



The CPTED Planner

Building Safer Communities

Florida CPTED Network Newsletter

February 7, 2006

FCN Safe by Design Seminar

The Florida CPTED Network held its first Safe by Design Seminar in Tampa, FL on December 5th. The participants for this year's event varied with persons attending from as far away as Georgia. The goal was to provide FCN members with topics they would not normally find in the training and updates they receive. We were especially pleased to have Dr. Diane Zahm serve as this year's Keynote Speaker. The topics and speakers for this year's seminar were;

"Safe by Design - Leaving CPTED Behind."

Dr. Diane Zahm Associate Professor of Urban Affairs and Planning Virginia Tech and President of the International CPTED Association.

"New Urbanism"

Ramond A. Chiamonte, AICP Assistant Director Hillsborough County Planning Commission.

"Designing Safe Neighborhoods"

Susan P. Ajoc, AICP City of St. Petersburg Neighborhood Partnership Director.

"CPTED in Tampa."

Catherine Coyle, MBA City of Tampa Planning and Development Coordinator.

The comments after the seminar were very positive and supportive. Several members mentioned that this should become a yearly event and rotated through out the FCN Regions. After discussing this with the Board it is an event that will now be planned for yearly. Our goal will be to provide end of year training that is both interesting and current for all members. If you would like to be part of this planning committee or have a suggestion for future seminar topics please let us know. (cont. page 2)



Special thanks to Dr. Diane Zahm from Virginia Tech for serving as our keynote speaker

FCN Seminar (cont.)

Inside Story Headline

This was also an opportunity for us to open our membership to the planning community. We often speak of bringing the different professions together but due to schedules and lack of opportunities it does not often occur. The only occasion many in law enforcement have in working with planners or architects may be in one of the Florida Attorney General's Office training classes. Even then the number of non law enforcement participants is very low. By offering topics that are interesting to all groups, we feel it will encourage membership and offer all of us a platform to address crime problems that affect us and the communities we live in.

A special thanks to all of our presenters. All were very supportive and positive when asked if they would present at our workshop. All are highly respected in their fields and quite busy. For them to take the time with their busy schedules to volunteer and present at our seminar speaks volumes of their commitment and support. Thank you!

We have made great strides in the FCN to increase our membership and include a variety of professions. The creation of the Planning, Architectural, and Academic Liaison positions not only allows us to learn about the other organizations but the persons assigned to those positions are the FCN ambassadors to those organization. That was the purpose when we created the positions at the start of my first term as your Chairman. It is a trend that I hope the next Chair follows. See you at the next meeting!

Thank You Robert!

Many of you have seen his picture on the webpage, seen him at the meetings, or heard many of us talk about him. Robert Jones has had a great influence on me and the direction of the Florida CPTED Network. When the position was created Robert was the only person who came to mind who could fill it. Through his influence we have reevaluated the direction of the FCN. He has been our greatest ambassador to the planning community and without fail has kept us focused on the design communities' role in the FCN. His expertise was called upon on many occasions and he responded each and every time. I would like to personally thank him for his commitment to the FCN. The sad news is Robert is stepping down as the FCN Planning Liaison. Even though he may be leaving us, his influence will remain. Thanks again Robert for all of your hard work!!



FCN Chair Art Hushen presenting Robert Jones a small token of appreciation for his work as the FCN Planning Liaison.

Training Announcements

Advanced CPTED Training

WHEN: February 6 - 8, 2006

WHERE: St. Augustine, FL. The course will be held at the Comfort Suites World Golf Village 475 Commerce Lake Drive St. Augustine, FL 32095. For reservations call 904-940-9500. The room rate is \$79.00 and reservations must be made by January 8, 2006.

OFFERED BY: The Florida Attorney General's Office. Tuition is \$235. For additional information contact the FCPTI at (850) 414-3360.

Advanced CPTED Training

WHEN: April 19 – 21, 2006

WHERE: Las Vegas, NV. The course will be held at the Stratosphere Hotel 200 S. Las Vegas Blvd. Las Vegas, NV 89104. For reservations call 1-800-998-6937. The room rate is \$49.00 single or double + tax. Friday nights is \$119 + tax. Room block is lifted thirty days prior to the event.

OFFERED BY: The National Institute of Crime Prevention. Tuition is \$395. For additional information and updates check on line at www.nicp.net

Basic CPTED Training

WHEN: July 17 - 21, 2006

WHERE: Ft. Lauderdale, FL. The course will be held at the Sheraton Suites Cypress Creek 555 N.W. 62nd St. Ft. Lauderdale, FL 33309. For reservations call 954-772-5400. The room rate is \$85 and the reservations must be made by June 17, 2006

OFFERED BY: The Florida Attorney General's Office. Tuition is \$325. For additional information contact the Florida Crime Prevention Training Institute at 850-414-3360.

Basic CPTED Training

WHEN: July 19 – 21, 2006

WHERE: Las Vegas, NV. The course will be held at the Stratosphere Hotel 200 S. Las Vegas Blvd. Las Vegas, NV 89104. For reservations call 1-800-998-6937. The room rate is \$39.00 single or double + tax. Friday nights is \$99 + tax. Room block is lifted thirty days prior to the event.

OFFERED BY: The National Institute of Crime Prevention. Tuition is \$395. For additional information and updates check on line at www.nicp.net

If you have a CPTED training course you would like to see posted on the web or in the newsletter please let us know.

We're on the Web!

WWW.FLCPTED.ORG

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Wayfinding Is Not Signage

Signage plays an important part of wayfinding -- but there's more

By John Muhlhausen, Signs of the Times magazine

Even though signage plays an important role in wayfinding, the process doesn't rely exclusively on signs.

Architect Kevin Lynch in *The Image of the City*, where he referred to maps, street numbers, directional signs and other elements as "way-finding" devices, first used the term "wayfinding" in 1960. This narrow description may explain the current misunderstanding that wayfinding is essentially the same as "signage."

The two terms are not synonymous. Sign makers deal with designing, fabricating and installing signs. However, wayfinding used to navigate unfamiliar environments, doesn't rely exclusively on signs.

This distinction gained acceptance in the early '70s when researchers discovered that, to understand how people find their way, they first need to understand the underlying process. Architect and environmental psychologist Romedi Passini articulated spatial problem solving in his books, *Wayfinding in Architecture* and *Wayfinding, People, Signs and Architecture*, which he co-authored with wayfinding planner Paul Arthur.

Passini and Arthur described wayfinding as a two-stage process during which people must solve a wide variety of problems in architectural and urban spaces that involve both "decision making" (formulating an action plan) and "decision executing" (implementing the plan).

People who find themselves in unfamiliar environments need to know where they actually are in the complex, the layout of the complex, and the location of their destination in order to formulate their action plans. En route to their chosen destinations, people are helped or hindered prior to their visit, the building's architecture and signage. The physical environment, including positive effect in how users perceive the wayfinding system--if it seems easy to use or not.

Faulty sign design can cause navigation problems in unfamiliar environments. Some signs lack "conspicuity," or visibility, because lettering lacks legibility when viewed from a distance. Others contain inaccurate, ambiguous or unfamiliar messages; many are obscured by obstructions or contain reflective surfaces, which hinder comprehension. Consequently, many people don't read signs--often it's easier to ask for directions.

Because wayfinding problems aren't confined to signs alone, adding more signs typically can't solve them. Instead, designing an environment that identifies logical traffic patterns that enable people to move easily from one spot to another without confusion can unravel such problems. Signs cannot be a panacea for poor architecture and illogical space planning.

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Four elements

Wayfinding needs are best resolved during initial planning stages through a collaborative effort by all design professionals--architects, designers and sign makers--to address a project's total environmental communication. The primary generator of environmental communication, architecture delineates spatial organization, destination zones and information sequencing--factors that spell wayfinding's success or failure. Effective architectural wayfinding clues, provided by roads, building layouts, corridors and lighting, furnish cognitive maps that allow people to quickly grasp the environment. To furnish architectural clues:

- Clearly identify arrival points.
- Provide convenient parking and accessible walkways located adjacent to each public entry.
- Locate information desks within each public entry visible from the front door.
- Place elevator lobbies so they can be seen upon entering the building.
- Use consistent lighting, floor coverings and architectural finishes in primary public corridor systems.
- Situate memorable landmarks along corridors and at key decision points.
- Design public waiting areas that are visually open to corridors.
- Distinguish public from non-public corridors by using varied finishes, colors and lighting
- Harmonize floor numbers between connecting buildings.

Graphic communication

Graphics, such as signs, color-coding, maps, banners, brochures and Websites, provide orientation, direction, identification and regulatory information. To achieve effective graphic communication:

- Standardize names for all buildings, services and destinations, and display them consistently on all graphics applications.
- Use easily understood "plain" language.
- Size messages and signs appropriately for viewing distances.
- Select letterforms and color combinations that comply with Americans with Disabilities Act (ADA) Accessibility Guidelines (see New Face to ADA).
- Furnish generous spacing between letters, words and message lines.
- Provide standardized "you are here" maps of the project that include an overall map of the complex and more detailed maps of specific areas.
- Train attendants to mark individualized paths on hand-held maps for lost or disoriented visitors.

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- Place maps at all parking exits, building entrances and major interior decision points.
- Orient maps with building layouts, such as denoting on maps that "up is ahead."
- Establish consistency in sign placements and graphics layouts.
- Code areas by using color and memorable graphics.
- Use established pictographs with words to facilitate comprehension of written messages.
- Establish a floor numbering system that relates to a building's main entry and indicate on directories, which floors are above and below grade.

Audible communication

Audible communication, as interpreted through verbal instructions, PA systems, elevator chimes and water fountains, plays an important role in wayfinding. Recognizing that 50% of the American population is functionally illiterate (according to a recent study published by the U.S. Department of Education) and that another 15% possess other perceptual or cognitive impairments, audible communication fills an important role in any wayfinding solution. To establish effective audible communication:

- Install audible sounds at signaled intersections to indicate safe times to cross the street.
- At all public entries and information desks provide attendants trained as professional greeters who are thoroughly familiar with the facility.
- Furnish self-help telephones at all information desks.
- Provide patient-transport personnel whose purpose is to guide visitors to their destinations.
- Standardize names for all buildings, services and destinations, and use them consistently in verbal communication.
- Equip elevators with audible chimes.
- Position audible landmarks, such as water fountains, at waiting areas.
- Employ audible signs to help locate information desks, elevators, rest rooms and other key destinations.

Tactile communication

Tactile communication, achieved by raised letters, Braille, knurled doorknobs and textured floor coverings assists *all* visitors, not only the disabled. To incorporate tactual devices into a wayfinding system:

- Establish "shorelines" and "trails" between major destinations and information areas using materials having differing resiliencies, such as concrete and carpet.

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- Install "rumble strips" at the landings of stairs and escalators.
- Furnish knurled doorknobs at all non-public doors.
- Provide a raised star symbol on elevator control panels to indicate the ground floor.
- Supply raised letters and Grade 2 Braille at elevators and on signs identifying permanent destinations.
- Install interactive audio-tactile maps at public entrance lobbies.

Consistent clues

Architects, designers and sign makers must work together from the beginning of a project to create a total environmental statement that provides consistent clues. So, the next time a client asks for wayfinding signage. Tell them that wayfinding is not signage--it's more.

Article courtesy of
Carmen Veneziano
Region 4 Director

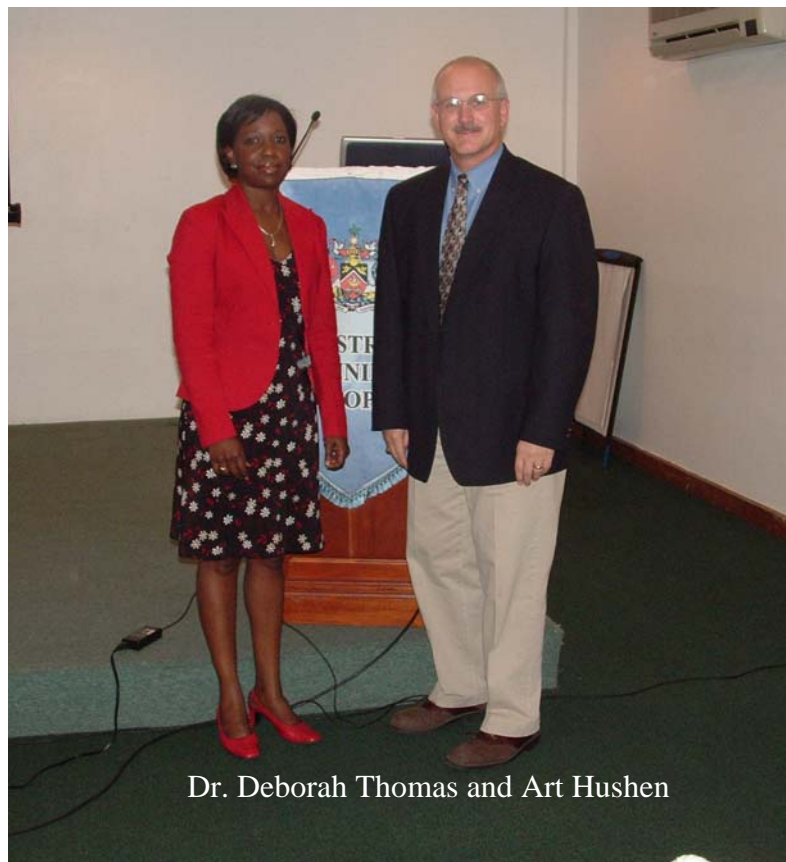
Basic CPTED Altamonte Springs—Having A Great Time!!





CPTED Trinidad and Tobago

I recently visited Trinidad, Port of Spain where I had the opportunity to conduct Basic and Advanced CPTED training for the Ministry of Planning and Development Town and County Planning Division. The classes were well attended with much support from the government. The host, Dr. Deborah Thomas, is the Assistant Coordinator of the Town and Country Planning Division. She was responsible for arranging the training and what a location she chose to hold that training. Looking from the host hotel you could view the ocean and the mountains. The new port development was clearly visible along the waterfront and several of the persons involved in the project were in attendance. The goal of the training was to expose the participants to CPTED and to explore the possibilities of establishing CPTED requirements through out the region. As part of that process I visited commercial districts and neighborhoods in some fairly remote areas. Unauthorized settlements were well established where families had built houses in undeveloped sections and access was limited even in our road worthy government vehicles. I should have realized early on when our police support unit was equipped with automatic weapons that we were in for a real experience. Gang activity, drive by shootings, drug sales, etc. The same type of criminal activity you see in the United States. I explained to the participants that CPTED is a tool we can all use to empower individuals and bring government agencies together. The commitment was clearly visible with the support from not only the participants and government but from the media as well. During the course of several interviews there was not a single negative comment about the program. A far cry from what we would hear in the U.S. In the closing ceremonies several members talked of creating the Trinidad Tobago CPTED Association. With that said I offered the support of both the International CPTED Association and the Florida CPTED Network. The excitement the group displayed was contagious. Many members discussed ways to implement CPTED in their programs. The best of luck to all of the participants and especially to Dr. Thomas.



Dr. Deborah Thomas and Art Hushen

CPTED, Sacramento, and SMUD?

In January I had the opportunity to conduct Basic CPTED training for the Sacramento area. The training was courtesy of the Sacramento Municipal Utility District. (SMUD) I have worked with utility companies in the past but I have never had the opportunity to work with a group such as SMUD. They are truly professional and committed to providing the best training possible to the attendees. The commitment was evident from the classroom design to the AV arrangements and to the attention given to the attendees. I visited the Energy Technology Center where new lighting technology was displayed along with a complete learning center and library. I even had the opportunity to co-teach the lighting section with Connie Buchan who is also the President of the local Illumination Engineering Society Chapter. There was a great mixture of law enforcement, city planners, engineers, and security directors. A tour of the facility was conducted where it was explained that CPTED strategies were already being utilized by the security department. I also had an opportunity to visit with a few of my old friends from LEEPAC where we caught up on our CPTED stories. I will be returning to Sacramento in April where I will follow up with the Advanced CPTED Training. It is a return trip that I am looking forward to. Thanks again to everyone from SMUD.



Left to right Gill Razo & Connie Buchan from SMUD and Theressa Adams & Art Hushen NICP Instructors.

Sacramento Images



FCN & LEEPAC in Sacramento! FCN Chair Art Hushen and LEEPAC President Denise Castello address the group during Basic CPTED Training in Sacramento.

