

CSUSA

CASE STUDY

03

CLIENT NAME WITHHELD

COURTESY PATROL · PARKING LOT SECURITY

A mixed-use property cut vehicle incidents in its garages by 48% in 90 days

COMMERCIAL REAL ESTATE OPERATOR · 310,000 SQ FT MIXED-USE PROPERTY · 2 GARAGES

48%

fewer reported vehicle-related incidents

0

reported delivery thefts in the final 60 days

92%

of scheduled patrol checkpoints completed

How CSUSA built a courtesy patrol around where and when the break-ins actually happened.

CLIENT	PROFILE	SERVICES
Client name withheld	Commercial real estate operator · 310,000 sq ft mixed-use property · 2 garages	Courtesy Patrol, Parking Lot Security, Mobile Patrol, Retail Security

The situation

A mixed-use retail and office property kept having problems after hours in its two parking structures and shared spaces. Tenants reported vehicle break-ins, attempted theft from cars, loitering and damage to common-area fixtures. Most incidents happened where visibility was poor and when few tenants were around.

What the operator needed

One guard at one post could not cover the footprint. Property management needed patrols that:

- Cover both garages, the loading areas, the perimeter and common spaces
- Leave a record that proves the patrol happened
- Spot patterns early
- Produce reports management, police or insurers can use
- Treat tenants, visitors and the public with respect

What CSUSA put in place

We reviewed where and when incidents happened, along with lighting, walking routes, garage entrances, camera coverage and the existing response plan. Patrol routes and checkpoints were designed around that risk, so officers do not walk a loop anyone could predict.

Uniformed officers patrol the parking structures, loading areas, building perimeter and common spaces on foot and by vehicle. Each checkpoint is logged with a time stamp, notes and, where site policy allows, a photo.

Officers check for signs of tampering on vehicles, unsecured doors, damaged gates, suspicious activity and maintenance problems that could hurt someone. They report hazards to property management and escalate suspected crimes under the site's response plan.

Every week we compare incident reports with patrol notes and tenant complaints. Management uses that review to fix lighting, repair access controls and deal with repeat locations, so the patrol is not doing all the work alone.

Results

48%

fewer reported vehicle-related incidents

0

reported delivery thefts in the final 60 days

92%

of scheduled patrol checkpoints completed

Figures from the first 90 days.

What we measure

Courtesy patrol works best when visible officers, careful notes and fixes by property management happen together. We track:

- Vehicle break-ins and attempted break-ins
- Package and delivery loss reports
- Property damage
- Patrol checkpoint completion
- Response time
- Repeat incident locations

NEXT STEP

Get a Free Security Assessment

A CSUSA supervisor walks your property and puts a recommendation in writing.

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