



CASE STUDY

SUTTER-STOCKTON GARAGE

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY

MUNICIPAL	SAN FRANCISCO, CA	1,865 SPACES	ATTENDANT	PAY ON FOOT
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.