



Business Watch

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Special points of interest:

- Advertise your business at the State Crime Prevention Conference!
- Did you know that Car Prowl is the most common crime in America, and is also the most easy to prevent?
- Sometimes burglars return to the business after insurance has replaced your loss—just so they can steal the replacement items from you!

Commercial Burglary Prevention Tips

“Send police!” the caller frantically yelled to the 9-1-1 call receiver, “I’ve just been robbed!” Upon calm questioning, the call receiver discovered that the person calling had in fact been *burglarized*, not robbed. So what’s the difference, and why should you care anyway? Isn’t that up to the police to figure out when they write the report?

Crimes in Washington State are broadly separated into two categories, Crimes Against Persons, and Crimes Against Property. A crime against a person involves a threat to harm, or actual physical harm to someone, like assault, battery or rape. A Crime Against Property is targeted at a property, such as auto theft or graffiti.

Many people mistake burglary, theft and robbery, and don’t quite know which term to use when they call 9-1-1 to report an incident. Here’s an easy way to tell them apart:

Theft: I’m sitting next to you in

class and steal your purse from under your chair. Nobody is hurt, and I didn’t break into a home or business to steal it.

Burglary: I pried a door into a home or business with the intent to steal something from the premises.

Robbery: I point a gun at you and demand your money, or I go into your store, threaten to harm you and demand the money from the cash register.

It’s important for police to know which crime you are reporting in order to determine at what priority to respond. A Robbery in Progress will receive the highest response, while a closed business that was broken into over the weekend will receive a more routine response by police. It’s important for citizens to know the difference, so we can work together to allocate police response first to those with the most urgent need and at the highest risk of harm.

A burglar will frequently

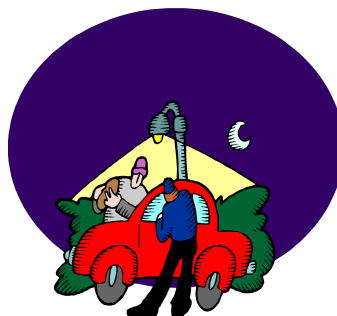
spend time “casing” a business before actually making a plan to break in. The burglar will often have a look at several different businesses before choosing their target, and will prefer a business that appears to be poorly secured, with inadequate lighting and bushes to hide behind while they try to force entry. Remember, their object is to steal from you, not to get caught and risk going to jail.

In order to make your business more safe, and a tougher target for thieves, consider implementing these target hardening prevention tips:

- Lighting is paramount—the property should be very well lit during the hours of darkness. Outside lighting should clearly show all perimeters of the property, and shine out toward adjacent sidewalks and parking lots.

Continued on page 3...

Car Prowling / Auto Theft Prevention



The National Insurance Crime Bureau (NICB) and Law Enforcement recommend a layered approach to preventing auto theft and car prowling:

Common Sense:

- The cheapest form of defense is to simply employ the anti-theft

devices that are standard on all vehicles: locks. Lock your car and take your keys.

- Park in well-lit areas.
 - Be aware of your surroundings.
 - Report anything suspicious and avoid
- continued on page 4...*

Community and Economic Development Department Services

Some of the fabulous services offered to businesses by the City of Tacoma's Community and Economic Development Department:

Neighborhood Business

District: The City of Tacoma established the Neighborhood Business District Program to assist in creating healthy and vibrant neighborhood business districts throughout the City. There are several programs specifically designed to assist businesses located in our neighborhood districts. In addition, the City helps to support the districts by providing staff assistance and funds for streetscape projects and events. Contact Kala Dralle at 253.573.2523 or kdralle@cityoftacoma.org.

Business Loan Program: The City of Tacoma offers several loan programs to assist small and medium sized businesses. Loans of \$25,000 to \$2 million are available for real estate acquisition, improvements, equipment and working capital. Interest rates for each loan differ, but are typically at or below conventional bank loans. Standard underwriting criteria applies. Borrowers are required to meet federal regu-

lations as they relate to the program, including capacity to repay the debt, adequate collateral and job creation. Contact Genal Gavaldon at 253.591.5213 or g.gavaldon@cityoftacoma.org

Business Tax Credits: B & O Tax Credit. A Tacoma business may take a credit against its City B&O taxes for every new, permanent, family-wage job created. The credit is \$500. per year for five years for a total savings of \$2,500. Contact the City's Tax and License Department at 253.591.5252. **Renewal Community Credits and Deductions:** A Tacoma business or property owner located within the federally designated Renewal Community zone may be eligible for Federal tax credits and deductions through 2009. Contact Debbie Bingham at 253.591.5117 or debbie.bingham@cityoftacoma.org.

Building Façade Assistance

Program: Commercial property owners within Tacoma's Neighborhood Business Districts are eligible to receive free design assistance from a professional architect. In ex-

change for these services, the property owner agrees to finance the actual construction costs, including permits and licensing requirements. Contact Kala Dralle at 253.573.2523 or kdralle@cityoftacoma.org.

Secret Shopper Program: The "Secret Shopper" program assists businesses with marketing and improving their customer's shopping experience. Eligible businesses must be located within one of Tacoma's Neighborhood Business Districts. Contact Kala Dralle at 253.573.2523 or kdralle@cityoftacoma.org.

Economic Gardening

Program: The City's Economic Gardening Program seeks to grow our local businesses by providing them information and training to be successful in today's marketplace. We offer market research, mailing lists and website diagnostics for your business. In addition, we host free business workshops throughout the year to improve your business skills. Contact Christine Clifford at 253.573.2435 or cclifford@cityoftacoma.org



Looking for easy advertising for your business? How about a sponsorship at the 3-day State Crime Prevention Conference at the Best Western Tacoma Dome Hotel April 27-29, 2009?

Crime Prevention Conference coming to Tacoma in April!

The Washington State Crime Prevention Association has selected Tacoma, Washington, as the host for it's 2009 annual Crime Prevention Conference. The conference is open to all 800+ Association Members, as well as the public.

The 3-day conference will be conducted at the Best Western Tacoma Dome Hotel, and we expect

several hundred people from throughout the State of Washington to be in attendance. This non-profit 501(c)3 has been in existence since the 1970's, and maintains it's low-cost community crime prevention educational programs by virtue of business sponsorships and donations from the public.

If your business is

interested in sponsoring the event, hosting a vendor booth to display your business, would like to provide donations for a fund-raising event, or would like to provide coupons or fliers to promote your business to these out-of-town guests, please contact Audrey Hornbuckle at (253) 591-5048, or Daryl Pearson (509) 526-4046.

Burglary Prevention, continued from page 1...



An open or unlocked window is an open invitation to steal...

- Trim bushes below 2 feet in height, and trim tree branches up to at least 6 feet. Your point is to eliminate hiding places for thieves.
- Plant thorny bushes under vulnerable windows or in areas where you want to discourage people from loitering on the property.
- Replace beauty bark accents with pea-gravel or lava rock. It not only lasts longer, but it provides a psychological deterrent to theft by making an extremely loud crunching noise when walked on. Beauty bark is very quiet...
- Clear away excess posters and signs from your windows, and leave lights on inside the premises. You want your store to have a "fishbowl" appearance where you can see out, and passers-by can see in. Nobody will report a theft or suspicious person on the property at midnight if nobody can see it...
- Remove pallets, trash receptacles or other containers away from the exterior walls. These can be used to make a ladder or climbing object to gain entry to a 2nd story access point or roof hatch.
- All exterior fenced-in storage areas should use chain-link mesh with very small, 1"- 2" linkages—so a person can't climb the fence by slipping hands and feet through the mesh. Put barbed-wire across the top, and use high-pressure sodium vapor lighting in these areas.
- If you leave objects outside, even if fenced in, keep in mind that you are advertising your wares and making it easier for a thief to steal from you.
- Items that should NEVER be left outside include: propane tanks, anhydrous ammonia tanks, chemicals of any type, or any kind of tool or electrical equipment.
- All exterior doors should be of solid-core wood or metal, with a 1 1/2" inch minimum throw on a dead-bolt lock. Exposed hinges are pretty easy to pop out, and make it easy for a burglar to get in. If you have exposed hinges, call me and I'll explain how to "pin" your doors from the inside to remove this vulnerability without having to replace your exterior door.
- Exterior doors need a latch-guard to cover the bolt from the outside, and help prevent prying. Check with your local locksmith—they're inexpensive and easy to install.
- Exterior doors need a peephole for employee safety, and good exterior lighting. Employees need to be able to see outside before they go outside.
- All exterior doors should be alarmed, and should have the words "alarmed door" painted in red on the outside to deter a thief.
- Windows should have security locks, primary and secondary locking devices, and either shatter-resistant glass or an application of Security Film.
- Lock skylights, ceiling vents and roof access doors from the inside of your business.
- Maintain good key-control of your premises, and change the locks or have them re-tumbled when an employee leaves.
- Post Business Watch, Operation ID and your alarm company stickers in your windows.
- All cash, securities, checks, keys, etc., should be kept in a bolted-down drop-safe that is hidden on the premises. Be sure your safe is fireproof and securely anchored. Make frequent and staggered cash drops throughout the day, so a person casing your business doesn't figure out your cash handling routine.
- Keep a current inventory of items of value, including computers, tools and other equipment. Computers and other video equipment can be bolted to the floor.
- Items like laptops, phone cards, cigarettes and similar items should be kept away from windows to help prevent "smash and grab" burglaries where the thief breaks a window, reaches in and steals without ever entering the property.
- Leave cash registers open, empty and tilted up to show a thief who is "shopping" for a target that there is no cash readily available at your business.
- Place heavy concrete posts or planters along the sidewalks in front of vulnerable doors or windows. These will help keep a thief from trying to use a vehicle to smash in your doors or windows to gain entry.
- Make it a policy for the 1st person to arrive at work, to drive and/or walk around the entire property. Check for signs of forced entry, broken windows, graffiti or other damage. Call 9-1-1 if you see something suspicious, and do not enter *continued on page 4...*



How safe is the bathroom in your business? Can it be easily watched by your employees? Many businesses put pay-phones adjacent to their restrooms. While this may seem to be convenient for your customers, keep in mind that it also provides a suspicious person with a place to loiter while they are going in and out of your restrooms.

Car Prowl / Auto Theft Prevention, continued from pg 1..

- Suspicious looking people.
- Close your windows completely.
- Take your keys out of the car.
- Never leave your car running unattended—not even for a minute.
- Remove all items from the car or hide them from view.
- Display theft deterrent decals.
- Etch the VIN number on your windows.

Immobilizing Devices:

“Kill” switches, fuel cut-offs, and smart keys are among the devices which are high and low tech, but extremely effective. Generally speaking, if your car won’t start, it won’t get stolen.

- Smart keys have computer chips that must be present to start the car.
- Install a fuse cut-off or kill switch.
- Install a starter, ignition and/or fuel disabler.

Tracking Devices:

Install a tracking system that alerts police or a monitoring service (like a GPS or Lo-Jack) when the vehicle is reported stolen.

Avoid Car-Jacking:

- Always drive with your windows rolled up and all doors locked. Be aware of your surroundings.
- When stopped at a signal, leave enough space between you and the next car to be able to drive away if approached.
- Do not enter your car if someone is loitering around it. Seek help.

Be alert at drive-up ATM’s, especially ones that are behind businesses and not visible by passers-by. Sometimes car-jackers will block your vehicle from moving by parking cars in front and in back of you, and then steal your car. If all else fails, don’t resist. Your life is more important than your car.

Commercial Burglary Prevention, continued from pg 3...

- the premises if it looks like a burglary might have occurred—the burglar might still be inside.
- It should be a policy for the last 2-3 people on the premises at night to conduct a walk-through of the business and ensure no-one is left inside. Check the bathrooms, offices and all areas. Escort customers to the cash register or exit doors, and then lock the doors securely.
- If you have outside pay-phones on your property, consider calling the phone company to have them removed if they become a nuisance.
- When working late, keep an eye on the parking lot and report suspicious activity such as loitering, pan-handling or cars parking in your lot without your permission.

Remember that your property is privately owned, and if your business is closed there is no legitimate reason for anyone to be hanging around outside without your permission. Post No Trespassing signs and contact your Police Community Liaison Officer for Trespass Enforcement guidance.

- All interior exit doors to the business should be equipped with alarmed “crash-bars”. These locks allow people to leave in the event of an emergency such as a fire, but also sound an alarm to alert proprietors of the potential of theft on the premises should a suspect try to flee out a back door with stolen property.
- If your business is burglarized and items such as tools, computers or electronics are stolen, keep in

mind that your insurance agency will most likely quickly replace them for you. This very act of good customer service by your insurer can make you a vulnerable target once again—I’ve seen many cases of reported burglary where the suspect comes back in a week or so and breaks in again. This is because they figure that you will call your insurer to have the items replaced, and the suspect can come back and steal the brand-new items from you. Use the target-hardening tips listed in this article, or call Audrey Hornbuckle at (253) 591-5048 for a FREE Business Security Survey. I will personally walk through your business and provide you with a check-list of identified areas in your establishment that could use extra security measures.

"..Answering the Call.."

Tacoma Conference Information

Best Western Tacoma Dome Hotel
2611 East E Street
Tacoma, WA 98421
Phone; 1-253-272-7737
Toll Free: 1-800-973-7110

Room rates

Single & Double room rates \$108.00

Registration Fees

WSCPA members:	\$245.00
*Non-Members:	\$295.00
One Day Tuesday Registration & meals	\$150.00
Half-Day Registration & lunch:	\$ 75.00
Active-Duty Military, call office for rates.	

*Registration includes three lunches and one dinner.
All other meals are on your own.
Best Western Hotel provides a continental breakfast
for hotel registered guests.*

(* Includes 2009 WSCPA membership dues.)

Please make checks payable to

WSCPA
C/O Daryl Pearson,
Executive Director
PO box 1794
Walla Walla, WA. 99362
Phone: 509-520-9929
Fax: 509-522-9937
Email: info@wscpaonline.net

PRE-REGISTRATION IS REQUIRED WITH PAYMENT DUE AT DOOR

Sponsors

Banner Bank
Seattle Children's Hospital
Rachel Alexander Insurance Agency, Inc,
Tacoma Crime Free Housing Program
Southland Corporation

The Washington State Crime Prevention Association is a non-profit organization 501(c)(3) dedicated to providing quality education and training for our members.

Charitable Donations are Tax-Deductible.

Training Topics

This innovative conference is for everyone with an interest in crime prevention: Business Professionals, Emergency Responders, School Personnel and Resource Officers, Crime Free Housing Advocates, Crime Prevention Personnel, Neighborhood Resource Officers, Human and Health Services Providers. The conference will have several training tracts operating simultaneously: Tract 1-Basic Crime Prevention, Tract 2-Community Solutions, Tract 3-Emergency Mobilization, Tract 4-Current Crime Prevention Trends, Tract 5-Animal Cruelty, Tract 6- Violence Prevention, Tract 7- Business Crime Prevention, Tract 8-Campus Safety.

- The True Cost Benefit of Crime Prevention vs Endless Incarceration
- Animal Cruelty and the Links to Criminal Behavior
- Recognizing and Preventing Elder Exploitation/Victimization
- Building Strong Community Crime Prevention Programs
- Urban Decay and Problem Property Response Strategies
- The Homeless Crisis-Building a Strong Community Support Network
- Building a Strong and Vibrant Volunteer Program
- Emergency Response Challenges for First Responders, including Flood Disasters
- Progressive Convict Support Programs and Community Involvement
- Neighborhood Emergency Response Teams-Train the Trainer Certification
- How to Build a Workplace Crisis/Emergency Response Team
- The Power of Words-Preventing Violence Through Verbal De-escalation Certification
- Weather Catastrophe and Natural Disaster-Emergency Responder Training in the New Century
- Modern Slavery-The Era of Human Trafficking. Investigation and victim assistance.
- Safeguarding Children and Students, Building a Comprehensive Campus/School Safety Program
- Safe Streets Now! Program
- Investigating Outlaw Motorcycle Gangs
- Employee Screening—Hiring the Right Person
- Domestic Violence in the Workplace
- Organized Retail Theft
- Crime Stoppers

