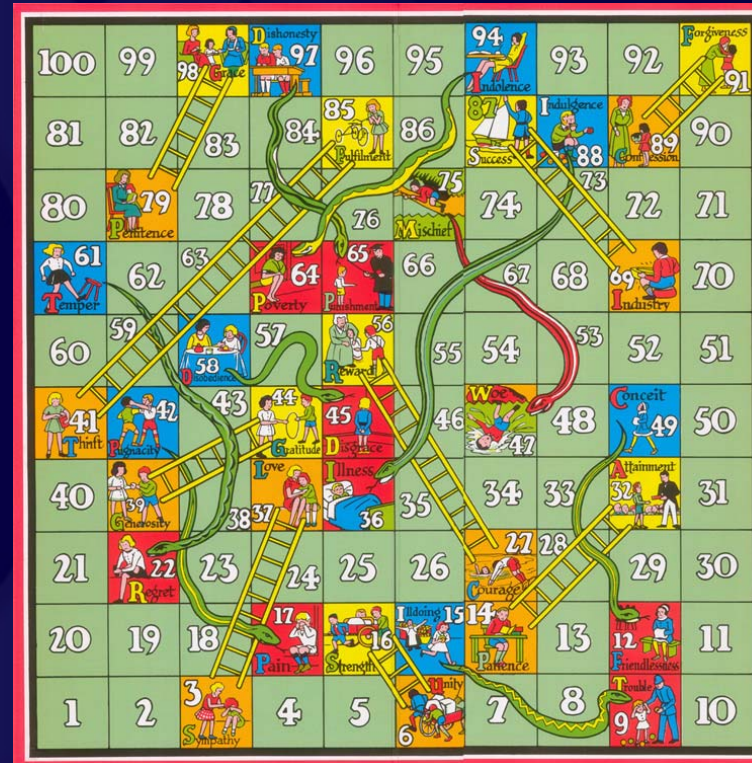


Project Papa Waka



The Peaks and Pitfalls of
Implementing a CPTED Project in
the Community

Project Papa Waka



- Two year car crime reduction project, under \$100k available
- Focus on “treating” hot locations for car crime
- Utilise experts and “what works” - CPTED
- Engage with stakeholders to participate in planning, decision making
- Make it happen => reduce crime

Sound too Simple?



- Well... not if
 - You've been a project manager for 20+ years
 - Have an unlimited budget and
 - A very generous timeframe
 - Overall – implementing this project has not been easy at all.

Setting High Standards



- Stretching ourselves with challenging targets
- Lots of “snakes” and “ladders”, but we can do it!!
- Who is “we”:
 - Rotorua District Council
 - Rotorua Police
 - Neighbourhood Support
 - Victim Support
 - Department of Conservation
 - Destination Rotorua Tourism Marketing

How does CPTED fit into the picture?



- CPTED valued as a sustainable crime prevention tool, with many recommendations able to be incorporated into “business as usual”
- Key element of Papa Waka – obtaining CPTED assessment and recommendations:
 - Southern Government Gardens
 - Redwood Forest / Longmile Road
 - Okere Falls
 - Blue and Green Lakes lookout car park

Themes

- Timeframes and timing
- People
- Budget
- Products and services
- Administrative and Measurement issues



Timeframe and Timing



- Project came on-line as DoC was looking at car park safety nationally – a potential partner
- Car crime always topical in media – lots of opportunities to talk about the project and educate people about CPTED



- All elements of the planning and implementation have taken much longer than anticipated
- Heavy workloads = delays!

Learning's

- Look for overlaps – get onboard or align with existing areas of focus
- Be patient – your project is not as important to others as it is to you
- Prioritise and do the most important things first

People



- Wide range of skill sets brought to table
- General willingness to participate and make a difference
- Enjoyed joint decision making
- CPTED not widely understood by some stakeholders
- Intra-organisational communication: info not passed onto colleagues – unwillingness later

Learning's

- Don't be stingy with front-end discussion
- Don't be afraid to delegate – use other peoples skills (helps keep them involved)
- Use silent weighted voting for joint decision making – quick, less argument and debate
- Don't assume your message gets passed the manager of an org – involve people on the ground as well.

Budget



- Obtaining funding from CPU = Woo hoo!
- Obtaining more funding for CPTED lighting assessment of a key area!!
- Several CPTED recommendations low cost
- Major CCTV blow out
- Many CPTED recommendations high cost (e.g. moving a toilet block)

Learning's

- Figure out how much money you think you'll need.... Then double it!
- Get early runs on the board by implementing the lower cost CPTED recommendation's first
- Don't give up if the technology seems out of reach due to cost – CCTV (for example) is getting cheaper by the month.

Products and Services



- Excellent quality CPTED assessments
- Good quality signage design and production
- Positive media coverage in local newspaper
- Lots of choice when it comes to mobile CCTV



- Contractor didn't meet timeframe in getting signs up, putting one in the wrong place (property manager = annoyed)
- Highly changeable CCTV market
- Real lack of CPTED qualified lighting consultants – little choice in the market place

Learning's

- Find people who actually know what they are talking about
- Be clear about your expectations of the product / service you need (it can't be too simple)
- Hold out until you find the best available consultant to do the job

Administrative & Measurement



- Lots of data available to measure success
 - Police data
 - Insurance claims info
 - Visitor surveys
 - RDC has an annual Perceptions of Safety Survey....



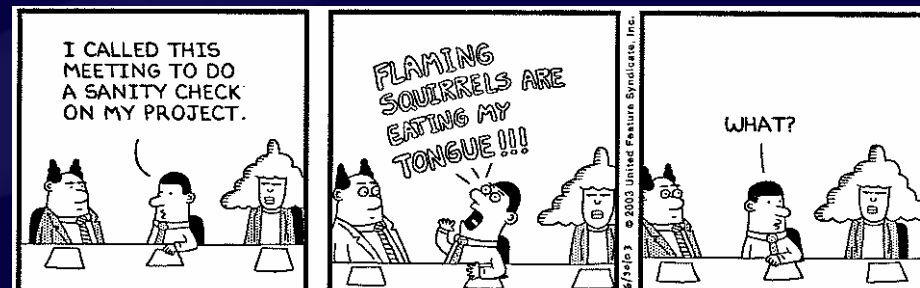
- Uncertainty / delays over whether resource consent is required (e.g signs)
- MOTSAM (Transit NZ) rules – prevent implementation of key CPTED recommendation
- Indecision as to who owns / manages space
- Change in management of space – new set of people to engage with = more delay

Learning's

- Identify a range of info sources which could assist in measurement – Police offence data still developing
- Persevere with discussions around ownership / responsibility of a space
- Form relationships with your local Police Intel section early on – what can and can't be measured

General Learnings...

- Build leverage for your project by tying it to other projects or special events (e.g. World Mountain Bike Champs = key safety messages)
- If your project environment changes, let your project change with it
- Keep in regular contact with your funding partners
- Keep stakeholders informed – even just to let them know that there have been delays. Don't let the project fall completely off their radar
- Stay positive!



Voices from the Papa Waka Team



“Directly attacking a problem that everyone recognised, but either didn’t know how to address is or had just accepted overtime as ‘too hard’”

“Breaking down communication barriers between different agencies”

“Chance to be involved in an area of crime prevention that I would not normally be”

“I quite liked the TEAM approach to things and found the democratic method of consensus interesting”

“Hearing the crime reduction result in those areas – made the ‘hassles’ worthwhile”



“Loss of control – opening door to other groups with potentially conflicting agenda’s”

“A lot of cross party talk-fest to begin with – too many experts”

“To be honest in the beginning the challenge was to become enthused about the project... would I have anything to contribute?”

“Limited budget – and therefore results”

Where to from here for us?



- More implementation of CPTED recommendations
- Make an executive decision about CCTV
- Measure progress – statistical analysis
- Celebrate successes (even the small ones)