



# Multi-storey car park audit



This audit has been developed to help the owners and managers of multi-storey car parks lower the risk of steal from motor vehicle incidents occurring in their car park.

Owners and managers of multi-storey car parks can use this audit to determine where the risks of steal from motor vehicle incidents occurring in their car park may be and identify possible treatment options to reduce the risk.

Multi-storey car park audit of \_\_\_\_\_  
[insert name of multi-storey car park (if known)]

at \_\_\_\_\_ [insert address of multi-storey car park]

## Sightlines

Question	Yes	No	Comments
Are there unobstructed views throughout the car park?			
Are parking spaces in grid-like rows to maximise visibility from main vantage points?			

- Look for cars or other obstructions that might hinder natural surveillance provided by customers, passers-by or paid staff.  
Clear sightlines help to reduce concealment opportunities for offenders. Be mindful that would-be perpetrators can hide between vehicles, behind pillars, air conditioner units, bins, etc. Offset sections of the car park can restrict the ability to see all the cars and areas in the car park. Grid-like rows will help to enhance the natural surveillance of the area by restricting blocked sightlines.
  - ◆ Ideally configure the car park so that cars are parked in grid-like rows to avoid blind spots. Do this in a way that will maximise sightlines.
  - ◆ Trim or remove any foliage that may block sightlines into the car park.
  - ◆ Consider dark coloured, see through fencing as this increases surveillance and reduces concealment opportunities.

Are stairwells and landings easily accessible to the car park with adequate lighting and good visibility?			
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- Ensure that there are no secluded areas or hidden recesses where people could hide without being observed. Remove or block these recesses if possible. Surveillance could be enhanced with mirrors in these areas.

# Surveillance

Question	Yes	No	Comments
Is there long term parking (e.g. all day) or short term parking (e.g. 2 hours)?			
<ul style="list-style-type: none"> <li>■ Vehicles parked in long stay parking are more vulnerable to crime than vehicles in shorter term parking. Short term parking can result in larger numbers of cars entering and exiting the car park which assists in providing natural surveillance. There are often patrols by rangers on limited parking areas which also provides semi formal surveillance of the car park. Consider providing a mixture of long term and short term parking to enhance natural surveillance. Incorporate additional security for long term parking areas, such as patrols or having them situated in the most visible points in the area.</li> </ul>			
Does the car park share space with any other business/facilities or are there any nearby (e.g. car wash or public toilet)?			
<ul style="list-style-type: none"> <li>■ Businesses operating within or near the car park can provide guardianship and encourage legitimate activity. For facilities, such as public toilets, ensure that they are monitored, regularly patrolled and cleaned, especially to remove graffiti. Locate them in areas close to activities, paid staff or where maximum surveillance is offered.</li> </ul>			
Does the car park have CCTV? Is the CCTV monitored?			
<ul style="list-style-type: none"> <li>■ There is strong international evidence showing that CCTV is not an effective or cost efficient crime prevention tool. Recent research also suggests it is not an effective prosecution tool. However, if the car park has CCTV installed, there are ways to ensure you use it to best effect.               <ul style="list-style-type: none"> <li>◆ Install a quality, vandal resistant system which staff are thoroughly trained to use.</li> <li>◆ Display signage identifying that CCTV is operating.</li> <li>◆ Ensure the cameras are installed so as to maximise surveillance opportunities, including in stairwells and landings.</li> <li>◆ Ensure the camera views are not obstructed.</li> <li>◆ Ensure that cameras are constantly, actively monitored in close proximity to the site. If a crime is occurring this can make it possible for a perpetrator to be apprehended or interrupted.</li> <li>◆ Camera feeds should be recorded and stored.</li> </ul> </li> </ul>			
Does the car park appear to be patrolled (e.g. by paid security, rangers or parking officers)?			
<ul style="list-style-type: none"> <li>■ Research suggests that the absence of attendants in a car park can increase the risk of crime occurring. Not all car parks can realistically have permanent staff, but patrolling staff, such as security, rangers and parking officers can help to reduce opportunities for offenders. Consider having irregular patrols by parking officers and clearly sign that the car park is patrolled. Consider utilising other staff to provide surveillance such as cleaners, maintenance crew, and rangers.</li> </ul>			
Is there a regular maintenance plan for the car park?			
<ul style="list-style-type: none"> <li>■ A maintenance plan should include the removal of graffiti, maintaining and repairing light fixtures and removing rubbish. This can provide informal surveillance as the maintenance crew make their way around the car park.</li> </ul>			

## ■ Lighting

Question	Yes	No	Comments
Are all the lights in the car park working?			
Is the entire car park lit, including entry and exit points for vehicles and pedestrians?			
Are the car park lights bright enough to enable you to see into the rear seat of a parked vehicle?			
Is the car park free of dark shadowy areas?			
Are the ceilings and walls painted white or in a light colour?			

- Lighting plays an important role in preventing crime. It improves visibility and can increase the risk of offender detection. Good levels of lighting are an important factor in reducing the fear of crime. It can change community perception of an area, which can lead to increased usage and facilitates informal surveillance.
  - ◆ A lighting engineer should be consulted to obtain best results.
  - ◆ Lighting should at least meet minimum requirements under Australian Standards (AS 1158 for external lighting and AS 1680 for interior lighting).
  - ◆ Light fixtures should be reliable, easy to maintain, able to withstand the elements and vandal resistant.
  - ◆ Incorporate lighting into a regular maintenance plan so as to ensure lights are working, maintaining lux levels and are not obstructed in any way by signs, landscaping or other objects.
  - ◆ When selecting and positioning light fixtures, be considerate of glare. Also consider the brightness of the light and the effect of passing from light to dark areas.
  - ◆ 'White' light is best for natural surveillance as it allows for clarity of vision. Parked cars can be identified by colour and other details, which is important for crime reporting. Direct lighting to the car park so that guardians or passers-by can see inside the area. Ensure the lighting extends to the edges of the parking areas, not just vehicle and pedestrian routes.
  - ◆ Consider painting the car park interior white. This can assist lighting to be effective and can save money through low wattage demand.
  - ◆ Lights should be bright enough to enable the rear seat of a parked vehicle to be seen before entering and enable the face of a person to be seen 15 metres away.
  - ◆ Ensure that there is sufficient lighting to complement the CCTV system (if in place) so that images are captured.
  - ◆ Consider the use of sensor lights in certain areas.

# Signs

Question	Yes	No	Comments
Does the car park have signs that remind people to secure their vehicle and to remove valuables?			
Are all these signs clearly visible and located where people can see the message before leaving their vehicles?			
<ul style="list-style-type: none"> <li>Information to remind people to protect their belongings can result in them concealing or removing items that may be vulnerable to theft, thus reducing the provocation for an offender. Signs advising people to lock their car and take their belongings with them should be highly visible and situated so as to remind car park customers before they leave their vehicle.</li> </ul>			
Does the car park have signs to assist navigation (e.g. to help you find parking bays, exits, stations)			
<ul style="list-style-type: none"> <li>This can reduce the vulnerability of car park customers and remove excuse-making opportunities.</li> </ul>			

# Access

Question	Yes	No	Comments
Is there access control for vehicles entering and exiting the car park (e.g. ticket gates)?			
<ul style="list-style-type: none"> <li>Vehicle access control helps to reduce the opportunity for unauthorised entry. Minimise the number of entry and exit points. Where possible, locate these points in close proximity to guardians in the car park, such as ticket sellers or businesses. Install boom gates, one-way spikes or other access control devices to regulate vehicle movement.</li> </ul>			
Is the car park used as a thoroughfare by the public?			
Are there designated pedestrian pathways within the car park?			
<ul style="list-style-type: none"> <li>Thefts are reduced when pedestrian access is limited. Pedestrian paths on the borders can provide undetected entry and escape routes.</li> <li>Provide clearly marked pedestrian access ways within the car park, not at the boundaries. Ensure landscaping is maintained to reduce opportunities for concealment near these access ways.</li> <li>Deflecting people from using the car park as a thoroughfare can reduce excuse making opportunities for a perpetrator.</li> </ul>			

# Design

Question	Yes	No	Comments
Is there one way circulatory movement of traffic within the car park?			
<ul style="list-style-type: none"> <li>■ Circular movement of traffic means vehicles cannot simply take the shortest route to and from the entry and exit. This provides more constant natural surveillance of the car park.</li> </ul>			

# Space management

Question	Yes	No	Comments
Is there any evidence that criminal or anti-social activity has occurred in the car park (e.g. graffiti vandalism or broken window glass)?			
<ul style="list-style-type: none"> <li>■ Evidence of crime can have a negative impact on the reputation of the car park and people's perception of safety. Evidence of criminal activity may also encourage and foster further criminal activity in the area.</li> </ul>			
Are there items in the car park that could be used to commit an offence (e.g. loose bricks, rocks or fallen tree branches)?			
<ul style="list-style-type: none"> <li>■ Crime is opportunistic. Having items in the car park that could be used to commit an offence (e.g. breaking the window) can increase the risk that crime will occur. Ensure that rubbish removal is part of a regular maintenance plan so as not to provide access to items that can be used to commit an offence.</li> </ul>			
Is the car park name and street number clearly visible to car park customers?			
Are car parking bays clearly numbered or colour-coded?			
Are incidents of crime recorded with relevant information (e.g. time, exact location)?			
<ul style="list-style-type: none"> <li>■ Correct and thorough recording of incidents of crime protect the integrity of crime data and allow for appropriate follow up action, including reviewing physical characteristics of the car park. Information to record includes day, date and time of offence; specific location within the car park; type of property damaged and stolen; and the method of offending.</li> </ul>			

If you have any further enquiries go to [www.crimeprevention.nsw.gov.au](http://www.crimeprevention.nsw.gov.au) or email [sfmv@agd.nsw.gov.au](mailto:sfmv@agd.nsw.gov.au)

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