

Memorandum

Date: May 9, 2017
To: DeKalb County Board of Commissioners
From: Gunter Sharp, Briarcliff Woods Civic Association
Subject: Retail fuel station design

Comm. _____
Item No 0299 Date: 5/9/17
Clerk's Office
Bernard Knight

Dear Commissioners:

We are still very concerned about the proposal to have fuel pumps shielded from the road. A quick (less than one hour) search for web-based documents resulted in the excerpts below. It should be noted that visibility and natural surveillance come up time after time, in the recommendations for reducing crime at such retail establishments.

We respectfully request that you consider this issue in the proposed ordinance change, 2017-0299.

Excerpts from selected references:

<http://www.ajc.com/news/local/issue-solution-for-gas-station-crimes-right-fix/mSFkx1tKDN0OkdBoyGhuvK/>

the new law, gas stations would be required to have a security guard as well as a security camera system, a lighted parking lot, height markers on doors, a silent alarm to law enforcement and windows that have an unobstructed view. The stations also could not have tinted windows

NBCSCPTED.pdf, by Raleigh NC Police Department

Through natural surveillance an increase in total visibility throughout the site is desired, decreasing the possibility that activity will go unnoticed and increasing the risk factor for abnormal users. Natural access control seeks to improve the ability of individuals to navigate through the site, easily finding their destination and avoiding loitering and trespassing.

With the addition of new residential housing through the Swain St area, natural surveillance increased creating more community awareness,

1830 New Bern AveThe

spaces surrounding the business at 1830 New Bern Ave are privately owned property according to Wake Tax records and the business owner. This area presents the most security risks for this property by means of needless access points, storm water flooding concerns and ambush points/dark hiding places.

<http://ceds.org/convenience.html>

A National Association of Convenience Stores report noted that the following steps were the most effective in reducing convenience store crime:

- cash control (by frequently putting excess cash in an in-store safe);
- locating a store where there are few escape routes (e.g. nearby highways);
- good lighting;
- visibility (locating stores in areas with lots of passersby); and
- employee training.

http://designingoutcrime.com/wp-content/uploads/2014/11/Service-Station-Design-Review_FINAL.pdf

5. BEST PRACTICES GUIDE

Ensure optimum visibility between console and forecourt.

Maintain clear sight lines from console to forecourt area (including visibility of all pumps):

- Keep console windows clear of signage and promotional material.
- Ensure customer service counter is situated next to the window to the forecourt.
- Situate customer parking away from the front of the console to prevent parked vehicles from blocking staff members' view to the forecourt.

Allows customer service staff to observe customers and carry out pre-authorisation assessment.

- Increases customers' visibility of staff inside the console, thereby increasing the perceived risk for would-be offenders that they will be identified.
- The orientation of customer service register and of parking spaces on the forecourt may not always be easily changed.
- Customer service staff are busy serving customers during peak periods, when driveoff incidents are most likely to occur, so clear visibility of the forecourt alone will not be guaranteed

http://www.popcenter.org/problems/gas_drive_offs/print/

Poor site design can impede surveillance, which, in turn, increases opportunities for theft. When the fuel pump island is directly in front of the store, employees inside can see most of the site, and customers can see inside the store. Placement of the store in the corner of the site also facilitates surveillance of the pumps and prevents access behind the building.²⁵ In some cases, sight lines might be blocked by tall shrubs or trees.

Ensuring that the pump area is well-lit. Proper lighting makes the site unattractive for thieves and makes customers feel safer.

Shrubs and hedges should not be higher than 3 feet, and all trees should be trimmed to a maximum height of 6 feet to help maintain a clear view around the site.

https://www.researchgate.net/publication/12524660_Effectiveness_of_Crime_Prevention_Through_Environmental_Design_CPTED_in_Reducing_Robberies

The most recognized and cited ordinances have been developed in the state of Florida. In July 1986, the Gainesville City Commission adopted the Gainesville Convenience Store Ordinance which required convenience stores to have an unobstructed view of the cash register, an externally visible sales area, cash handling and safe access signage, parking lot lighting, security cameras, and mandatory robbery prevention training for employees working between 8 pm and 4 am¹² (Table 1). In February 1987, a two-clerk provision was added.

Effectiveness of Crime Prevention Through Environmental Design (CPTED) in Reducing Robberies (PDF Download Available). Available from:

https://www.researchgate.net/publication/12524660_Effectiveness_of_Crime_Prevention_Through_Environmental_Design_CPTED_in_Reducing_Robberies [accessed May 8, 2017].

