

# Lone Star News

## A Letter From the President

Well folks, another record-breaking Texas Parking Association Annual Conference and Tradeshow has come to a close. It is sad to leave College Station after two successive and successful conferences, but the prospect of hosting our first conference in Houston since 1997 is just as exciting. TPA Vice President and Conference Committee Chairman Greg Stormberg, and Deborah Walker of Central Parking Corporation, have already secured our conference hotel in Houston. The 2003 Texas Parking Association Conference will be held at the all-new Hotel Inter-Continental Houston, 2222 West Loop South, on March 5-7.

TPA Past President and Executive Director Kathie Mathis of Texas A&M once again deserves a "hats off"



*Jim Staif, Julie Allen (Texas A&M), Greg Stormberg (Central Parking System) and Kathie Mathis (Texas A&M) at the 2002 Texas Parking Association Conference.*

for the outstanding planning, and grueling work, she and her staff exhibited in making the past two conferences so successful. There was literally an army of Texas

A&M Parking, Traffic and Transportation Services employees and volunteers working around the clock to meet the needs of the 200 plus conference attendees. The many hours given by Kathie's assistant, Cindy Hurt, are particularly noteworthy.

As for the conference itself, the inclusion of the Lone Star Chapter of the Association for Commuter Transportation (ACT) brought a new level of diversity and detail to our conference training sessions. We are looking forward to expanding our relationship with Kurt Neufang of the University of North Texas on future conferences. Thanks, "Scrappy!"

Many others behind the scenes were involved in making this past conference successful. Jim Staif and his Golf Committee hosted over 30 golfers on the conference's opening day, and Bob Harkins and his Speaker Committee arranged for the outstanding speakers on hand. Joe Blanco has revitalized the Newsletter which contains this message. I apologize for not mentioning everyone else who contributed to the conference.

Most importantly, any conference could not be successful without the support of our vendors. Their exhibit fees allow us to minimize the conference cost for all of our remaining members. I hope you will consider them first should their services be needed.

That's all from Dallas. Please contact me directly with any questions, concerns, comments, or suggestions you may have on enhancing "The Lone Star in Parking."

Sincerely,

David Kapalko  
2002 President  
Texas Parking Association  
[dkapalko@carlwalker.com](mailto:dkapalko@carlwalker.com)

*News for today's parking professional*



## **Multi-Space Parking Terminals Preserve Look of Historic District**

Single space parking meters are not always desirable—especially in a historic district like Galveston, TX’s (pop. 95,070) The Strand. But the city needed to do something—little attention was paid to posted time limits for parking, and tourist visiting this downtown district often were unable to find convenient parking to visit the high-end shops and restaurants.

“The Strand was an island of Galveston that wasn’t metered,” says Wade Bettisworth, sales manager, western region for SchlumbergerSema, a provider of on-street parking solutions. “They had a lot of problems with abuse of time limits.” As Bettisworth explains, chalking was not very effective—employees of The Strand’s boutiques and restaurants, as well as others ignoring the time limits, could simply move their cars forward a space or two to circumvent the system.

### **Skipping single-space meters**

Frustration with the parking offenders, coupled with a desire to maintain the historic look of The Strand by avoiding the single-space meters found throughout the city, caused city officials to install 20 multi-space pay and display parking terminals from

SchlumbergerSema. The new pay stations, which measure 18 inches tall by two feet wide, are mounted on pedestals every block. Each terminal handles five to six parking spaces. Users put coins into the terminal and get a ticket to display in their car window.

One of the biggest challenges of the installation, according to Bettisworth, was public education—since this had previously been an unmetered area and the terminals are not in front of the cars, instructing users how to pay was an important part of the process.

According to Lt. Henry Porretto, supervisor of Parking Control for the city of Galveston, the multi-space terminals are very convenient for motorists, because they can pay for parking at one terminal, then use the same valid receipt to change parking locations multiple times anywhere in the downtown area.

Bettisworth says that Galveston chose simple battery-operated, coin-only machines, rather than more sophisticated machines that can accept credit or smart cards, because it planned to roll out as many terminals as possible. However, he added, the modular nature of the machines will allow for future upgrades.

### **Replacing 90 percent of city meters**

In fact, following the success of the field trial in The

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## **Photos from the 2002 Texas Parking Association Conference**



TPA presented a variety of workshops on current topics.



## **Parking Facility Security – Post September 11<sup>th</sup>**

**(Items for Consideration – Then & Now)**

*Contributed by Jim Moran*

Parking facility security is always a challenge in today’s world. The recent economic situation in our country may cause additional problems or concerns in parking facilities. In addition, the terrorist attack of September 11, 2001 has changed the way that we view the world and our daily surroundings. The intent of this short article is not to turn you in to a security expert, but rather to reinforce current security considerations as well as highlighting additional items when reviewing the security of your parking facilities.

### **Before September 11, 2001**

Security in parking facilities deals with minimizing the risk of incidents that threaten the safety of parking patrons. Additional concerns include the protection of cars, personal property and the facility itself.

Parking facilities are at somewhat higher risk of crime (both violent and property) than many other land uses. Recent statistics compiled by the U.S. Department of Justice indicate that violent crime is more likely to occur in the parking facility than in the destination served for all types of uses except residential.

Why are parking facilities at higher risk than other facilities are (except residential)? Parking facilities comprise a relatively large volume of space with relatively low activity levels. Most land uses have more square footage devoted to parking than to the use itself. For example, a 1,000,000-sq ft. shopping mall will probably have 1,500,000 sq ft. of parking. Nearly 10,000 people may be at the mall at the peak hour on a busy holiday shopping day, however, only a very small fraction will be in the parking lot—which is 1.5 times as large as the mall itself—at any one time. Other features that are simply inherent to parking facilities make security (perceived or real) difficult, including:

- Parked cars provide hiding places and impede distribution of lighting
- In a parking garage, sloping ramps (necessary to provide floor-to-floor circulation), shear walls and other construction can impede visibility across the facility
- Parking facilities are open to the public
- There is an “ideal” mode of escape via a vehicle

In addition, large parking facilities such as shopping center parking lots, are often the target of vehicle theft rings; again due to the wide range of vehicle choices present and the relatively low volumes of activity. Aside from the problems resulting directly from vehicle theft, a high rate of vehicle theft may set the stage for escalation to violent crimes. This is true for these crimes whether by intent, such as armed

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TPA 2002 Conference Golf Tournament champions Brad Conner (Federal APD), Jeff Jones (Central Parking System), LaRay Brown (Walter P. Moore) and Jonathan “Big Unit” Whitten (Associated Time).



Jeri Haisler, Suzanne Skrabanek, Cindy Hurt and Don Phillips (Texas A&M) enjoy a game of blackjack as Kathie Mathis (Texas A&M) looks on.



## Space Saver Parking Company

PRESS RELEASE – Dated May 30, 2002

SpaceSaver Parking Company, Chicago, Illinois, as the exclusive distributor in the United States for Wohr Auto Parking Systems, Stuttgart, Germany, announces the substantial completion of the first operational fully automatic parking garage in the United States. The project is the Summit Grand Parc Apartments at 15<sup>th</sup> and I Street, NW in Washington, D.C., about two blocks from the White House. The SpaceSaver Multiparker 710 system provides compact, space-saving parking for seventy-four automobiles by storing the cars next to and on top of one another in four underground levels. The systems includes two ground floor entry and exit rooms with turntables, two lifts that automatically lower the cars from the entry/exit rooms into the storage vault and a thirty-six foot tall storage and retrieval unit that runs on tracks in the vault and moves cars horizontally and vertically from the lifts to the storage racks.

Operation is simple. A user drives his car into the building through an exterior garage door and up to one of the entry/exit room doors inside of the building. The user then will swipe his special magnetic card through a card reader adjacent the entry/exit door. The user's card is verified by the control system and the entry/exit room door opens and the driver is directed into position by illuminated

signage in the entry/exit room. Once the car has been driven inside and properly positioned the user turns off and locks the car and exits the room. Then the card is swiped again in the reader. The entry/exit area is scanned by sensors to ensure that no one has remained in the entry/exit room, and that the car is properly positioned. Then the door will close.

Once the entry/exit room door is completely closed the storage cycle commences. The car is turned to align with the lift, and then is lowered by the vertical lift into the storage vault. The storage and retrieval unit then will extract the car from the lift and move the car onto a rack in a storage location.

To retrieve a vehicle, the user simply swiped his card past the entry aisle reader. The storage retrieval unit extracts the car from the storage rack, moves, and inserts the car on a lift. The lift raises the car into the entry/exit room. The turntable spins the car so that it is facing out. The entry/exit room door opens. The user enters, starts his car and drives out.

SpaceSaver Parking has a full range of manual, semi-automatic, and fully automatic mechanical parking solutions. SpaceSaver is presently negotiating for installation of over twenty additional automatic parking systems of various sizes and configuration in the United States.

*Space Saver Parking Company  
773/486-6900 Fax 773/486-2438  
e-mail: jackies@spacesaverparking.com*



The Computer Bar was a big success!



Greg Stormberg (Central Parking), Angela Newman (Texas A&M) and Alan Pease (Jayd, Inc.).



## Parking Facility Security

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robbery of car-jacking, or happenstance (a patron stumbles upon a crime in progress). Given the options in a community and the mobility of American society, a crime problem or simply a widely reported single “bad” event can significantly impact the viability of a particular parking facility and the entities that it supports.

The most effective approach to security for parking facilities is CPTED (Crime Prevention Through Environmental Design) as encouraged by the law enforcement and security professional communities. Parking consultants have long espoused many of the same principals, albeit calling them passive security. Both factions are concerned with designing a parking facility so that crime is inherently discouraged, primarily through visibility. Psychology plays a big role in security of your parking facilities. The more secure a facility appears, the more likely it is that parkers will accept and use the facility. A potential wrongdoer will normally analyze the situation before committing a crime to determine the odds of being seen, and if seen, of being recognized and apprehended. He or she is less likely to commit the crime in a facility where security features are obvious.

Lighting is the first line of defense and universally considered to be the most important security feature

in a parking facility. Good lighting deters crime and presents a more secure atmosphere to the parkers. The elimination of hiding places and controlling the perimeter of parking facilities with careful attention to landscaping are important considerations. In parking structures, enhancing visibility is accomplished by maximizing flat floors, providing open stairs and open elevator lobbies, increasing floor-to-floor heights and numerous other techniques. Crime watch programs, in which employees are encouraged to be alert and report suspicious activities, and neighboring facilities sharing information about criminal activities, can be very effective as well.

The provision of so-called active systems, including patrols, CCTV, panic buttons and emergency alarms, etc. is usually the last resort, but may be necessary in some circumstances. There is no active system that can guarantee 100% elimination of crime; moreover, active systems rely on human recognition of the event and intervention. Putting cameras in visible locations and then not watching them is an invitation to more problems and liability – not less. Therefore it is important to thoughtfully combine both CPTED and active systems in a cost-effective manner.

*Has 9-1-1 changed the way you view and handle security?*

Well, the preceding are items that you have probably

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Your Board members hard at work.



“We have lost every dime we were given.” Doug Williams (Texas A&M), Dave Kapalko (Carl Walker, Inc.), Gary Jackson (Texas A&M).



## Parking Facility Security

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been dealing with for some time in your facilities—but then 9-1-1 occurred.

### **Now—After the 9-1-1 Attack**

Hopefully, the remainder of this article will stimulate thought about additional considerations for security and/or reinforce actions that you have already commenced.

Actually, 9-1-1 was not the beginning of heightened security concerns in our country. Previous to this terrorist attack, the normal modus operandi here in the United States involved vehicular bombs such as those used in the Oklahoma City Federal Building and the first attack on the World Trade Center when a vehicle was used to cause an explosion and disruption. Since 9-1-1, however, the whole country is now more sharply focused on security and potential targets than ever before. Our parking facilities are not exempt from the potential of a terrorist attack. In general, a terrorist wants to foment fear and change the way we live our daily lives. We should not become complacent, however, and think that terrorists only attack the high-visibility targets such as the World Trade Center or the Oklahoma City Federal Building. For many years, the people in London, Beirut, and Jerusalem have learned that terrorists also go after targets that are not high visibility. The randomness of these attacks is what brings fear and disrupts daily activities. As we all know, a car bomb in a shopping area of Jerusalem still brings worldwide press coverage. This coverage also enhances the terrorist's mission of bringing disruption as well as visibility to their "cause". So, one should not feel complacent because their facility is not a symbolic icon. Remember, lots of people hurt equals lots of press—no matter where it is.

Ever notice how many parking spaces are sitting vacant and blocked off at airports since September 11, 2001? The Federal Aviation Administration (FAA) implemented the so-called 300' rule for all parking facilities at airports as part of their enhanced security precautions. The reason for this, of course, is to reduce the potential damage and loss of life from a car bomb, at least related to a

terrorist who prefers to park the vehicle and walk away. There was significant intelligence information as well as the thwarted plot to bomb LAX (Los Angeles International Airport) during the millennium celebrations that indicated that airport terminal might be a primary target in the U.S. It is recognized, however, that the only thing that can be done to reduce the potential of a suicide vehicle bomb at the curbside next to a terminal or any other building is to prevent all vehicles from coming that close to the building. There is simply not the collective will in the U.S. to limit access to public spaces to that extent.

However, there are some steps that can be taken to minimize the potential damage to the primary target...your parking facility...and the resulting loss of life. A key element that should be considered at many facilities is a crash resistant vehicle barrier that prevents a vehicle from being driven through the entries into the middle of a facility that is supported by your parking facilities. This barrier system does not need to bring to mind an anti-tank barrier, but rather can be reinforced bollards strategically spaced so as to remain relatively unobtrusive to the public while still preventing a vehicle from crashing into the facilities. These barriers need to be more than symbolic and if they are already present may need to be enhanced.

*A LEADING US manufacturer of vehicle access control equipment has launched what it claims is the toughest security bollard system on the worldwide market. This manufacturer says it has the evidence to back up that claim. In a recent crash test conducted by the US State Department, these new bollards stopped a 15,000-pound truck moving at 50 mph. As a result, the bollard system has received the US State Department's K12/L2 certification, which is widely employed by federal buildings, military bases and embassies.*

How about loading docks? Loading docks are right up against the facilities they are serving and often times may be below the facility. This is an area of concern where it would be prudent to ensure that anyone or any vehicle in this area actually belongs there.

Another area for consideration is the trash facilities.



Again, these are normally placed pretty close to the facility served and are capable of holding a large amount of material out-of-sight.

Is access to the roof secure? Can your roof be accessed easily from outside your facility?

Is the potential threat only for explosives? We should keep in mind biological threats such as the anthrax threat, which surfaced post 9-1-1. HVAC (heating, ventilation air-conditioning) inlet vents make for a relatively simple introduction of chemical and/or biologic material into your entire facility. Can unauthorized personnel gain relatively easy access to your HVAC systems?

### Risk & Threat Assessments

Historically, facility managers may have been concerned with risk assessments at their facilities. A risk assessment usually is an assessment of potential conventional crimes that can occur on a facility. This

type of assessment considers:

- Incident reports and records for the facility
- Police reports on crime in the neighborhood
- Profile of incidents
- Assessment of current security (passive, active and operational)

A new consideration for a facility manager is a threat assessment. A threat assessment will help determine overall level of risk for terrorist attack, determine the areas most at risk and design features to reduce risk.

### In Summary

In this article, it is not possible to give substantial detail that would assist you in all of your parking facility security issues. Hopefully, it has served as a catalyst for you to scrutinize your facilities with an updated view of security.

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Plan to Join Us in  
Houston for the  
Texas Parking  
Association  
2003 Conference  
March 5-7, 2003

Host Hotel:  
Inter-Continental Hotel, Houston  
2222 West Loop South  
Houston, TX 77027  
713-961-7272

Mark Your  
Calendars Now!  
Registration Begins  
October 1, 2002



Some of the fabulous door prizes given out at the 2002 TPA Conference.



TPA members listen to presentations by leaders in the industry.



## Parking Facility Security

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*“If it ain’t broke, don’t fix it,” is the slogan of the complacent, the arrogant or the scared. It’s an excuse for inaction, a call to no-arms. It’s a mind-set that assumes (or hopes) that today’s realities will continue tomorrow in a tidy, linear and predictable fashion. Pure fantasy! In this sort of culture, you won’t find people who pro-actively take steps to solve problems as they emerge. Never neglect details. When everyone’s mind is dulled or distracted the leader must be doubly vigilant. —General Colin Powell*

We should keep in mind that nobody is totally immune from a person who is highly motivated to do wrong. Some precautions may discourage them from attempting something at your facility. Frankly, the bottom line is that if they are highly motivated and really want to do something, the best you can hope for is to get them to do it somewhere else. In this instance, the NIMBY (not in my back yard) philosophy is one for managers of varied facilities to embrace.

In the words of a former colleague who was involved in anti-terrorist activities, “We cant let the bastards turn us into sickly paranoid people who stay at home and curl up in the fetal position to get through the day—on the other hand, we should live our lives with a healthy sense of paranoia while taking prudent precautionary measures.”

*About the author: Jim Moran [jim.moran@walkerparking.com](mailto:jim.moran@walkerparking.com) is the Managing Principal in the Austin, Texas office of Walker Parking Consultants/Engineers, Inc. [www.walkerparking.com](http://www.walkerparking.com) Walker Parking Consultants is a worldwide consulting firm of over 300 engineers, architects, planners, economists, technicians and support personnel. Uniquely qualified to develop innovative solutions to a wide variety of parking challenges, Walker Parking Consultants has been the primary designer of thousands of new parking structures. Prior to joining Walker, Jim was employed at a major University for 14 years where one of his responsibilities included parking and prior to that he was employed abroad by the U.S. Government for 20 years.*

## Parking Terminals

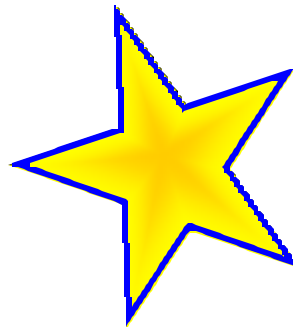
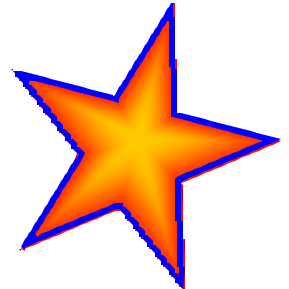
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Strand, the city decided to roll out the parking terminals, which are the standard in Europe, throughout downtown. Purchasing an additional 85 machines, the city was able to replace 90 percent of its meters. SchlumbergerSema says this is the most comprehensive single-space meter replacement program undertaken by a U.S. municipality to date.

The city expects a big payoff from the replacement. Prior to the installation of SchlumbergerSema meters the city was experiencing significant downtime and loss of parking revenue with its single space meters, having to repair on average more than 340 of them—30 percent of the installed base—each month. “[The terminals] provide our citizens and visitors with a parking solution that is both visually and financially attractive, as well as easy to use,” Porretto says. “For the city of Galveston, the meters provide increased revenue and decreased maintenance costs, as well as improve the streetscape aesthetics of the downtown area.”

*Contact: Wade Bettisworth, SchlumbergerSema,  
[bettisworth@moorestown.sema.slb.com](mailto:bettisworth@moorestown.sema.slb.com)  
(818) 991-8953, fax: (818) 865-9219*

**Editor:**  
**Joe Blanco**



**Contributors:**  
**David Kapalko**  
**Jim Moran**  
**Wade Bettisworth**

**Layout:**  
**Allison Labbe**

