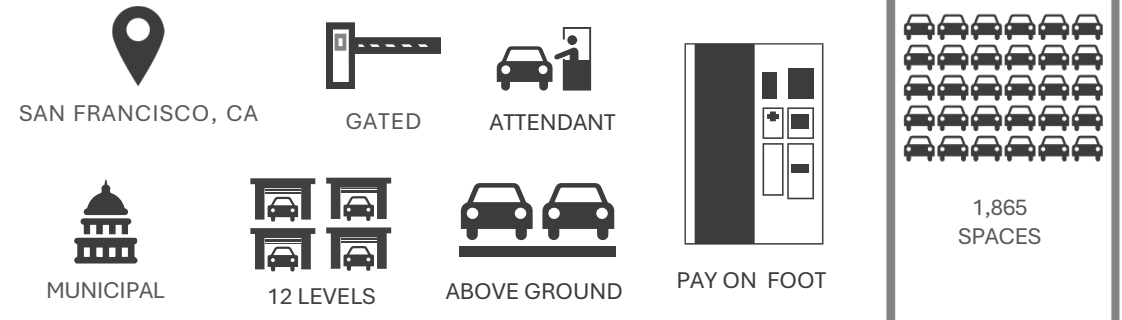




CASE STUDY

Sutter-Stockton Garage



Situation

- A large homeless population frequented the facility's stairwells, electrical rooms, and lobby areas.
- Theft was rife, with an average of 35 vehicles broken into every month
- The facility's security and janitorial staff felt threatened and uncomfortable on-site
- Vandalism to storage lockers, electrical rooms, lights, doors, and floors was routine.
- Bathrooms on-site were over-utilized, under-cared for, and posed a biological risk to patrons.

CASE STUDY

Sutter-Stockton Garage

Approach

- Adjusted regular security patrol schedule to discourage the formation of homeless encampments.
- Hired an off-duty police officer to help tackle criminal activity and make patrons and staff feel safer.
- Actively monitored HD cameras to improve real-time security and allow authorities to positively identify suspects.
- Upgraded existing light fixtures to LEDs for optimum visibility and operational efficiency.
- Installed fencing and locked down electrical outlets to prevent loitering.
- Added tamper-proof door locks to all elevator lobbies and storage rooms to prevent trespassing.
- Repaired sidewalk cracks on Stockton Street to improve safety and reduce liability risk.
- Conducted extensive maintenance and cleaning to elevate the facility to Impark's high operating standards.

Results

- Reduced vehicle break-ins by 83% within two months.
- Minimized instances of trespassing and loitering.
- Restored bathrooms, stairwells, and lobby areas to safe use.
- Provided a safe and clean environment for all garage users.
- Substantially improved patron satisfaction and safety.