



**City of Phoenix**

Crime Prevention Through Environmental Design (CPTED)  
Interior Design: Industrial & Construction

- Place the reception or security desk near the main entrance:
  - This allows the employees to observe the customers and the entrance.
- Regulate the flow of customers:
  - Use shelving, tables, and marked aisles.
- Make sure as much of the lobby is visible as possible from the front desk:
  - Orient shelving and other interior items in a manner that allows employees to view most of the lobby;
  - Install ceiling mirrors to view hidden areas.
- Lock doors that are off-limits to customers:
  - Use doors with keypad locks or keys so only authorized individuals may enter.
- Make it difficult for people to go where they are not allowed.
- Make sure all areas of the building are adequately illuminated.
- Place any ATM, Lottery, or other machines inside the building:
  - Machines outside of the building may be a criminal target for customers using the machines.
- Use turnstiles to regulate the flow of individuals.