

# CPTED PERSPECTIVE

## ANNOUNCING THE 2017 ICA CONFERENCE

"My Street, My Neighbourhood, My City – CPTED in Action!"

AUGUST 6-8, 2017 Calgary, Alberta, Canada Info page 10

## Award-Winning CPTED

### The Christchurch Bus Interchange



View of main entrance of the Christchurch Bus Interchange

*Sue Ramsay, ICA board member, Christchurch, New Zealand*

Since being struck by devastating earthquakes in 2011, Christchurch New Zealand is rebuilding its city. One of the first important pieces of infrastructure opened is the central Bus Interchange. The Bus Interchange is one of the city's anchor projects, and prior to being destroyed in the earthquakes it was a crime hotspot.

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## Why My House?

### CPTED In The Words Of Burglars

*Professor Rachel Armitage, Director of Secure Societies Institute, University of Huddersfield*

CPTED has been defined and redefined by, (among others) authors such as Crowe, Ekblom and Armitage. The principles upon which it is based also vary considerably with Poyner (1983) presenting five (surveillance, movement control, activity support and motivational reinforcement), Cozens et al (2005) presenting seven (defensible space, access control, territoriality, surveillance, target hardening, image and activity support), and Armitage (2013) offering yet another combination of the five principles (physical security, surveillance, movement control, management and maintenance and defensible space).

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## **Award Winning CPTED**

In the 2009 calendar year — the last pre-earthquake year of operation — police received 173 calls for service. From May 2015 to May 2016, the first full year of operation since reconstruction with CPTED principles, police received 40 calls for service. There were significant drops in assaults, disorder, trespass, and intoxication offences.

The new Bus Interchange has received several prestigious awards, including the New Zealand Chartered Institute of Logistics and Transport (CILT) Public Transport Innovation Award. This recognized the innovative application of CPTED in the design and the 70 per cent reduction in police calls for service.

### **APPLYING CPTED**

Throughout the design phases, 44 CPTED recommendations were provided to the design team. There were three separate CPTED reviews at different phases of design:

- at concept design,
- developed design and
- detailed design.

Approximately 80 percent of the recommendations were included in the final building.

Several key features of the Bus Interchange have been influenced by CPTED input. Some of these include the north façade, public toilets, seating options, and bicycle storage.

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North facing frontage of Bus Interchange on Lichfield Street

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## **Why My House?**

Conscious that these principles have primarily been developed by academics, police and policy-makers and that they have failed to evolve with developments in housing design, security measures, drug use and ultimately offender modus operandi, a research project commenced in 2014 to explore the impact on housing design on burglary – in the words of burglars themselves.

The research involved twenty-two in-depth interviews with twenty-two incarcerated adult male prolific burglars. The burglars were shown a series of images of sixteen residential settings and asked to describe what would attract them to this area when selecting a target for burglary and what would deter them. The research was inductive with no prompts, no closed questions and no 'either/or' options (common in existing research to explore offender perspectives on housing design). The research was about exploring all features of housing design and reconsidering, if necessary, the principles that form the basis of CPTED.

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Randall I. Atlas, PhD, FAIA, CPP, ICA  
Director, Miami, Florida

In 1969 Oscar Newman coined the expression "Defensible Space" as a surrogate term for a range of mechanisms that bring the environment under the control of its residents. But what if its residents are the criminals?

One major group of users who have successfully used the principles of Defensible Space and CPTED are drug dealers and criminals. Criminals have access to the two key requirements for Offensibile Space: resources and consensus.



Corner vantage point for surveillance

For resources, many drug dealers and criminals have access to illegally earned cash to make the necessary physical and operational changes for their own security. They achieve consensus through total control of the environment with intimidation.

The most common location for an Offensibile Space is an apartment or building on the corner. The buildings are usually linear and do not allow a direct view of doors from the street. The corner vantage point allows better surveillance on who is approaching the building.

## Criminals Take Over

In 2002 I conducted a study to measure Offensibile Space features at 50 crime sites in South Florida. Data was gathered from personal observation in rides with police cars and personal cars.

The most common location for an Offensibile Space is an apartment or building on the corner. The buildings are usually linear and do not allow a direct view of doors from the street. The corner allows better surveillance on who is approaching the building.

I also observed the following in Offensibile Space neighborhoods:

- People-screening by criminals to determine who would qualify to gain entry into the crime site to buy drugs
- Deadbolts, peepholes, and security gates were used to screen people to determine who had access to the crime site.
- Extensive use of spotters, frequently juveniles who cannot be convicted or receive legal sanction for aiding the dealer. Spotters provide an informal audiovisual surveillance network and alarm system that is very effective
- Building stairwell portholes were used as a lookout tower for the drug dealers who could see police coming from a distance.

Spotters on roofs or upper floors of building with a better vantage point. Typically, upon spotting police, everyone scatters. Spotters most commonly watch outsiders from benches and yard areas (open areas of common turf), and balconies.

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## Award Winning CPTED

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One of several seating options in the Bus Interchange

In its final form, there is a strong relationship between the interior of the building and the street, providing good visibility internally and externally. Instead of deeply recessed entrances, these are shallow, eliminating possible entrapment zones.

The veranda is constructed of glass sheets, providing light across the entire footpath. This is important because the Interchange and the adjacent late night entertainment precinct have elevated risk profiles and high pedestrian counts.

### **Public toilets**

The public toilets were relocated and redesigned based on CPTED recommendations. Cubicles have their own hand washing facilities and the foyer is visible from the concourse through the automatic glass doors, providing excellent natural surveillance. The design reduces the uncertainty and fear that legitimate users may have, and forces "conspicuous behaviour" — a person who is acting in an unexpected way becomes very obvious to others.

The glass entrance doors allow users to see ahead so they can choose not to enter if the foyer doesn't appear safe.

### **Seating options**

CPTED recommendations included the provision of a variety of seating options throughout the Interchange concourse, to allow people to sit where they feel comfortable as well as to provide clear sight lines. Bench seats are located at the terminus of each of the 16 bus bays. These let people see across the concourse and allow users to choose to sit with others they feel comfortable and safe with. Users with different physical abilities are able to stage their travel within the Interchange by resting near their bus stop while waiting.

### **Bicycle storage**

The cycle storage area was carefully designed to eliminate opportunities for crime against the person and cycle theft. The space is well lit and monitored through CCTV cameras. Wide, automatic doors allow riders to enter and exit easily, letting them see ahead of travel. Visibility is maximised by the prominent corner location and the visually permeable architectural fins that form the external cladding, which additionally provide internal light spill onto the footpath.

### **IMPACTS FROM CPTED**

As well as improving the safety of passengers, this reduction in crime can be expected to reduce maintenance and operation costs of the facility. The CPTED contributions did not add any identifiable cost to design or construction, with the only cost being that of the practitioner's time.

This context-based response ensures innovative and subtle design features effectively deter criminal activity and enhance the safety of the public and the security in the years ahead.



# WHAT MAKES A SAFE PEDESTRIAN MALL?



*Mateja Mihinjac, Griffith University, Brisbane.*

Queen Street Mall in Brisbane, Queensland is arguably the best pedestrian mall in Australia. With an average of 70,000 visitors a day, the Mall is the busiest place in Brisbane. Yet, street-level crime in the Mall is low. What makes such a well-used space so safe and successful?

At 500 metres (1,500 feet or 6 city blocks) it is the same length as successful pedestrian malls in North America, such as Calgary's Stephen Street Mall or Boulder's famous Pearl Street Mall. However, unlike many other malls, it combines an active night-time use as well as direct links to the major underground central city bus station. The Queen Street Mall has explicit CPTED strategies incorporated into the design and it boasts an extensive mix of commercial, cultural, entertainment and dining activity.



Proper wayfinding and maintenance



Successful malls have extensive mix use

The Mall is a complex space with active use from a mix of activities. During the 1999 refurbishment that included CPTED as part of the new city plan, special attention was given to decluttering the Mall of its permanent built structures, better legibility, clear sightlines and open design to enhance safety and feelings of safety.

Space was activated through art and design that characterise Australian aboriginal history and subtropical environment. Buskers and other street performers draw in crowds and make the space interesting and inviting. During my PhD research on CPTED implementation at this mall I learned that a great deal of attention in the process was given to consultations with the stakeholders and inclusiveness strategies with a purpose of designing the "Mall for all".

Clearly, a safe and successful place is not a product of chance, but rather an artefact of an effectively managed process and, most importantly, engagement with all the space users.



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## Why My House?

The results support the premise that housing design influences offender decision-making. The risk of informal surveillance was the most commonly cited deterrent, referenced by all twenty-two burglars and a total of 133 occasions. Physical security was also extremely important to burglars who were able to identify poor quality locks, doors and window frames from an image. This concept was mentioned by all twenty-two burglars a total of 103 times.

Other principles, whilst influencing offender decision-making, appeared less important – the concept of defensible space was referred to by 36% of the sample and on only eleven occasions. It is hoped that the research can be used to improve the evidence base surrounding the impact of housing design on crime, and crucially, to review and reconsider CPTED to ensure that it is aligned with the perceptions of those who abuse it.



Burglars described what attracts them to targets



Informal surveillance was cited as the most common deterrent

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## CPTED Certification Update

Josh Brown, ICA Certification Chair

The ICA CPTED Certification Program is chugging along and I regularly field requests for information from prospective applicants. Perhaps the most asked about aspect of the program is “demonstrated competencies.” Many applicants, and those interested in the program, have attended a training session somewhere for certification, but in truth there are as yet no internationally recognized, training-based certification programs that I am aware of (although the ICA is in the process of creating one in 2017). You certainly may obtain a certificate of attendance, but that does not prove you are a qualified CPTED practitioner.

The ICA CPTED certification is based upon your ability to demonstrate you understand CPTED, can apply it in the real world and have a level of experience worthy of certification. A training course, or other types of formal education, can be one of the examples you provide to demonstrate competency. You may have also written an article, made a presentation, taught a class or participated in a committee reviewing development applications within your jurisdiction. All this will help demonstrate that you are qualified to be certified by the ICA as a CPTED practitioner. Can you demonstrate you can read a set of plans? Have you performed a CPTED survey? Have you applied CPTED principles?



The ICA Certification Program is an interrogatory process. When you complete the application, provide supporting documentation, and complete a record book, we start asking questions. A committee of three CPTED practitioners review all materials and make sure all the required competencies are addressed (see the ICA website for a list of competencies and core subject areas). If we have questions we contact the applicant and work through the details to make sure everything is addressed. The final exam is a bit unusual in that you, the applicant, create the test by submitting six questions that demonstrate your understanding of CPTED. The committee selects two questions for you to answer. This interrogatory approach helps the committee learn *about* applicants and committee members end up learning quite a bit *from* the applicants.

To get started just visit the ICA web site and navigate to the Certification page. From there you will find resources in English and Spanish. Additional questions can be directed to me at [browncpted@aol.com](mailto:browncpted@aol.com).



Drug dealers mark locations

## Offensible Space

*Continued from page 3*

Create an enforcement component of police and building department inspectors so they can enforce rules against 'knowingly permitting criminal transactions' on the property.

### 3. Planning and community-building

Strategies also include CPTED awareness during building reviews. The Crime Free Multi-Housing program is a start. But more important is in-depth CPTED training by certified CPTED trainers.

Municipalities must establish urban planning and land use reviews to create cohesive and smaller neighborhoods, such as using street closures to define boundaries and reduce illegitimate vehicular traffic.

## Preventing Offensible Space

The solution lies in a comprehensive multi-level approach of CPTED. Crime must be attacked at the roots and causes, not just the symptoms. Here are three strategies:

### 1. Laws

One of the steps to reduce Offensible Space is to identify problem buildings, notify the owners so they can take action and, if ineffective, take legal action. That might include confiscating or tearing down the property using nuisance and abatement laws. Most communities have sufficient laws on the books now to control the problem of Offensible Space such as building code/zoning regulations, and nuisance and abatement rules that establish legal procedures for responding to blighted or high crime properties.

### 2. Enforcement

Enforcement is also needed. Better quality, real-life training for police officers in crime prevention, CPTED, and problem-solving rather than just criminal apprehension would help.



Dealers burrow through walls to escape police

Establish and nurture crime-watch programs to help enhance community cohesion. Provide life-skill education, and mentoring, in schools to all ages of school children on how to cope with life's challenges and reduce the need to escape the pain of living in disadvantaged conditions with gangs, drugs or alcohol.

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# WHAT'S HAPPENING IN EUROPE?

Paul van Soomeren, ICA European Chapter Chair– DOCA, Netherlands



November, 2016 the back streets of Athens, Greece...

The weather is sunny and one by one the delegates for the conference on CPTED pour into the beautiful building of the Cultural Centre of Athens. Practitioners and academics from Greece, delegates from 26 countries, and some ICA board directors attended a European project facilitated by the EU Cooperation in Science and Technology (COST) programme. The ICA board directors contributed a panel discussion on the second day of the conference.

This special event ([www.safercities.eu](http://www.safercities.eu)) was the final session of COST action "TU1203". Between October 2012 and November 2016, 26 countries participated in a European network focussing on Crime Prevention through Urban Design, Planning and Management.

*Participating countries in the EU COST-action on Crime Prevention through Urban Design, Planning and Management (check <http://costtu1203.eu>) included:*

*Austria , Belgium, Bulgaria , Czech Republic , Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Lithuania, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovenia, Slovakia, Spain, Sweden, Switzerland, United Kingdom*

This unique action brought together friends and colleagues for over four years and helped to forge new relationships across countries and between disciplines. COST TU1203 also supported the next generation of researchers and practitioners, principally through a junior network and summer school held in Copenhagen. The participating experts travelled to locations across Europe to meet practitioners, learn first-hand about initiatives and view urban developments, and also evaluate mistakes. In this way, they shared, exchanged and created new knowledge on Crime Prevention through Urban Design, Planning and Management.

The results of the EU funded COST TU1203 network can be found in presentations, books, blogs, reports, minutes, fact sheets and articles. The peer reviewed Journal of Place Management and Development has dedicated a [Special Issue \(8.2\)](#) on the subject. The editorial is online (<https://safecitiesblog.wordpress.com/contact/>). But most important is the existing network of practitioners and academics working together and exchanging knowledge and experiences. This network will no doubt continue working on CPTED and related issues.

The most important publications are available at <http://costtu1203.eu> and the European chapter of the ICA [www.e-doca.eu](http://www.e-doca.eu).



## 2017 ICA CPTED CONFERENCE

Calgary Tower Observation Deck looking down

Mark your calendars for  
**August 6-8, 2017 at the Coast Plaza  
Hotel & Conference Centre Calgary,  
Alberta, Canada.**

**Presentations are approximately 30  
minutes, highly interactive and fit the  
conference theme:**

**"My street, my neighbourhood, my  
city - CPTED in action"**

**Send abstracts for  
presentations to  
[CPTED-2017@cpted.net](mailto:CPTED-2017@cpted.net)**

**Topics can include the various role of  
different players in the CPTED process  
such as community groups, local  
government, police, residents, etc.,  
and how those groups implement  
CPTED, reduce crime through planing  
and design, create resilient cities,  
public transport, homelessness, and  
CPTED & education.**

## Offensible Space

*Continued from page 8*

Some of these social planning strategies, sometimes called 2<sup>nd</sup> Generation CPTED and SafeGrowth, are already successfully employed in specific neighborhoods in Toronto, New Orleans, and Christchurch, New Zealand.

### The Future

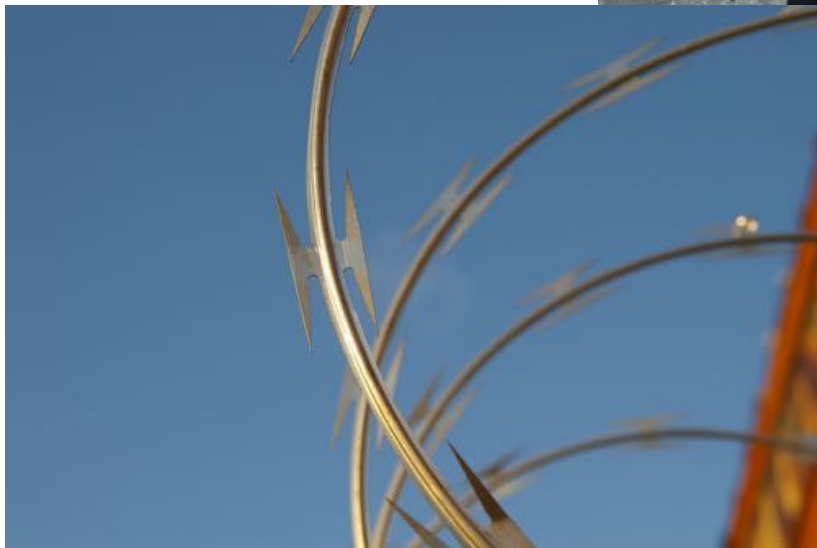
Offensible Space is a byproduct of society's inability to uniformly apply crime prevention and law enforcement in the community. Offensible Space is a result of the community's and government's disorganization and lack of citizen and political consensus. Offensible Space is the result of criminals and terrorists being organized, motivated, and well financed to create a crime environment that is resistant to outside intrusion or detection.

Until the law-abiding community achieves a higher level of organization, consensus, and commits adequate resources to fight the criminal community, Offensible Space sites will be growing and posing a clear and present danger to society.



# THE FINAL STORY: *Terrorism*

For years, CPTED tactics to minimize terror threats have been presented at ICA conferences, have shown up in training handbooks, and in textbooks. In truth very little research exists documenting the impact, success or unintended consequences of CPTED strategies in the modern terror theatre.



Given that today's terrorism is complex, global, online, homegrown, and insidious, there is tremendous pressure for CPTED practitioners to thoroughly educate themselves about all aspects of this insidious plague - from the effectiveness of CPTED, to the social impact of terrorism, to the actual vs perceived risk of terror events.

For 20 years, CPTED Perspective has been the newsletter of the INTERNATIONAL CPTED ASSOCIATION.

It is archived at [www.cpted.net](http://www.cpted.net).

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