



## CASE STUDY

# SUTTER-STOCKTON GARAGE

### SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY

MUNICIPAL	SAN FRANCISCO, CA		ATTENDANT	
12 LEVELS	GATED		ABOVE GROUND	



Impark has been an important ally in our city-wide campaign for safer parking. In just two months of managing Sutter-Stockton Garage, Impark has helped reduce vehicle break-ins by a staggering 83%. We're thoroughly impressed by the sustainable improvements they have implemented so far and we look forward to seeing the results they produce in the future.



**Ted Graff,**  
Director of Parking, SFMTA

### SITUATION

- A large homeless population frequented the facility's stairwells, electrical rooms and lobby areas.
- Theft was rife, with an average of 35 vehicles broken into every month.
- The facility's security and janitorial staff felt threatened and uncomfortable on-site.
- Vandalism to storage lockers, electrical rooms, lights, doors, and floors was routine.
- Bathrooms on-site were over-utilized, under cared for, and posed a biological risk to patrons.

### APPROACH

- Adjusted regular security patrol schedule to discourage the formation of homeless encampments.
- Hired an off-duty police officer to help tackle criminal activity and make patrons and staff feel safer.
- Actively monitored HD cameras to improve real-time security and allow authorities to positively identify suspects.
- Upgraded existing light fixtures to LEDs for optimum visibility and operational efficiency.
- Installed fencing and locked down electrical outlets to prevent loitering.
- Added tamper-proof door locks to all elevator lobbies and storage rooms to prevent trespassing.
- Repaired sidewalk cracks on Stockton Street to improve safety and reduce liability risk.
- Conducted extensive maintenance and cleaning to elevate the facility to Impark's high operating standards.

### RESULTS

- Reduced vehicle break-ins by 83% within two months.
- Minimized instances of trespassing and loitering.
- Restored bathrooms, stairwells, and lobby areas to safe use.
- Provided a safe and clean environment for all garage users.
- Substantially improved patron satisfaction and safety.