



**PHYSICAL SECURITY SURVEY/SCREENING
OF
OCEAN AVENUE ASSOCIATION
COMMUNITY BENEFIT DISTRICT**

**1728 OCEAN AVENUE PMB 154
SAN FRANCISCO, CALIFORNIA 94112**

(Performed by Furlishous Wyatt, Jr. July - August 2017)

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN WALK THROUGH CONSULTATION OVERVIEW

I. GENERAL STATEMENT:

June 7, 2017 – SAFE received Request for Service (case # 00006354) for Business Security Presentation/Business Security Survey submitted by Mr. Alexander Mullaney, Chair; Ocean Avenue Association (OAA) requesting Mr. Dan Weaver, Executive Director; Ocean Avenue Community Benefit District (OACBD) be contacted moving forward.

The Request for Service was generated by two (2) shooting incidents; one at the 1100 block and one at the 1200 block of Ocean Avenue, and negative activity at the intersection of Brighton and Holloway Avenues one (1) block south of Ocean Avenue.

June 14, 2017 – I attended the OAA Business Committee meeting at Ingleside Presbyterian Church 1345 Ocean Avenue to address agenda item number 4; Public Safety – Ocean Avenue Shootings (Discussion and Public Comment and Possible Action).

During the Business Committee meeting it was stated there have been five (5) shooting incidents at Ocean Avenue in the past three (3) years, and the two (2) block area of Ocean Avenue (1100 and 1200 block) was expanded to eight (8) blocks from Harold Avenue to Jules Avenue (1000 through 1700 block).

The goal of the OAA is to promote social welfare and continue safety and cleaning programs in the OACBD. Activities include cleaning and maintenance services, business marketing events and materials, advocacy with the City and County of San Francisco, and safety initiatives.

The OACBD boundaries include properties fronting Ocean Avenue from Manor Drive to Interstate 280 (on the northern side) and Victoria Street to Lick-Wilmerding High School near Geneva Avenue (on the southern side).

The Board of Directors of the OAA oversees management of the OACBD. The Board is comprised of district property owners, merchants, and community members.

July 19, 2017 – Mr. Dan Weaver, OACBD Executive Director, Mr. Alex Mullaney, OAA Chair, Mr. Neil Ballard and Mr. Miles Escobedo OAA Board members, accompanied me on a walk through screening and fact-finding tour of the aforementioned eight (8) block area of Ocean Avenue from Harold Avenue to Jules Avenue, and the intersection of Brighton and Holloway Avenues.

The concept of Crime Prevention through Environmental Design (C.P.T.E.D.) should be applied throughout the eight (8) block area Ocean Avenue and at intersection of Brighton and Holloway Avenues.

CPTED is a proactive crime fighting technique in which the proper design and effective use of parks, open spaces, building(s) and surroundings lead to a reduction in crime as well as an improvement in the quality of life for citizens of the community. It is very important to realize CPTED principals reduce the opportunity for crime; however, programs should be implemented to tackle the **ROOT CAUSE OF THE CRIMES** affecting the areas where the audits are performed. These steps go hand in hand to create a safe environment in which to live, work and play.

Nighttime lighting assessment performed:

- **July 20, 2017** – Nighttime lighting assessment – Ocean Avenue and intersection of Brighton and Holloway Avenues (dusk to dark)
- **July 25, 2017** – Nighttime lighting assessment – Ocean Avenue and intersection of Brighton and Holloway Avenues (late night)

Note: Nighttime activity is at both locations – Ocean Avenue active; however, intersection of Brighton and Holloway Avenues slows down at night (less loitering/sitting in front of operational commercial establishment).

Special Note: Water filtration system opening at front of operational commercial establishment encourages/promotes sitting).

II. AREA/LOCATION DESCRIPTION:

The eight (8) blocks at Ocean Avenue between Harold Avenue and Jules Avenue is a mixed commercial/residential area that is heavily frequented both day and night. There are two (2) bars and numerous commercial establishments; chain-stores, markets, mom and pop stores, restaurants, retailers, service agencies, and apartment buildings throughout the area.

Note: City College of San Francisco (CCSF), Municipal Transportation Agency (MTA) Phelan Bus Loop, and public plaza (with pedestrian connector/fire lane behind structure from Phelan Loop to SF Ingleside Public Library) are also in area as well as new developments under constructed and a portable parklet is in use.

Special Note: Portable parklet is moved to different locations along Ocean Avenue periodically.

Ocean Avenue is a four (4) lane thoroughfare traveling in both east- and west-bound directions; two (2) lanes east and two (2) lanes west with intermittent elevated MTA Railway

stops at six (6) of the eight (8) aforementioned blocks. The railway stops are located on medians at center of thoroughfare and MUNI bus stops are located at Plymouth Avenue (both sides of street) at intersection of Ocean Avenue.

The intersections along the eight (8) block area of Ocean Avenue between Harold Avenue and Jules Avenue are controlled in the following manner:

- Seven (7) intersections via traffic lights, and
- Two (2) intersections via stop signs.

There are approximately forty-eight (48) street lights along the eight (8) block area of Ocean Avenue between Harold Avenue and Jules Avenue.

- Five (5) single luminaire street lights,
- One (1) double luminaire street light, and
- Forty-two (42) triple luminaire street lights.

Approximately seventy-one (71) exterior-mounted privately-owned video cameras were observed at Ocean Avenue between Harold Avenue and Jules Avenue.

- Twenty-three (23) cameras at north side of thoroughfare, and
- Forty-eight (48) cameras at south side of thoroughfare.

Note: Some cameras are located off Ocean Avenue at intersecting streets.

Special Note: Operational status of cameras unknown.

The intersection of Brighton and Holloway Avenues is at a densely populated residential area with two (2) commercial locations; one (1) at northeast corner and one (1) at southwest corner.

Commercial structure at northeast corner is operational, and commercial space at southwest corner is vacant.

Note: Structure at southwest corner has vacant ground level commercial space and vacant living space above.

The intersection is a four-way stop (4 stop signs) with two-way vehicular travel in all directions.

There are two (2) street lights at south side of intersection.

- One (1) cobra head street light at northeast corner at Holloway Avenue, and
- One (1) cobra head street light at northwest corner at Brighton Avenue.

Three (3) exterior-mounted privately-owned video cameras were observed near intersection.

- One (1) camera at apartment building adjacent operational commercial establishment at north side of Holloway Avenue, and
- Two (2) cameras at single-family dwelling (4 houses from southeast corner of intersection) south side of Holloway Avenue.

Note: Operational status of cameras unknown.

Special Note: Two (2) large sidewalk water filtration systems are located at intersection (1 at northeast corner in front of operational commercial establishment and 1 at southeast corner across the street in front of apartment house).

The eight (8) block area of Ocean Avenue is situated in the San Francisco Police Department (SFPD) Ingleside and Taraval Districts (Company H and Company I), and the intersection of Brighton and Holloway Avenues is situated in the Ingleside District (Company H).

III. AREA/LOCATION CONCERNS AND PROBLEMS:

Concerns, problems and conditions affecting both areas include; but are not limited to:

- Gun Violence
- Drug Use
- Drug Sales
- Loitering
- Robbery
- Burglary

- Merchant Anxiety/Apprehension/Unrest
 - Dumping
-

IV. EXECUTIVE STATEMENT:

Merchants, residents and property owners should form SAFE Neighborhood Watch, Business Watch or Community Groups to establish a communication network for sharing information regarding area safety and security. **Remember:** There is strength in numbers.

Additionally, merchants, residents and property owners should be encouraged and motivated to attend monthly SFPD Ingleside and Taraval Districts Police/Community Relations (PCR) meetings to give the neighborhood a face (with the PD). **Remember:** "The squeaky wheel gets the oil."

Further, merchants, residents and property owners should request street lighting assessment from P.G. & E. and/or Public Utilities Commission (PUC).

Furthermore, merchants, residents and property owners should increase exterior lighting at their locations, especially at storefronts (*and at back of locations where applicable*), and be encouraged to keep an interior light on after closing. Apartment building facades should also be well lighted.

Moreover, merchants, residents and property owners should seriously consider the installation of state-of-the art burglar alarms and Closed Circuit Television (CCTV) surveillance systems at their respective locations (with at least one exterior-mounted camera pointed toward the street).

Lastly, merchants, residents and property owners should immediately report all suspicious and/or illegal activity (in both areas) to Police.

MERCHANT BURGLARY PREVENTION –

Proprietors should insure the following:

All entry/exit doors are of solid construction, in good condition, tight-fitting, self-closing with double cylinder deadbolt locks with 1" minimum standard casehardened steel throws; accompanied by reinforced or armored strike plates.

Note: All doors with glass incorporated, should their glass panes rendered burglary-resistant.

All aluminum and glass doors should have double cylinder deadbolt locks with up-swinging throws and armored strike plates.

All opening windows (including transoms) should have secondary locks for increased security. Side and rear windows, especially those that are not in view from street, should be equipped with exterior-mounted non-removable metal window bars.

Metal overhead doors, shutters, ferry gates, grills, mesh or bars may be used to insure *entryway and show window protection*.

All merchants should purchase or lease a burglar alarm system with central station monitoring. All burglar alarm systems should possess burglary, fire and emergency medical capability.

All burglar alarm systems should have the following features and characteristics:

1. Exterior/perimeter protection – magnetics contacts,
2. Interior protection – motion detectors, audio sensors, or combination audio/motion detectors (audio sensors are tuned to frequency of breaking glass), and
3. Zoning – the ability to arm and disarm specific areas covered by the alarm system simultaneously.

MERCHANT ROBBERY PREVENTION –

All merchants and their employees should receive training in robbery prevention.

HOW TO PREVENT BEING ROBBED

- Be Alert
- Detecting “Casing”
- Moving of Money
- Telephone Precautions
- Safes and Vaults
- Additional Preventative Measures (never allow large sums of money to accumulate, don’t keep stacks of money in public view, don’t count large sums of money in front of customers, keep doors that lead to unauthorized areas locked, never reopen premises for anyone after closing)

WHAT TO DO DURING A ROBBERY

1. Remain Calm
2. Obey Commands
Important Warning (never argue or play games with a robber)
3. Activate The Alarm (hold-up/silent alarm)
4. Tell The Robber About Surprises
5. Give The Robber Time to Leave
6. Dangerous Situations (if shooting starts, hostage situations)

ROBBERS DESCRIPTION

- How to Get a Good Description of a Robber (physical description – race, height, weight, age, etc.)

ALARM ACTIVATION

- Never set off a robber alarm for a petty crime

ROBBERS "M.O."

- A robber's M.O. is their specific "Method of Operation" and peculiarities used to commit the crime

DESCRIPTION OF GETAWAY CAR

- If you are in position, get a description of the robber's getaway car (**Remember:** make, model, year, color, license plate number, how many occupants, direction of escape, etc.)

AFTER THE ROBBERY

1. Check for injuries
2. Call police
3. Keep all people that witnessed or observed the robber in the building until police arrive

4. Do not allow anybody into the building until police arrive
5. Preserve anything the robber touched and make sure nobody touches it until police has finished their investigation
6. Prevent employees and customers from discussing the robbery among themselves until police have finished their interviews
7. Inform your superior

Note: All merchants should consider the use of a “Hold Up Alarm” at their locations.

V. EXECUTIVE SUMMARY:

All merchants, residents and property owners throughout area should be encouraged and motivated to light up their premises via installation of pedestrian scale lighting (this is in addition to existing lighting). Care should be exercised, especially where awnings, building setbacks, building overhangs and recesses are located. The width of street/thoroughfare should also be taken under consideration.

Pedestrian connector/fire lane behind buildings (at north side of *Ocean Avenue*) from Phelan Loop to Ingleside Branch Library should be extensively well lighted and placed under video surveillance throughout its entirety (possibly escape route).

Note: Pedestrian connector/fire lane entry point at library is restricted via metal gate; however, gate can be easily negotiated.

All existing exterior-mounted privately-owned CCTV surveillance systems (as well as those yet to be installed) should have recording capability (DVR or Cloud), and have at least one (1) camera aimed to pick-up sidewalk/street activity.

Special Note: All CCTV surveillance systems should be registered with the City and County of San Francisco District Attorney’s Office Video Camera Registry.

Professionally crafted vandal-resistant signage should be prominently posted announcing the use of video surveillance at all locations so equipped (as well as burglar alarm signage).

Note: OAA/OACBD should be actively involved in assisting properties to accomplish the above.

Water filtration system openings at intersection of Brighton and Holloway Avenues should be modified in order to eliminate seating (non-removable metal grating or grills should be considered).

Vacant structure at southwest corner of Brighton and Holloway Avenues should be spruced-up to eliminate blight, and tree at Holloway Avenue (adjacent vacant structure) should be pruned (cut-back, trimmed, crown raised, etc.), and discarded materials and other debris dumped at tree should be removed on a regularly scheduled basis (contact Department of Public Works).

The four key concepts of C.P.T.E.D. are:

1. **Access Control**
2. **Surveillance**
3. **Territorial Reinforcement**
4. **Lighting**

These key concepts, when applied, can increase safety and security in a multitude of environments.

ACCESS CONTROL:

Properly located entrances, exits, fencing, landscaping and lighting can direct both foot and motor vehicle traffic in ways that discourage crime.

Access Control: *The two (2) areas in question (Ocean Avenue and intersection of Brighton and Holloway Avenues) are open to public access and are busy both day and night.*

Ocean Avenue has businesses that support late night activity (some of which thought to contribute to gun activity), and the intersection of Brighton and Holloway appears to be a negative activity generator (drug use/drug sales and is also thought to contribute to gun activity).

Both areas should be extensively well lighted during all hours of darkness and placed under video surveillance.

Note: *Ocean Avenue businesses have been burglarized (forced entries) and there have been numerous attempted burglaries often at recessed or semi-recessed doorways, and Brighton and Holloway now provides seating via two (2) large water filtration system openings at sidewalks.*

The filtration systems are located at both north and south corners at east side of intersection. Filtration system at northeast corner is in front of the operational commercial establishment and the other at southeast corner is in front of apartment house directly across the street from operational establishment.

Special Note: *Southwest corner, where vacant commercial structure is located, a large tree is at Brighton Avenue. The tree also serves as a negative activity generate and possible stash-spot/shield. This corner is not well maintained in part because of vacancy, and the surface area around tree is used as a dumpsite making the corner look blighted and neglected.*

The tree should be pruned and have its crown-raised to open area up thus increasing line-of-sight (use 8-foot/2-foot rule) and debris should be removed periodically, and the vacant building should be spruced-up.

The pedestrian connector/fire lane behind three (3) large structures on north side of Ocean Avenue between Phelan Loop and Ingleside Public Library is accessible and can be used as escape route to SFCC parking lots/Balboa Reservoir and backyards of houses along Plymouth Avenue.

The aforementioned area should have substantial barriers erected (walls/fencing) to prevent unauthorized movement in both directions (to and/or from SFCC parking lots/Balboa Reservoir). The area should be well lighted and placed under video surveillance to monitor movement throughout its expanse.

SURVEILLANCE:

The three types of surveillance are:

- 1. Natural**
- 2. Organized**
- 3. Mechanical**

Generally, criminals do not want to be seen. Placing physical features, activities and people in ways that maximize the ability to see what is going on discourages crime. Landscaping and lighting are two methods used to provide natural surveillance.

Natural Surveillance: *Natural surveillance, specific to the eight (8) block area of Ocean Avenue and the intersection of Brighton and Holloway Avenues is provided by those who live, work and frequent area.*

All merchants, residents, property owners and visitors should be encouraged and motivated to report criminal as well as suspicious activity to Police. Strategies and signage should be developed to support such efforts.

Organized Surveillance: *All merchants, residents and property owners should be encouraged and motivated to join and participate in Neighborhood Watch, Business Watch or Community Watch efforts to create and maintain a safe and secure environment for all concerned. Participants will be trained to keep a "watchful eye" on area and throughout the general vicinity.*

Benefits of Neighborhood Watch Group (Business Watch and Community Watch):

- *Increase awareness of crime and public safety issues that impact you, your family, your neighbors and businesses in area.*
- *Meet your neighbors and establish a communication network.*
- *Work collectively to address crime and public safety concerns.*
- *Learn how to access resources that will support your crime prevention efforts.*
- *Reduce the risk of crime and victimization on your block and in your community.*
- *Working together, you can take action with the power and safety of numbers behind you.*
- *Get to know your neighbors and develop a more united, concerned and involved community.*

Neighborhood Watch Group (Business Watch and Community Watch) members will learn:

- *How to observe and report criminal as well as suspicious activity to Police.*
- *How to provide adequate descriptions of persons of interest to Police.*
- *Personal and street safety strategies and techniques.*
- *Residential burglary prevention (Target Hardening) and commercial burglary prevention.*
- *Auto boost and auto theft prevention.*

Note: *Once group is officially organized, Neighborhood Watch signs should be prominently posted throughout area to announce the group's active presence.*

Special Note: *Organized Surveillance also include the use of security officers, San Francisco Patrol Specials, and SFPD 10B officers.*

Mechanical Surveillance: *All merchants, residents and property owners are encouraged to purchase and/or lease a CCTV surveillance system with recording capability with exterior-mounted cameras at front, rear, and at all sides of their respective locations where applicable.*

- *Front cameras should be mounted and angled to pick up sidewalk and street activity.*
- *Rear cameras should be mounted and angled to pick up backyard and/or back of property activity.*
- *Side cameras should be mounted and angled to pick up activity in those areas.*

Cameras aimed at sidewalks/streets will aid in gathering information (images) on gun activity, robbery, burglary, auto theft/auto boost, speeding, and loitering.

Note: *Prominently posted signage announcing the presence of CCTV surveillance should be placed around all locations with active video systems. Remember: There is strength numbers, the more cameras in area, the more information gathered.*

Special Note: *It is also important that all locations in area be equipped with a burglar alarm system that is central station monitored. Signage announcing the presence of alarm systems should be prominently posted around all locations with active burglar alarms.*

TERRITORIAL REINFORCEMENT:

Territorial reinforcement refers to people's sense of ownership.

In CPTED it refers to the development of areas or places where the user feels a strong sense of ownership. It is an umbrella concept, embodying all natural surveillance and access control principles.

Territoriality: *Attention to detail produces good safety and security. All merchants, residents and property owners should make certain their properties are well maintained and property lines are clearly defined (fencing, landscaping, lighting, etc.). This is especially important for locations with backyards (and other areas) at pedestrian connector/fire lane.*

Once a SAFE Neighborhood Watch group (Business Watch and Community Watch) is formed and organized, members should discuss methods of showing area/community pride ("celebrated entrances", signage indicating ownership of area, pavement enhancements, sculptures, artwork, etc.

LIGHTING:

Lighting has two (2) purposes within the CPTED model:

1. Lighting is used for illumination of human activity.
2. Lighting is used for security.

Visibility

- Lighting helps an individual observe their surroundings and respond to a potential threat.

- Pathways or pedestrian connectors must be illuminated to the point where faces of pedestrians can be observed.
- Poor lighting, whether too bright or not bright enough can diminish safety.
- The quality of lighting is just as important as the amount of lighting.

Lighting: *All merchants, residents and property owners should be encouraged to install exterior lights to illuminate their properties and surrounding sidewalks during all hours of darkness (making sure to prevent light pollution and light trespass).*

Note: *Lighting for pedestrian connectors should be sufficient to observe a face up to 20 yards away.*

VI. ADDITIONAL INFORMATION:

LANDSCAPING

Shrubbery can either be an asset or a hindrance to criminals. Be sure to prune large trees so that their limbs don't provide rooftop access, second story access or storage yard access over fences. Keep shrubs trimmed below windowsills and low around all entrance areas. You don't want to provide concealment for a burglar, rapist, robber, etc. If your property is landscaped with berms and has ground level windows, be aware that burglars can commit a low window smash, which is difficult to detect by passing patrols. Additionally, security shrubs can be used as a form of security coupled with aesthetics. Security shrubs are plants with prickly leaves or thorns, which can act as a natural barrier to any intruder. These provide the most benefit when placed below windows and along fence lines.

LIGHTING

Good lighting is one of the best deterrents to crime. When installing light fixtures, precautions should be taken to minimize the chances of vandalism. Polycarbonate or other vandal-resistant material should be used to protect the lamp housing. The mounting and location of fixtures should be consistent with reducing the chance of tampering by a criminal or obstruction.

Protect light fixtures from vandalism, use:

- Unbreakable exterior
- Tamperproof hardware
- Non-corrosive design components
- Shock absorbing bracket design

Note: Light fixtures should be properly maintained and replaced when needed.

MOTION SENSITIVE LIGHTING

Motion-sensitive lighting system (“Yard-Scan”) is usually a double socket fixture with a passive infrared sensor at its center that is motion-sensitive within 110 feet, and can produce 500 watts of light per socket.

When the sensor detects movement, lights are instantaneously activated, providing immediate illumination and turn-off after pre-set time if the sensor picks up no further activity. The sensor can be adjusted so it does not pick up small animals, and can be angled so it does not pick up vehicular traffic. The lighting system can be powered by existing electrical sockets/wiring in most cases, eliminating the need for additional hard-wiring. Further, the sensor can be detached or separated from the fixture and positioned where desired. Additionally, the lighting system can have a speaker system incorporated that can provide an alarm sound or a taped message (etc.).

Note: Motion-sensitive lighting should and can be used to supplement constant nighttime lighting. The additional lighting provided by motion-sensitive light fixtures will draw attention to the already illuminated area.

ALARM/DETECTION SYSTEM

It is extremely important that homeowners/residents purchase or lease a burglar alarm system for their homes.

The burglar alarm system should be central station monitored and possess burglary, fire, and emergency medical (panic button) capabilities.

The system should have the following features and characteristics:

- Exterior/perimeter protection - magnetic contacts,

- Interior protection - motion detectors, audio sensors, or combination audio/motion detectors, and
- Zoning – the ability to arm and disarm specific areas covered by your alarm system simultaneously. Example: At closing (*for tally, etc.*) the exterior/perimeter of business can be armed and the interior can be disarmed; allowing freedom of movement within, without triggering the alarm.

CCTV SURVEILLANCE SYSTEMS

Note: The information listed below is specific to commercial/retail robbery prevention; however, the information can be applied to any location where video surveillance is utilized and/or recommended.

Overview

- CCTV can deter or solve a crime.
- Basic set up and maintenance problems can reduce the effectiveness of many systems.
 1. Resolution – is it good enough for facial recognition.
 2. Camera position – are they positioned for clear view of suspect.
 3. Lighting – is it adequate to capture clear images both day and night.
 4. Image detail – is the recorder set up for best image detail.
 5. Maintenance – are you maintaining your system properly so it can do its job when needed?

Capturing recognition quality images with the detail law enforcement needs to identify the people and events captured by the system are of utmost importance.

Set Up and Maintenance

- **Backlighting** – when sun is bright at doorway, images in front appear darker or even black. Use another light source inside to counteract backlight.
- **Low Frame Rate** – saves on drive space and gives better image quality, but you may not get an image at all (now you see him; now you don't).
- **Obstructions** – displays and other objects blocking view **should be eliminated**.

- **Focus Problems** – must check system regularly to prevent.

Most business owners think: I have cameras; I'm covered; they are not thinking of the image quality law enforcement needs.

Taking A Picture – capturing an image or capturing video data. The better the quality of the image, the more you can see, the more you can do with it.

There are all kinds of equipment for capturing images. Setting up the best CCTV system requires figuring out the best hardware business owners need.

Some hardware is no good, no matter what. Example: **WEB CAM** – blurry; out of focus, ok for Internet use but totally awful if you need quality video (not enough detail for recognition).

Camera Types:

- Analog
- Digital
- Black and White
- Color

All of these cameras use chips, the bigger the chip; the better the picture quality (bigger chips get better detail and offer more control of contrast between bright and dim areas).

Good Cameras – higher resolution, plenty dynamic range for superior capture technology (good cameras will have no problem keeping up with shifting conditions).

Minimum camera resolution should be **480 horizontal lines**.

Good cameras have **faster lenses** (allows more lighting), larger maximum **aperture** opening (lets more light into the focal point of the camera) and controls image brightness (allows brighter images in dim lighting) – the more lighting, the more depth of field (greater depth of field; the more of the scene is in focus).

Focal Length – some cameras zoom in and out while others have a fixed focal length. The type of cameras used depends on what your needs are.

Transaction Areas – anything at a transaction point (cash register, toll booth, etc.), the subject's head should fill at least 15% of the total image in the frame, giving the detail you need.

Lines of Sight – lines of sight are always critical, make sure there are no obstructions.

Site Plan – the right site plan is crucial (retail store blueprint or **diagram**). Key camera spots are at transaction points (cash registers and entry/exit points) – the more cameras, the better.

You want good camera **overlap** (you want multiple chances to capture good images). Extra coverage is also needed for aisles, restrooms and other key points.

Camera Height – placement is very important, make sure it is as close to eye-level as possible. Otherwise, you might lose out to a baseball cap. With a good site plan you can make sure you don't have any blind spots (you can toy around with camera positions, and do a test recording to see that you are getting what you want).

Interior Lighting – interior lighting can balance bright light from one direction (backlighting) by adding another light source from a different location (add a bank of lights). Example: Artificial lighting (**inside store**) for cameras may be good in the morning, but by noon, the sun (through a doorway or window) can blow the entire frame out (add lighting to fill in for afternoon sunlight). Adding more light from a different direction balances lighting, giving better camera clarity (if sunlight is shining through large windows you can tent windows or add screens or shades).

Exterior Lighting – if lights are on timers, you must adjust appropriate to seasonal changes (Fall/Winter: gets dark earlier. Spring/Summer: gets dark later).

Summary:

- Use high resolution cameras
- Control of right depth of field and contrast
- Put together a site plan with correct camera coverage, positioning, frames per second, frame size and lighting

By following the aforementioned three (3) points, you are more likely to get recognition quality recordings.

There are so many ways the system can fail:

- The wrong camera
- The right camera used the wrong way
- Not making the most of your site plan
- Not getting the most out of your recording equipment
- Insufficient training of staff that works with the gear

But when the system works, it can make all the difference.

Lastly, you may not be able to provide a tape (VCR) to law enforcement because most systems, now a day, are fully digital. You must go over the recording to make sure that the data/footage you want is there (it could be recorded over). You need to know how much footage to collect, and make sure you collect the native file from the proprietary player.

- Native File – the original form of a file (review both file formats – Native and AVI). The Native File format is the least compressed. Specific manufacturer’s software is needed to play the Native File.
- DVR – uses compression (reduces detail).
- AVI (open file) – compressed even farther (image quality is reduced)

If SAFE can be of further assistance, please call 415-673-SAFE or 415-553-1984.

Sincerely,

Furlishous Wyatt, Jr.
Security Services Manager