported by the built environment, for example the public pathways are a critical part of what makes this site ‘work’ for the people here, yet there is little support for safe use – lighting is poor, there are few garbage cans, there is no indication of who is responsible for maintenance.

Assets

Pho’ Van leaves down-lights on that illuminate the perimeter of their buildings. The interior lights are left on at night, at a low level. The interior space looks welcoming.

It is easy to understand what is supposed to happen at both Neighborcare Health and the Public Library. Both properties use landscaping to great advantage, the buildings are well identified in the daytime with a signage, there are large windows and activity going on inside that can be seen from the street during business hours.



The Veterinary Hospital has a well defined presence – a brightly colored building and well cared for landscaping along with an easy to identify entrance. This is an excellent example of the design concept of “Celebrate your Entryway!”

Rainier Beach Veterinary Hospital is clearly designated with the business name and phone on the sides of the building, large letters on the door that clearly read “Veterinary”, dedicated parking (including a handicap spot), a well maintained and bright façade, clean grounds.

There are an overwhelming number of signs on most of the surfaces in this parking lot.





This image from our initial site visit shows the west entrance to Safeway with a sign missing letters, a broken shopping cart, litter thrown in the bushes and along the sidewalk.

Challenges

All of the entrances to the *Safeway* parking lot are hard to identify, at night they are not illuminated. The empty 'kiosk' structure on the south side of the lot *is* illuminated and looks like it should be the driveway, however, the nearest driveway (just east of the 'kiosk') is dark and hidden by some landscaping. The driveway at the east edge of the *Veterinary Hospital* is also hidden by landscaping, and not lit at night. Further north, the entrance to Safeway's fuel station is obscured by extremely overgrown landscaping, and has no direct lighting supporting the driveway after

dark. Even the presence of a large masonry Safeway sign with bright red gas prices doesn't help declare this entrance well because there is usually garbage or abandoned shopping carts heaped at the foot of the sign. The ingress/egress driveways for Safeway are narrow – on site visits cars were observed waiting in the lane of traffic for those in the driveways to leave. This created awkward and dangerous looking traffic patterns on Rainier Avenue. These vehicle entrances are poor, and do not set any standard for safety or orderly movement through the parking lot itself.

The parking lot at Safeway is unregulated; vehicles and pedestrians use the same areas. The designated pedestrian paths are ignored because they do not lead to anything off the property that is useful to pedestrians. The kiosks at the opposite ends of the pedestrian paths seem threatening – it is difficult to see what is happening in them or nearby, the paths seem to go the 'long way' to a destination.

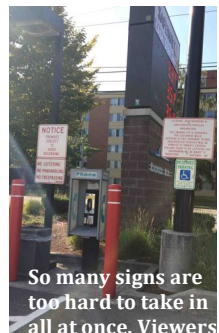
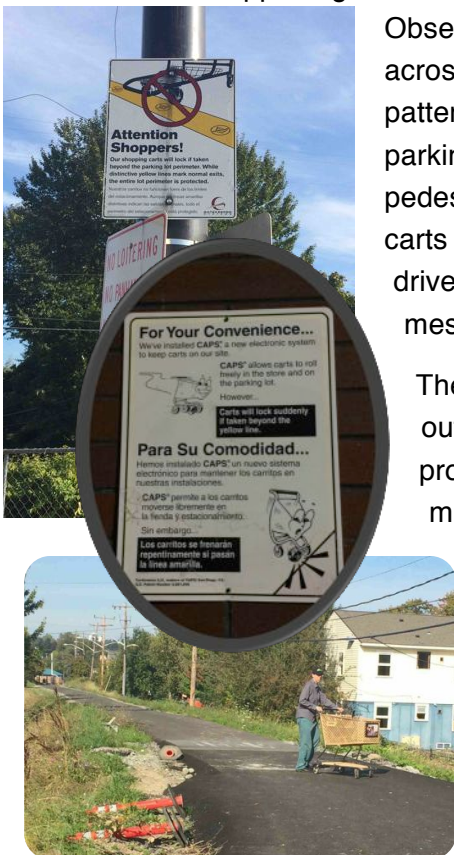
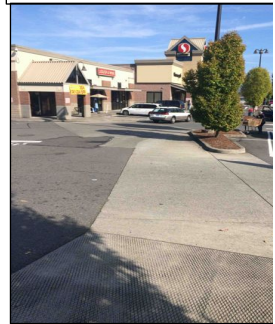
Observations of pedestrian behavior, and the 'desire paths' that cut across all the landscaped boundaries of the parking lot confirm this pattern. The combined effect of the chaotic traffic patterns in Safeway's parking lot (especially around the gas pumps), walkways ignored by pedestrians, the overgrown landscaping, garbage throughout the site, carts scattered everywhere, a permanently parked semi-truck cab, small driveways hidden by bushes, and generally poor lighting sends the message that "anything goes here".

The signage on Safeway's property is often inaccurate, vague, or outdated. Signs proclaim that shopping carts should not leave the property and will stop working if taken beyond certain point. This may have been true at some time, but there are Safeway carts in the neighborhood that seem to work, and a cart was pushed down the Mapes Creek walkway and back by a member of the site observation team. Other signs say "NOTICE premises subject to video recording" – which is a meaningless implication that there *might* be some kind of surveillance. The meaning of other signs on the property is



The pedestrian path is a different color and texture, however its ends do not line up with the actual path pedestrians were observed taking.

Most of the path is routinely driven over by vehicles, and because it is a bit grimy looks like the parking lot surface, not a path surface..



So many signs are too hard to take in all at once. Viewers will lose interest or not register their presence.



This useful little sign is hiding in the bushes.

equally misty, for example, the “No Loitering – No Panhandling – No Trespassing” sign is posted site-wide, but loitering and panhandling were evident on every site visit to the parking lot, including one undertaken late at night when the temperature was 38 degrees. These signs indicate there are forbidden activities, yet nobody seems to enforce these rules. There are two more signs that seem

more current, and a bit more authoritative; the “Conditions of Entry” signs (which indicate that Safeway entered an agreement with Seattle Police Department to deal with criminal trespass on the property) and the vehicle towing signs. Unfortunately, the “Conditions of Entry” signs observed on site visits seemed to be mounted a bit high to notice easily, also some were pointed toward the existing pedestrian walkways where there are no people. These signs are really difficult to see. Some of the towing signs are also a bit suspect, some were obscured by landscaping, or in awkward places, and based on the clear observation of people leaving cars on-site then walking off-site, and the presence of vehicles parked here long term, seem to be empty threats.

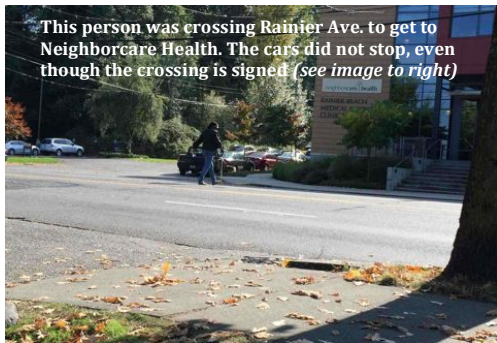
The entire site has good places for graffiti – there are lots of big blank walls, some with very little *Natural Surveillance*. Some of the graffiti seems gang related, most of the graffiti is tagging. The overall message sent by the sheer quantity of graffiti throughout

this environment is that people are in control of this place who do not own the buildings, and are not interested in positive interactions on site. Graffiti that is gang related feels threatening to normal everyday site users. When left for long periods, it reads as a permanent sort of intrusion.

All properties in the assessment site should *clearly post the hours of operation*, and an *emergency contact number* on the site. Properties with parking lots should have towing agreements, and *should enforce them*. The same goes for any commercial site that has potential criminal or nuisance behavior inside or outside – they should enter a trespass agreement with SPD, post Conditions of Entry signs, and *use the program regularly*.



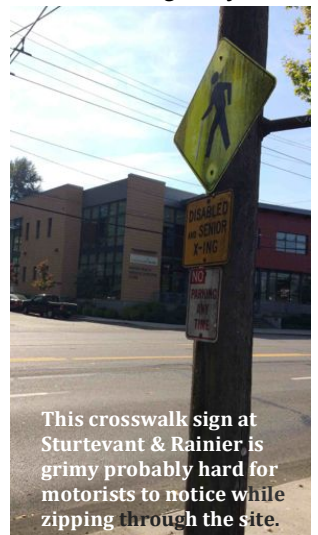
The northeast corner of Safeway seems ready-made for graffiti.



This person was crossing Rainier Ave. to get to Neighborcare Health. The cars did not stop, even though the crossing is signed (see image to right)

Vacant property should use *Access Control* measures coupled with good *Image & Maintenance* practices. In addition, there should be rules posted against criminal or nuisance activity, and emergency contact information.

Rainier Ave. dominates the pedestrian environment on the public portions of this site, and places for pedestrians to cross it safely are tricky to identify. The overall sense site-wide is that “car is king”.



This crosswalk sign at Sturtevant & Rainier is grimy probably hard for motorists to notice while zipping through the site.



Traffic moves quickly as it goes

The signs that alert drivers to the presence of pedestrians are often missing, dirty, obscured, or damaged. Intersections with implied crosswalks are ignored by speeding drivers, others with painted and signalized crosswalks seemed to have short crossing times. On every daytime site visit pedestrians were observed trying to cross Rainier Avenue whenever there was a break in traffic. Traffic did not stop for pedestrians at the intersection of Sturtevant Ave. and Rainier Ave., even though it is signed for crossing. Formal, painted crosswalks were observed to be challenging for pedestrians to get across quickly, especially in front of Barton Place Senior Housing.

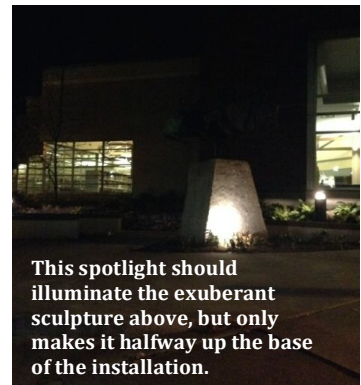
King Donuts & Teriyaki seems to have mixed control of their property. This business has an indistinct parking lot with little guidance for vehicles. The north lot has wheel stops that keep vehicles from driving onto the sidewalk, however, the south lot has none, and it is easy to drive off the lot, across the sidewalk, and into a nearby crosswalk. Both driveways discharge onto northbound Rainier Avenue S., oncoming traffic is around a corner, and moves faster than posted speed limits much of the time. It is a dangerous place for people using the sidewalk as drivers here seem to prioritize focusing at this oncoming traffic. The building has a vinyl sign that can be seen from a distance, but it is temporary and contributes to a slight air of neglect, even though the donation bins are maintained, and the lot is cleaned regularly. The entrances are informal; on a site visit, one entrance had items piled up around it, and it seemed as though it wasn't a public entrance, even though there was parking on that side.

The Library misses an opportunity after dark. The lighting at the east entrance does not support correct identification of the building, or of the pedestrian pathway. There is a sign on the side of a staircase that should be visible to people walking and driving, but the lights that illuminate it are dark. There is also a pedestrian level bollard to help illuminate the walkway, however it is dark too. There *is* an architectural up-light that is directed at the stone base of a exuberant bronze statue, instead of lighting the statue itself. The consequence is that if the Library is a known destination, people will find it. If it is not a known destination, it will disappear as other more chaotic and well-illuminated parts of the site clamor for attention.

The property at Pho' Van rests on the image of the laughing cow and decoratively colored lettering of the business name on the side of the building to carry its message. The run down condition of the structure, the *Image & Maintenance* problems with the awkward fence, dumpster corral, and nighttime *Natural Surveillance* problems weigh against the positive message it *does* send with the façade lighting and interior lighting at night. The proximity of this restaurant to the disorderly gas



A dark entrance at the public library.



This spotlight should illuminate the exuberant sculpture above, but only makes it halfway up the base of the installation.



There are two 'up lights' in the concrete below the sign identifying the public library.

They were not on during our nighttime site visits, the sign was illuminated by ambient light alone.



Pho' Van property. This building was once a drive through, and has inherited some design challenges because of that.

station in Safeway's lot, with no barrier between them, does not help maintain a good territorial image. The business gets subsumed into Safeway's chaos on its south side, and its north side seems to try to hide.

Pedestrian walkways throughout the site are poorly declared – they lack signs stating their names, although the Mapes Creek Walkway seems like it may be the only one with a name, though it isn't signed at either end. (Many local site users do not know Mapes Creek Walkway by any name other than “*the Cut*”.) It isn't clear who owns the properties, who should maintain them, or who to call to ask for maintenance. The walkways themselves are poorly maintained, full of litter, and dark at night. Behaviors on the properties reflect this ambiguous state, people use the walkways to drink, litter, and loiter. Some of the walkways seem downright dangerous to use.

Recommendations

Celebrate the entrances to properties site-wide through the use of colorful, direct signage, sculptural figures, banners, or festive landscaping. **Light the entrances at night (pedestrian and vehicle)** – use non-glaring architectural lighting to emphasize any entrance feature that helps guides people onto the lot. Be careful to limit ‘light waste’ from architectural up-lighting, and to limit glare when using architectural down-lighting.

Widen the driveways at Safeway to establish more orderly ingress/egress from the site, *consider changing the surface color ore texture of the driveway to differentiate it from the street*, the sidewalk, and any adjacent pedestrian pathways. Implement *Access Control* measures along the pedestrian boundaries of the Safeway parking lot, in addition, leave spaces where you *do* want pedestrians to enter. **Designate better pedestrian pathways** that connect the points people are actually walking to and from. To achieve a designated pedestrian path, create a zone that vehicles cannot use, through the use of wheel stops, planters, or some type of bollard system. Designate the path on the ground with a change of surface texture and color.

Explore ways to eliminate or exclude graffiti that enhance the *Territorial Definition of the entire assessment site*. For example, a site-wide mural project could combat some of the graffiti problem and engage community stakeholders. It could also be a strategy to differentiate the business area here in a special way. Wherever graffiti is normal could be a good starting place to explore this option. *Never use murals on wood panels affixed to any fence or structure that could offer Natural Surveillance in a high crime area, or in an area where people must see and be seen to remain safe.*

To **address criminal or nuisance behavior on site, every property must set rules** stating who can be on the property, when, and what behaviors are unacceptable. *Conditions of Entry* signage is one way to do this. In addition, **identifying each business, hours of operation, and emergency contact** information is important in establishing an environment that projects a sense of care and concern for safety. **Any sign that gives a rule should also give a consequence**, and business owners or staff **must follow through**. When signs threaten a consequence but do not deliver them, control of the site is probably low – in an

area with a reputation for nuisance behaviors and crime, this loss of authority makes any other efforts to establish positive, safe places much more difficult.

Re-establish clear crosswalks on Rainier Ave. S., clean signs, investigate adding a formal crosswalk at the intersection of Sturtevant Ave S. and Rainier Ave. S. Explore changing the timing on signalized crosswalks that serve special populations such as those at Barton Place Senior Housing, or Neighborcare Health. Work closely with SDOT to investigate traffic calming for Rainier Avenue. Implement *Image & Maintenance* recommendations for streetscapes (p. 39-41). Treat surfaces at intersections with color or surface texture changes to indicate that these are legitimate pedestrian crosswalks. Explore raised crosswalks, “all ways walk” lights, and more generous light timing.

King Donuts & Teriyaki could help their site users by lighting the entrances to their lot, and by including some kind of visible boundary along the edge of the parking lots and the adjacent sidewalk. This ‘visible boundary’ could be low planter boxes, a short, decorative, see-through fence, even wheel stops would help differentiate the sidewalk from the parking lot. Explore ways to stripe the lot and lend authority to traffic rules through adding wheel stops, and perhaps painting the existing wheel stops a bright color. Further, implementing *Access Control and Image & Maintenance recommendations* will amplify a sense of ownership here. The entrances to this building could benefit from adding elements that draw the eye, such as brightly painted door surrounds, or plantings near the doors that indicate customers are entering a special place – there are many options to explore that could emphasize the ownership and pride that is evident here in other ways.

The Public Library could enhance their nighttime presence by addressing broken or burned out light fixtures, especially at the entrances. Make sure landmarks are illuminated appropriately, light the name of the building, and redirect the light that is supposed to illuminate the statue.

Illuminate the ingress/egress points to the Pho’ Van property using fixtures that do not expose any part of the lamp (bulb) to the eye. Short lights that are directed at the driveways would be adequate if they throw enough light toward the ground to illuminate any dangers to vehicles, such as tall curbs, garbage cans, or fences. **Explore Access Control measures** that keep traffic from the gas station on Safeway’s property. **Address Image & Maintenance issues** with the building façade, the landscaping, and the dumpster area.

Clarify if and when it is okay to be on the pedestrian walkways. If nobody should be there, use *Access Control* measures to keep people out. If it is okay for people to use the pathway, sign the path with some rules, and emergency contact information. Name the pathways and celebrate the entry points! Use light appropriately to support positive activity along the paths.



Image, Maintenance, Reputation

Site safety is directly related to a place's reputation and image, attracting 'positive' site users, or 'negative' site users. Positive user groups can become excellent guardians even if they are not doing anything other than using the space in a normal, 'pro-social' manner.

Three elements are critical to Image, Maintenance & Reputation: cleanliness, rule-setting, and building a positive site reputation.

First, establish clean, healthy environments that provide distinct contrast to anyone treating the site in a negligent way. Attracting capable guardians and positive site users will be much easier if the place is inviting.

Second, send clear messages through functional signage about what is & isn't allowed, and follow up on those messages consistently. This helps reinforce the image you set, and maintains a good reputation for the site going forward.

Third, a place's reputation can work against the best efforts in supporting positive uses of a site, it's important to carry out actions in a way consistent with the reputation desired for the place - reputation attracts users, both positive and negative.

The physical status of our environment sends psychological cues that are important in establishing baseline behaviors on a site. In functional public space, the range of social behavior that takes place is supported by positive users behaving within social norms and encouraging others to do the same.

If a relatively passive set of guardians isn't able to maintain positive social norms in a place, then guardianship must be encouraged more explicitly, by supporting Community Activation. Further, if active guardians are unable to establish and maintain positive use, it is up to formal guardians to help by steadily enforcing the instructions posted on site, and working with stakeholders to solve underlying problems that do not flow from physical disorder. Formal guardians include people like park employees, city police, animal control, or other enforcement personnel.

9100 & 9200 blocks of Rainier Ave. S.

Much of this site feels neglected, from the cracked sidewalks and grimy street signs, to the broken down facades on several structures. There are a few places that are well cared for, while others are deeply damaged. Many parts of the site have an abundance of trash and graffiti, with little care given to maintaining the landscaping. The overall image of this site is damaged by the pervasive disorder even though some parts of the site are well maintained.



Graffiti is evident site-wide.

Assets

Seattle Public Library, Rainier Beach Veterinary Hospital, Neighborcare, Barton Place, KeyBank and Safeway maintain their buildings and landscaping well.

Challenges

Graffiti is present throughout the site.

The vacant property at 9207 Rainier Ave. S. is poorly maintained, exhibiting overgrown weeds, dumping and graffiti.

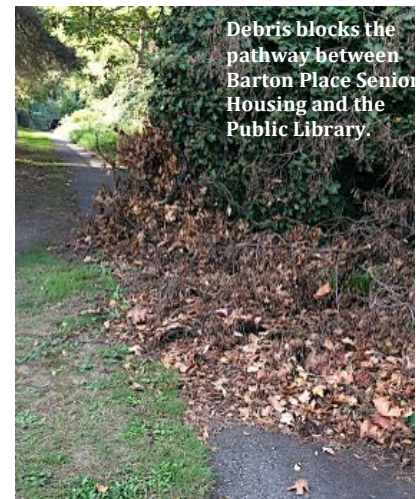
Several businesses have deep, large potholes in their parking lots, especially *Pho' Van* and *King Donuts & Teriyaki*.

The pathway between Barton Place Senior Housing and the Public Library is used to dump large items, is filled with litter all along it, and is partially blocked by a fallen tree that is becoming overgrown with weeds.

Signage side-wide is dirty and hard to read, especially street signs intended for drivers.

There is a pervasive smell of urine, along with visible stains at a couple places, including the northeast rear corner of *Safeway*, and in the *Veterinary Hospital's* private 'yard'.

The landscaping at *Pho' Van* is poorly maintained. The *Pho' Van* building also is in profound disrepair, showing holes in places. The fence on the West side is bent, and does not seem to have any *Access Control* purpose, nor does it reinforce the site's *Territorial Definition* in a functional way. The dumpster corral is dirty, trash and recycling is strewn throughout the inside with stray bits on the outside.



Debris blocks the pathway between Barton Place Senior Housing and the Public Library.

A collection of objects near the entrance to King Donuts.



There are many *Safeway* shopping carts scattered (whole or dismantled) throughout the site for long periods of time. At one of the after hours site visits, observers counted more than thirty carts scattered around the lot, and adjoining properties. It was unclear when they would be collected, or if they remain throughout the lot all night.

There is a lot of litter throughout this site. The trashcans at many locations are overflowing or not covered; many dumpsters are unlocked, lids propped open. Both people and animals (mostly birds) dig in the cans freely and scatter trash around. All of the trails have illegal dumping of large items and routine littering. Much of the litter on sidewalks, in parking lots, and on pathways is fast food detritus tossed to the wayside by people who do not use garbage cans.

King Donuts deals with a lot of dumping. There are two donation boxes situated next to a garbage bin, with large, possibly donated, items standing nearby, however the owners of this business report regular dumping at this location, and at the rear of their building. Along the fence of *King Donut's* south parking lot is a planter box with overgrown vegetation and graffiti.

A few important lights are burned out or broken throughout the site; streetlights are dark in a few places, several business 'wallpacks' are burned out or broken, and *Seattle Public Library* has some lights turned off, misdirected, or burned out/broken.

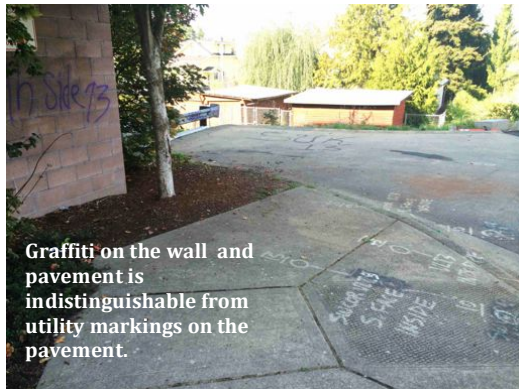
Sidewalks throughout the site show heavy damage.



Recommendations

Remove or paint out graffiti site-wide with color-matching paint as soon as possible.

Use anti-graffiti coatings (a variety of types are available at building supply stores or online) to cover the surface of popular graffiti walls. **Alternatively, a more long term solution is “green-screening,”** – the installation of a “climbing wall” for vines. *Never apply a green-screen remedy that obstructs Natural Surveillance.* A last approach to excluding graffiti is



Grffiti on the wall and pavement is indistinguishable from utility markings on the pavement.

mural installation. Murals can accomplish many goals, however will do so best when planned carefully. Any mural designs should be robust enough make the surface unpleasant for graffiti writers, specifically – compact, active designs that offer a lot of background complexity. Well planned and executed murals can also *imply surveillance* through use of realistic figures, allusions to windows, or other open spaces from which a person might emerge. In addition, the use of “*anti-graffiti coatings*” may help.

Remove any utility spray paint that is on any surface when it is no longer needed. It is similar to graffiti in that it doesn’t make sense to normal site users, and is visually disconcerting.

The vacant property at 9207 Rainier Ave. S. **should be mowed and cleaned up regularly, and graffiti removed as soon as it appears.** Maintenance will be more successful if paired with *Access Control* measures for this site (see p. 29).

Repair potholes and damaged surfaces in all parking lots site-wide.

Maintain the landscaping and clean the litter regularly on the path between the library and Barton Place. Clear the fallen tree from the path immediately. Clean dumped items and litter regularly. Place *covered*

trashcans at both ends of the path. If this is Seattle Department of Transportation (SDOT) property³, SDOT should include it in a regular maintenance schedule. If it belongs to someone else, they should schedule and perform *regular* maintenance.

Clean the street signs. Prune any limbs or plants away from them.

Clean any areas which smell of urine daily.

Level sidewalks site-wide.

Maintain the landscaping at Pho’ Van. Remove the dead plants, weeds, trim overgrown plants (or replace with low maintenance plants. Fix the visible damage on the *Pho’ Van* building. Remove the fencing on the west



This cracked sidewalk has been somewhat repaired. Sidewalks are cracked throughout this site, they should be ground down or repaired in some fashion.



A dark entrance at the public library.

³ It appears that the property is a vacated street, but no property owner is declared on the King County Parcel Viewer..

side of the building that is not serving a purpose. Clean the dumpster area and use the proper receptacles for recycling.

Install and use trashcans that close completely. This is especially important along the Mapes Creek Trail and at all Metro Bus Shelters. If the trashcans routinely overflow, install larger trashcans. Businesses with dumpsters that are overflowing should work with Seattle Public Utilities (SPU) to decrease their waste through better recycling, composting, or using larger dumpsters. Distribute more trashcans throughout the site, and maintain a rigorous schedule for pickups, cleaning, and maintenance.

Collect the carts scattered around. Trim and maintain or replace plants that block signs. This will make *Safeway* more inviting for customers.

Remove the planter box (or plant and maintain it) and any other unwanted or unused items from the King Donuts parking lot. Move the USagain donation boxes to a place with excellent *Natural Surveillance*. Keep the USagain boxes separate from the garbage dumpster. Don't allow unwanted items to pile up around the donation boxes. Clear any dumped items immediately. Implementing *Access Control* recommendations (p 27) for this spot may help control dumping of larger items. Increasing *Natural Surveillance* out of the sides and back of this business (if at all possible) might also help prevent dumping here.

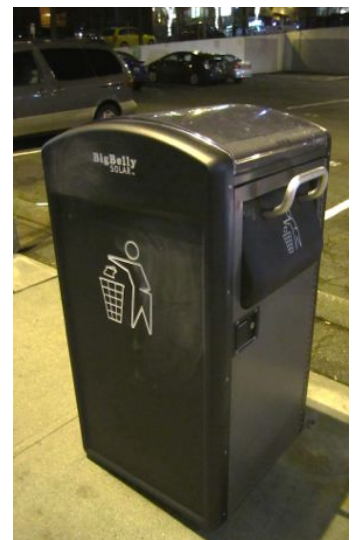
Maintain all lighting regularly. Repair broken fixtures and burned out lamps immediately.



Things are dumped throughout the site, and litter is evident in most places.

A combination of changing the infrastructure and encouraging neighborhood cleanups could address littering.

Dumping will need concerted community activation to deal with, including learning how to report it, and encouraging businesses to keep their sites free of dumped material and implement *Access Control* measures to exclude access to easy areas for dumping.





Community Activation

While the first four principles of CPTED (*see appendix p. ii*) are powerful tools in addressing disorder and crime that is generated by physical features, none of them will succeed without strong support of this most important element – engaged people that use the place.

Establishing feelings of safety on a site means that normal behaviors exclude violence and unwanted intrusions. The site will have 'guardians' of some type who – whether they know it or not – enforce some kind of behavior norms. These guardians can be *negative*, setting norms that allow for uncomfortable or dangerous interactions. The guardians can also be *positive*, helping to establish norms that indicate neutral or positive control of the space.

If a place has norms that are negative, it will be important to build user groups that can establish positive behaviors at all times, and foster communication between them.

Designing a strategy that uses lots of different activities and approaches to getting positive users into the space is key in reclaiming a place. Ultimately, people using the place should get to know who is there, who can help, and what is normal and expected.

9100 & 9200 Rainier Avenue South

This site is heavily used for all kinds of activities. Many people get groceries, gas, health care for themselves and their pets, use the library, do laundry, and enjoy different kinds of food at various restaurants. Others sell drugs, buy drugs, drink, loiter, sleep, or engage in informal economic activities - activities that are dangerous or illegal. Some do none of these activities, rather, just spend time somewhere on the site with little interaction.

The *persistent* presence of negative uses here creates an unpredictable environment for others who are using the place in a positive way. The negative norm seems to override any positive influences from other people here, whether they have some formal charge to care for the place (police, store managers, security) or are “informal guardians” such as shoppers or commuters.

Many businesses here are deeply connected to the community; for example, *Rainier Beach Veterinary Hospital* hosted a celebration for one of their doctors in the parking lot at Safeway that involved *many* community members. Other businesses on site have equally deep connections here – *King Donuts & Teriyaki* opened their business in a building that had a deeply challenging reputation. They started a business on this site based on what neighbors told them was missing, a gathering place (*donuts & coffee*), and a laundromat.

Assets

There is an active business association in the area, *Rainier Beach Merchant's Association*; many of the businesses on site participate as members, and work together on community projects.

KeyBank uses *formal guardianship* during business hours, a security person roams the parking lot and sidewalk, conversing with people occasionally.

Many people visit the site with positive goals – shoppers, diners, and those seeking services.

Local residents come here regularly, and are present throughout the day.

There are businesses that attract people to the site from neighborhoods further away, such as *Rainier Beach Veterinary Hospital*, *Neighborcare Health Clinic*, and *Seattle Public Library*.

Local youth are connected to several of the places here, considering it familiar, safe, and enjoyable – *Safeway*, *McDonalds*, and *Subway*. These restaurants are the 'nodes' on a familiar travel path between local high schools and this site.

Challenges

People seeking shelter under the two empty brick kiosk structures at the designated entrance to *Safeway* may intimidate transit riders and others using bus stops, sidewalks, or parking nearby.

Panhandlers and other loiterers on the narrow walkway immediately in front of *Safeway's* doors, often engage in boisterous behavior, sometimes erupting into disputes. They sometimes block business entrances. Site users report that the east entrance to *Safeway* is a place to avoid, often there is rowdy activity, sometimes fights and threatening behavior here more often than other places on site. On site visits, pedestrians were observed walking in a wide arc, off the sidewalk in front of the store and into the lane of traffic, in order to avoid walking by the east entrance and make their way to the west entrance. On another site visit, the team observed a domestic dispute that roamed throughout the parking lot, into and out of *Safeway*, which then lingered uninterrupted at the store's east entrance. It is common to have unwanted contact with those loitering here.

There is dumping activity all over the site, however it is especially concentrated behind *Safeway* at the dead end of South Director Street.

Unregulated open-air retail activity is common on the site. The vendors sell items such as bootleg DVDs and CDs, incense, food items, drugs, and sometimes offer services like auto detailing. The wide variety of informal economic activity strengthens the impression that “anything goes” at this site.

In the north part of the site, from the bus stop across from Barton Place, to the corner of Rainier & S. Fisher, and along S. Fisher Pl. to the undesignated walkway behind *Safeway*, there are nodes of people who linger on the street, interact with others who drop by, and are present throughout much of the day and into the nighttime. These groups (sometimes as few as two people, sometimes up to 10 or more) place themselves especially in front of the barbershop (“All In the Cut Barbershop”) on S. Fisher Place, next to *Pho' Van*, or at the edge of the Jack in the Box parking lot.

The heavy community use of the Mapes path and the path at Fisher Place is visible in the trail of trash left behind by site users. Most of the trash comes from *McDonalds*, *Subway*, and *Safeway*, and is thrown on the ground after lunch, and late in the afternoon. The trash is associated with the students who use the path.

Recommendations

Increase the presence of *positive guardians* by inviting **businesses and services site wide to organize a business watch** that focuses on this specific physical site. Every business that can see some part of this specific site could be a valuable participant in helping each other stay safe through a business watch.

Every business, resident, or service on this site can take ownership of the property around their place by regularly checking for suspicious or illegal activity, then calling 9-1-1 to report it immediately.

Employ the vacant structures on the 5100 block of South Director St. Renovate them to provide excellent *Natural Surveillance* to the dead end of S. Director St.

Report all graffiti that isn't removed immediately. Use the City of Seattle Hotline (206-684-7587) or the online report form (see References for the link to the City webpage regarding graffiti removal).

Business staff and management can **go outside regularly to observe site safety conditions**, and ask anybody who is sheltering on site that is *not* a business patron to leave the property. **Don't leave this task to the junior staff** who are responsible for shopping cart retrieval, but do include them in this effort by asking them to notify a person in charge *immediately* when any disruption occurs, or if someone is loitering or panhandling. **Safeway in particular should hire security to manage the traffic and loitering at their fuel pumps.**

Any business operating on site should enter into the *Conditions of Entry* program offered by SPD to address crime and nuisance behavior on commercial property. (See references.)

SPD Community Police Team (CPT) can do a **focused outreach to the businesses on site to explain the “Conditions of Entry” program**, and to sign businesses up for the program. Follow up regularly with businesses; address their concerns quickly regarding persistent site problems.

Increase presence of formal guardians throughout the site during the day. Security and police can increase their visible presence and patrol the entire site, behind buildings and throughout parking lots – not merely the entrance to the businesses.

Address the informal economy on site, especially on Safeway property. If the activity is illegal, such as drug sales, focus on reporting and enforcement, and take appropriate *Access Control* and *Natural Surveillance* measures. If the activity is not criminal, but unregulated and unlicensed, work together with local merchant organizations such as *Rainier Beach Merchants Association*, *Rainier Valley Chamber of Commerce*, *Office of Economic Development (City of Seattle)* and the *Department of Financial and Administrative Services (City of Seattle)*, and *Office of Economic Development (City of Seattle)* to reach out to vendors and provide resources and encourage compliance with city business regulations. Perhaps explore organizing vendors into a community market in an under-used part of the parking lot. If the unregulated activities persist, plan with the proper agency to enforce city codes.

Build on the *Access Control* recommendations for the *Safeway* parking lot by **asking appropriate staff at all businesses to circulate out into their respective parking lots, and blind sides of businesses to make sure the site is being used as intended, and to help drivers use the parking lots correctly, and by directing traffic when necessary.** This will be especially helpful around the front of *Safeway*, and in the Gas Station area, as well as behind buildings where illegal and nuisance behavior is normal.

Engage area youth who are heavy users of the pathway between *McDonalds*, *Safeway*, and nearby high schools in doing community cleanups and environmental education outreach to their peers. Management at these important businesses could meet with high school counselors and administrators to offer collaboration on “hyper-local” projects that would satisfy the community service requirements for graduation. Other entities on the site could assist the schools in publicizing these neighborhood opportunities for youth civic engagement.

Explore innovative and fun ways to put activities on the Mapes Creek path

throughout the day. Explore a range of ideas, such as inviting a fitness group to use the path to stage activities, or planning special days on the path when kids can learn to ride unicycles, do jump-rope, or hopscotch. Local services could do outreach at the popular ends of the pathway at times when the population they are serving is present, for example, *Neighborcare* could present healthcare information to many different types of people on Mapes Creeks two plaza areas. Other kinds of activities could involve inviting neighbors with dogs to do regular dog walks on Mapes, or encouraging a regular fitness day for people at Barton Place Senior Housing to walk the pathways as a group. This community doubtless has many creative people who could come up with more ideas about putting regular, popular uses together for the various parts of this site that would redefine the place for those who live, work, shop, and commute here.

Assign a use to the empty ‘kiosk’ structures that involves visiting these micro-places regularly throughout the business day. These places might be useful as venues for the informal economies currently on site, or as ‘guest appearance’ venues for other seasonal activities.

The business community could **use *formal guardianship after business hours*** by contracting with a security service. If this type of *formal guardianship* is implemented, keep their task narrowly focused on an area small enough to track individuals’ movements easily. For example, a person who can move quickly and is doing something illegal (on a bike, for example) will be noticed, and can be tracked visually from most places. Make certain that any formal guardian hired on site can share information with the 3rd watch SPD officers, as well as the Community Police Team officer for the area, and communicates regularly with any other group here that works on safety issues.

Use the ‘buddy system’ at the end of the business day when business owners or employees are leaving the property. During a nighttime site visit Safeway staff were observed walking to their vehicles (parked all over the lot, some near, some far) by themselves, while a person drinking from a can in a paper bag wandered among them making contact. Other single proprietor businesses may have similar challenges, especially if they park behind businesses with little *Natural Surveillance* or *Access Control*. It might be possible to find others on the site with have similar business hours – check with them at the close of business to make sure all is well, and to see each other safely to vehicles.

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Appendix

- i CPTED concepts
- ii CPTED site analysis tools
- iii Barrier plants for CPTED
- iv Lighting Resources (Pacific NW) for CPTED

Important Environmental Concepts

for CPTED Practice

Site Activity Patterns & Conflict of Use

Public places are often designed with specific activities in mind, or a range of similar activities. These may include places to walk, play, gather, eat, enjoy nature, catch the bus, drive a car. When dedicated activity zones collide, or are incompatible, ***competition for use can create disorderly patterns***. These zone transitions create confusion and disorder in recognizable patterns which in turn can allow crime or disturbance to become a built-in part of the environment.

Opportunistic Crime

Many crimes are unplanned results of ideal conditions that present low-risk opportunities to a potential offender. Some of these conditions we evaluate are ***crowding, perceptions of anonymity*** on a site, and the ***presence of vulnerable people***, especially in places with ***few capable guardians***.

Historical Use & Cultural Importance

Public places can be important to many people for different reasons. Some sites have ***culturally or historically important patterns of use associated with them***. Reputation of a space can resonate through time and affect how we use the site regardless of how the present use relates to the previous reputation. Considering these patterns may be a very important part in changing sites for increased safety.

Quality of the Sensory Environment

Our sensory environment includes vision, hearing, smell, texture and touch. Our senses are the way we gather information that leads us to feel safe or unsafe. The sensory features of our surroundings should not overwhelm, confuse, distract, or disable people.

The CPTED Principles – 5 site assessment tools

Natural Surveillance

Seeing into and out of a place is fundamental to safety. Natural surveillance is a way to describe characteristics of a site that afford site users the ability to see and be seen. 'Natural' indicates that this ability to see well is inherent in the environment itself and is a feature of the normal use of the space. Introduced features such as surveillance cameras, or formal site guardians, are not natural attributes of the space.

Access Control

Strategies that guide people through a space and clarify which parts of the space they are allowed to use. Access control must match the designation for the space. Some public places have little access control, where more private places demand strict control to keep users safe.

Territorial Definition

All space should declare clearly what it is designed to do. Defining space through recognizable patterns that reflect the desired use helps to reveal unwanted or abnormal uses of the place. Clear territorial definition includes orderly transition through use zones, well designated uses, appropriate signage, and empowering the 'capable' guardians of the site.

Image & Reputation

All places project a clear message about what is okay to do there. Sometimes the message indicates that nuisance or criminal behavior is acceptable. Sites also gain a reputation based on persistent image and historical use. Addressing image and reputation is fundamental to changing negative uses to positive uses and maintaining safe environments over time.

Community Activation

It takes an active and engaged community on site to achieve safe places. Connecting people to each other, to the place, and developing positive norms helps to increase safety.

Barrier Plants for CPTED

Barrier plants can be natural allies in your CPTED plan, giving you greater **Access Control** and **zone definition**.

Landscape planners call them "barrier plants" because they create a barrier to human activity – they are usually thorny or low, compact and dense.

Any plants can become detrimental to **Natural Surveillance**, so make sure you keep your barrier plants *limbed up 7 feet underneath, or trimmed down to 3 feet tall* – just like all landscape plants in CPTED practice.

In the Pacific Northwest, Oregon Grape and several species of native Rose are excellent barrier plant choices. Some commonly used barrier plants are considered *invasive* - English Holly, and some Barberry species are especially invasive.

Invasive species are species that spread aggressively and damage other plants, sometimes creating hazardous situations.

Please consider good horticulture practices when choosing barrier plants for CPTED applications. If you plan to use barrier plants, you can determine if they are invasive by checking with local extension agencies, or government departments that deal directly with parks and horticulture issues.

Exterior Lighting Resources for CPTED

Lighting Design Lab is a Pacific Northwest Utilities funded entity. They are in the industrial area south of downtown Seattle. They are helpful and knowledgeable, and will answer your questions!

<http://lightingdesignlab.com/>

The Lighting Design Lab has a good publications section, mostly focused on the mechanical applications and technical information about lighting; color rendering, occupancy sensors, lamp basics, etc.

<http://lightingdesignlab.com/publications>

IESNA is an international lighting standards and research organization – they have an excellent online tutorial on lighting basics.

<http://www.ies.org/lighting/index.cfm>

IESNA lighting basics – exterior applications: this is *especially good* for CPTED practices.

<http://www.ies.org/lighting/applications/exterior.cfm>

Here is a good, basic article on exterior lighting for safety:

<http://www.buildings.com/article-details/articleid/3084/title/exterior-lighting-for-safety-and-security.aspx>