



City of Maricopa

BUSINESS WATCH HANDBOOK

In Joint Partnership with the

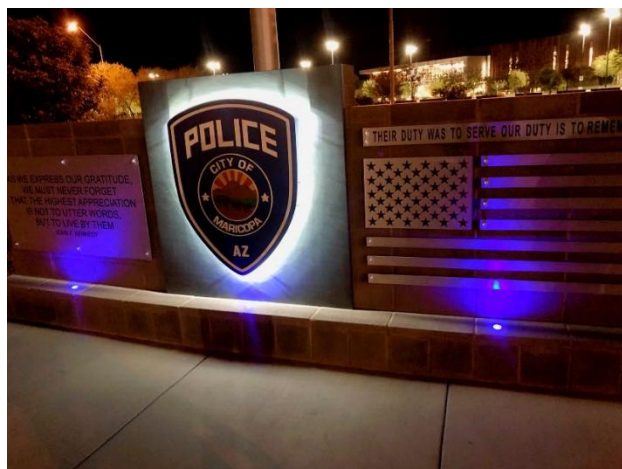


City of Maricopa
Police Department



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CRIME PREVENTION

By participating in a Business Watch program, you are taking the initiative in seeking safety for your store, employees, and customers. Being a member of the Business Watch Program is the first step, but the success of any program depends on participation. Active participants of the Business Watch Program are not intended to assume the role of the Maricopa Police Department (MPD). Being informed and aware does not include being vigilantes. For the safety of your employees and customers, we recommend you be observant and report activity to the MPD.

While some security measures can cost a lot of money, there are simple steps you can take to help prevent crime from occurring that are free or very low cost. This Business Watch Handbook is intended to provide you with information and tools to take crime prevention into your own hands.

Communicating with your neighboring businesses and with the MPD is one of the best prevention methods you can engage in, and it is free! No one can stop crime by themselves so getting to know your neighbors and trading contact information to communicate with each other will be a great tool to utilize. You both may share the same concerns and have the same issues. Any concerns you may have should be brought to the attention of the MPD. Crime Prevention is a two-way line of communication, and a proactive program brings the community and the MPD together to help prevent crime. Alert your neighboring businesses of any suspicious persons or activity so they can be aware and watchful. Remember if you "see something, say something."

Another safety measure to implement is making sure that your address and store name can be clearly visible from the street, day and night. This not only allows customers to easily find your business, but it also allows the MPD and the Maricopa Fire Department to locate your business quickly in an emergency.

Should your business have access by a rear alley, your address and business name should also be clearly marked. We also recommend painting your address and business name on the roof of your building if the property owner allows it. Having this information on your roof will allow air support to quickly identify your business and they can quickly coordinate ground units around your business.



CALLING THE POLICE DEPARTMENT



When should you call the Police Department and what number should you call? First, determine if the problem is an emergency that requires immediate medical or police assistance. If it does, then immediately call 9-1-1.

If the problem does not require an immediate police or medical response, then call the non-emergency line at (520) 568-3673. This is answered 24-hours a day.

Dialing 9-1-1 from your store's hard line is linked to your subscriber information so that the dispatcher immediately knows your address, phone number and store name. So, in an emergency if you cannot speak, we will still know where to send emergency personnel.

It is best to store the non-emergency line (520) 568-3673 in your cell phone.

When calling the police, it is important to give the dispatcher the following information quickly:

- Your name and phone number. In case the phone gets disconnected, we can call you back.
- What happened? Was your store burglarized, robbed, on fire?
- When did it occur? Is the problem in progress, or did it occur overnight?
- Where? Where did this occur, your store or your neighboring store?
- Is anyone injured? This allows the dispatcher to notify the fire department.
- How many people involved? Number of suspects? Number of injured persons.
- Description? What does the person/suspects look like?

The dispatcher may ask additional questions, as they dispatch emergency services, so don't hang up until the dispatcher says so.

When to Call 9-1-1	When to Call (520) 568-3673
• Any life-threatening emergency • Any fire • If you see someone breaking into a store • Any traffic injury • If you hear an alarm or gunfire • After a robbery	• Any non-emergency services • Irrational or irate customer • A vehicle parked on the street for an extended period of time • A suspicious person on the street or entered the store

BURGLARY

Burglaries to businesses often occur at night when they are closed. If your business is well secured, unauthorized entry is made less likely and more difficult.

Smashing a window is the most common type of forced entry. The thief will generally go directly to the cash register and look around the register for hidden cash, a lockbox or valuable items.

Here are some safety tips to remember:

- Have good lighting both inside and out. Lights are the best deterrent against burglars at nighttime. This prevents burglars from hiding in the dark. Lighting should cover all entry points on the exterior and inside the store so officers can see inside the store at night.
- Keep expensive items away from display windows.
- Burglar alarms are effective, and the use of video alarms can be useful to see any activity in real time. Advertise your alarm system by placing alarm stickers at all entry points. Be sure the stickers can be clearly seen day and night. Even if you don't have an alarm system, the burglar won't know that.
- For a video camera to be useful, it needs to provide good quality images with high resolution and be in good working order. Surveillance video recordings should always be recorded from a separate secured area, inaccessible to criminals or employees without a security function.
- Secure ladders, pallets, patio furniture or any items that can be used to access your roof.
- Be sure you thoroughly inspect your store before closing. Burglars can hide inside restrooms or other hiding places.
- Leave the cash register drawer open and empty after business hours.
- Safes should be bolted to the floor and stored in a non-conspicuous place.
- Maintain tight key control. Keep keys to offices, storage room and work vehicles in a locked box.
- Keep important records locked in a safe and consider keeping a back-up off-site.
- Place the telephone number of the person to contact in an emergency in a conspicuous place (on an office wall or near the cash register). This will assist officers to know who to call.

*Please complete and return the **MPD Emergency Contact Form** so that we have access to information on who to call in the event of an incident at the business. *



- Engrave office equipment so that equipment is clearly identifiable.
- Rear doors should be solid core wood or metal door with a door viewer (peephole) and deadbolt locked installed.
 - Sliding gates can be used on the inside next to the front door, but a Knox Box will have to be installed so the fire department can gain access to your building in case of a fire at night.
 - If you discover you are a victim of a burglary, immediately call the police and do NOT enter your business.

After a Burglary is reported:

- Provide law enforcement with a detailed list of items that were stolen or damaged.
- Provide law enforcement a list of possible suspects.



ROBBERY

Robbery is a scary and violent crime with serious potential for injuries to employees and customers. Robbers tend to target businesses that deal with cash like retail stores and banks.

Most small retail businesses in the city may not have the expensive security measures that banks have, but you can still take good precautions that are less expensive.

- Keep windows unobstructed with posters and signs and have cashier stations visible to the street so passing police vehicles have a clear view.
- Don't let cash build up in the cash register. Periodically, remove large amount of cash from the registers and make deposits to the bank frequently.
- When making bank deposits, go in pairs and vary your time and route.
- Mark the side of entrance doors with door height tape. This allows a more accurate height of the robber.

During a Robbery

- Should a robbery occur, stay calm and give the robber the money. Your life and the lives of your employees and customers are not worth risking.
- The robber will most likely be nervous so don't make any sudden movements. The longer the robber is in the store the more nervous the robber will be.
- Don't be a hero, don't try to fight with the robber. Be the best witness possible.
- Take notice of the robber's voice, unique characteristics, and tattoos. Try to memorize what the robber looks like, start with the head and look down. Once the robber leaves write down the suspect's description by using the diagram on the next page.

After a Robbery

- Immediately call 9-1-1.
- Don't follow the robber outside, but if you can safely see the robber's car, take note of the color & type, and note the direction of travel the robber took.
- Close your store and lock the doors and wait for MPD to arrive.
- Preserve evidence, by not touching anything the robber may have touched.
- Review any security video and download the incident footage. Provide MPD a copy of the video as soon as possible.



SUSPECT IDENTIFICATION

Providing a good description of suspects is vital in their quick apprehension. We recommend starting with the head and looking down, remembering the obvious details, such as was the person wearing a hat, long/short hair, color of hair, sex, race, approximate age, mustache, color of shirt, pants, backpacks, etc. Trying to remember all the details of a person and calling the police can be stressful, the chart below is provided for your convenience to writing down the description; however, you don't have to wait to complete this chart before you call MPD.

SEX _____ RACE _____ HEIGHT _____ WEIGHT _____

HAIR _____

EYES _____

FACIAL HAIR _____

GLASSES _____

SHIRT _____

JACKET _____

PANTS _____

AGE _____

SHOES _____

ADDITIONAL NOTES



VEHICLE IDENTIFICATION

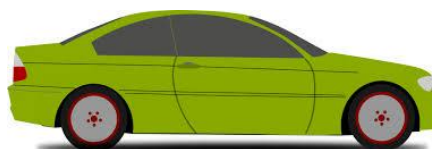
After a robbery, if the robber leaves in a vehicle and you can safely obtain a vehicle description, note all important details listed below. By providing an accurate description of the vehicle, officers will be able to look for the vehicle while in route to your location.

MAKE _____ **MODEL** _____ **COLOR** _____

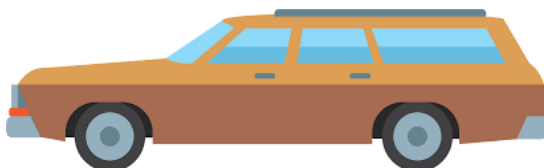
2-DOOR _____ **4-DOOR** _____

TYPES OF VEHICLE:

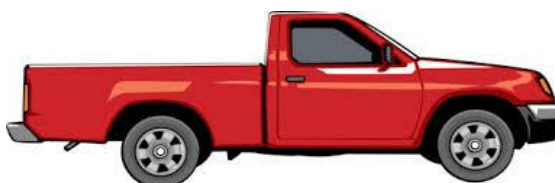
SEDAN



STATION WAGON



PICK-UP



SUV



If you can safely take a photo of the vehicle then do so. Cell phones allow you to take photos quickly, but don't rely on cell phone cameras to capture license plates at long distances. A photo of the car is helpful, but a license plate can provide valuable information (can identify if the vehicle is stolen while officers are responding).

[illegible]

GRAFFITI

Although gangs use graffiti to mark territories and send messages to rival gangs, a small number of graffiti incidents are thought to be gang related. The vast number of graffiti incidents are committed by "taggers."

"Taggers" are young people who are not necessarily gang affiliated but engage in graffiti. They are seeking recognition from their peers and wish to "show-off" their work. Whether done by gang members or taggers, the mere presence of graffiti can hurt property values, drive away business, and send a message that nobody cares about the community.

Graffiti is a community problem, and we can all help to combat it.

Prevent It

- Plant trees, shrubs or climbing vines to restrict access to tempting walls. Plants with thorns should be placed near walls to help deter vandals' access.
- Use good lighting to deter vandals from popular graffiti sites.
- Clear security window films can be affixed to storefront windows and glass doors. Any graffiti and etching will be on the security film, which can then be peeled off and a new one applied. The cost of replacing security window film is much less than replacing a glass window or door.



Report It

- Report graffiti immediately to the property management/building owners. If found on public property, call the MPD non-emergency number (520) 568 3673.
- Take a photo of the graffiti. It may provide information that can lead to the identification of the vandals.
- If you see graffiti in progress, report it to MPD at (520) 568 3673, but don't try to intervene.

Remove It

- Rapid removal is one of the best ways to prevent future graffiti. By removing graffiti quickly, it tells the vandals that your neighborhood cares about their community and their work has little chance of being seen.
- Use anti-graffiti coatings on walls. This makes cleaning up graffiti easier.



SHOPLIFTING

Shoplifting is a major crime against retail businesses. It accounts for over 30% of retail losses. Ultimately, it is the consumer who suffers in the end through higher prices.

The manner in which shoplifters commit this crime varies. Some will enter the store and quickly grab an item and run out of the store making it obvious that they stole. This type of thief is counting on their speed and surprise to get away. Other thieves enter in groups and are organized. They pretend to be shoppers placing various items in a shopping cart and conceal select items in their clothes or bag. The thieves may even pay for the cheap items while concealing the more expensive items.

Be cautious of "distraction thefts." Two or more thieves will enter the store and separate inside the store. One of thieves will talk to an employee and may ask about an item to distract the employee. The other thief will be free to shoplift items.

Remind customers to always keep an eye on their purse. Thieves will look for women that leave their purses in shopping carts. The thief will follow the woman until she turns away or distracts the woman allowing the second thief to steal her wallet.

The best way to discourage shoplifting is by consistently choosing to assist with prosecution even on the slightest offense. When a shoplifter is arrested you will be asked if you want to prosecute. Saying "yes" each time will keep your business from being tagged an "easy mark". Declining prosecution will allow the thief to leave and most likely return to steal knowing they can get away with it, or simply go to another business to commit a theft.

Here are some other tips to remember:

- Alert employees are your best defense. Train your staff to be courteous and alert.
- Greet everyone who enters, thieves try to remain unnoticed.
- Watch for shoppers that appear nervous.
- Keep shelves low so you can see over them and mount *convex* mirrors in corners to see blind spots.
- Keep expensive items in locked cases and limit the number of items employees *remove* at any one time for customers to examine.
- Displayed merchandise should be neatly arranged to easily detect any missing items.
- Keep rear storage rooms/offices locked.
- If you suspect a shoplifter, keep them in sight and notify the manager or security personnel, and call the police.
- Don't chase after a shoplifter if they flee and leave your store unattended. Immediately call the police and keep the thief in view.



EMPLOYEE THEFT

Employees can help your business be profitable or hurt you through stealing. Whether it is merchandise, supplies or cash, employee theft results in huge losses to retail businesses. According to the U.S. Chamber of Commerce, employee theft causes over \$50 billion in losses to businesses annually.



Employee theft can affect a business in several ways, and not just in loss of cash or merchandise. Employee theft can also affect the trust between the owner and employees, and also negatively impact employee morale.

Taking a proactive approach to stop employee theft is your best prevention.

- Have strict policies regarding security and employee theft. Make sure employees understand the consequences of any theft.
- Security cameras showing the cash register are great for robbery but can also act as a deterrent to employee theft.
- Screen employees before hiring. Conduct a thorough background, check references and verify past employment.
- If you have an accountant, conduct random audits to verify bank statements.
- Consider having two signatures required on all checks.
- Keep company checkbooks locked up in a safe or cabinet and only available to the appropriate personnel.
- Have a "check and balance" system so that no one person has control over finances.
- Maintain tight key control and have keys stamped "Do Not Duplicate."
- Change locks and access codes when an employee is terminated.
- Check trash bins periodically. Often, items will be placed inside them only to be picked up afterwards.



- Limit the amount of cash in the register and conduct random inspections.
- Keep accurate records on cash flow, inventory, equipment, and supplies. Have it checked by someone other than the person responsible for maintaining it.



CREDIT CARD FRAUD

To a thief sometimes using a fraudulent/stolen credit/debit card is better than stealing cash. The thief can make a cash advance, withdraw funds, or purchase goods with the card.

Credit card fraud is a continually increasing method of committing fraud. With many people using debit cards instead of checks for in-person purchases, check fraud isn't as prevalent as it used to be (except when sending checks through the mail).

Thieves steal credit/debit card accounts through several ways: email "phishing" schemes, stealing wallets/purses, opening a new account under someone else's name (identity theft), installing skimming devices at point-of-sales (POS) systems, and purchasing stolen account numbers through the dark web.

With more and more businesses using POS systems for in-person transactions, the chances of credit card fraud have increased. The POS system has removed the human aspects of sales; cashiers no longer ask to see ID or compare the signatures from the back of the card to the signature the person is signing. The name on the credit card could be in a female's name and the person making the purchase is a male.

To get away from the high costs/fees associated with a POS system, many small businesses are using cashless apps, like mobile wallets (i.e., Apple Pay, Samsung Pay, Android Pay, Google Pay). Each platform has its own security features you should be aware of.

Here are some safety tips to remember:

- Be alert for customers who seems nervous, or impatient.
- Observe where the customer retrieved the credit card from. Did the customer pull the credit card out of a pocket or wallet?
- Is the customer making indiscriminate purchases without regard to price?
- Be suspicious if the customer makes a large purchase and immediately returns to make another large purchase.
- Be aware of a customer who uses several credit cards because they keep getting declined.
- If the transaction keeps getting declined, ask to see the card along with identification.
- Inspect POS systems to make sure no one installed any skimming devices.
- If possible, place POS systems in a locked location during closed business hours.
- If you accept online or telephone credit card transactions, be sure you obtain the credit card's Card Verification Value and zip code of the billing address.



SCAMS

Scammers and con artists targets victims of all ages-the elderly, young and the middle-aged. But scammers and con artists also target the business community.

There have been several scams where the scammer calls the business during opening hours and claims they are with a utility company and demanding payment for an unpaid utility bill. The scammer will be assertive and threaten to turn off utilities to the store if payment isn't made immediately. This often scares the store owner into complying. The scammer then instructs the storeowner to pay their bill by purchasing pre-paid debit or gift cards. No legitimate utility company will ask for payment in pre-paid debit or gift cards. With cryptocurrency an emerging trend, scammers will be soon asking payment in some type of cryptocurrency.

Although some scammers will contact their victims through email or telephone, some will also approach in person. Con artists may enter your store and wear something official in appearance and claim they are from the City or Fire department and need to inspect the store. They may ask to go to the rear storage room or office and wait until you are busy with a customer for them to steal something. Always check credentials before allowing anyone to examine your store. Just because a person is wearing a hard hat, tool belt, coveralls or carrying a clipboard doesn't make the person legitimate. Never allow anyone to remove office equipment or store items until the person has been properly identified and a repair/removal has been authorized.

Scammers may send mail to you in the form of an invoice for payment for a product or service you never received. The scammer is gambling that you may not remember the product, or that another employee may have received the item, and pay the invoice. Be detailed about any invoice. If you, or your employees, are unsure about the invoice don't automatically pay it. Instead take the time to research it.

The Federal Trade Commission along with law enforcement, various state and federal agencies as well as the Better Business Bureau have partnered to create "Operation Main Street: Stopping Small Business Scams." Together they have created a great resource for small businesses to be aware of scams specific to the business community. Their seven-page booklet can be downloaded from the FTC website (scams and Your Small Business).



ALARMS AND SECURITY CAMERAS

Signs are a great way to promote security measures against thieves. Signs such as "video surveillance in use" or advertising an alarm system can help deter a thief from entering your property.

The location of signs is important. A sign that is placed in a corner of the window hidden behind a plant gives little warning to potential thieves. Signs should be placed near entrances and at about eye level so everyone can see you take security seriously. Make sure signs can also be seen both day and night.

Alarms

Alarms are a great investment, and when used, can help scare away a thief. By advertising you have an alarm system, you can help reduce your chances of being burgled. Be sure you always activate alarms when closing the store and provide current contact information to alarm monitoring company.

Security Cameras

Security cameras can be useful in identifying thieves but require good quality images. Blurry images may not be of assistance in trying to identify the thief. Cameras should not be mounted too high, (i.e., on ceilings) as the angle will be downward showing only the top of the heads. The optimum camera angle would be at about face height.

Cameras can also be placed behind the cash register facing the front counter and at the entry/exit doors. Don't block cameras with posters or displays and periodically check camera recordings to verify that camera angles have not been moved and the system is operating properly. There is an assortment of security cameras available. Some are monitored by alarm

companies when activated, and others can be accessed remotely by the business owner, often through their cell phone. The hard drive for the surveillance cameras should be in a secure area like a locked closet, or cloud storage. Only allow authorized personnel to have access to the hard drive. Just as important as the location of the cameras is knowing how to operate the system. Downloading the video is important and providing a copy to the MPD in its proprietary format is preferred.



OFFICE EQUIPMENT SECURITY

Burglaries that focus on office equipment, notably computers and other electronics, can be devastating because losses range from small items to entire computer systems.

1. Maintain a complete inventory of all office equipment. The list should include the make, model/ serial number, and value of each item. This list should be kept both on and off-site.
2. Engrave your equipment with some identifying information. This will facilitate identification and return of the property if it is stolen and recovered.
3. The least expensive way to secure some pieces of office equipment is to bolt them directly to the desk or countertop. You may have to disassemble an item to secure the bolt, and portability will be reduced, but it will be worth the time and effort. If you use this method, use a flush faced bolt to discourage easy removal, or locate the nut in such a way that access to it is made difficult.



PERSONAL SECURITY

WHILE AT WORK:

DON'T

1. Carry excessive cash.
2. Leave valuables in unlocked lockers or desks.
3. Release telephone numbers, addresses or names of fellow employees to strangers.

DO

1. Be extra cautious on paydays.
2. Have your cell phone readily accessible when exiting the business.
3. Deposit your check as soon as possible.
4. Use the "buddy system" when traveling through parking lots or lonely areas of the building.
5. Lock up your purse and keep it out of sight while at work.
6. Clutch your purse tightly when walking.
7. When riding the elevator, stand near the control panel. If attacked, hit the "emergency" button.
8. If you notice suspicious people wandering around your office or parking lot, notify your security personnel or the MPD.
9. If property must be left in your car, lock it in the trunk.
10. Before entering your car check the back seat for intruders.
11. While driving, keep the doors locked and the windows rolled up high enough that a person cannot insert an arm. Keep your purse on the floor, not next to you in the seat.
12. Parking areas for employees should be near the employee entrance and well lit.



TRESPASSING

Business or property owners may experience problems with trespassers. Whether they trespass at night to sleep on the property, or during business hours, trespassers interfere and disrupt employees and customers.

In order for trespassing laws to be enforced, in many cases, the subject must be told to leave by an officer, the business owner or someone with authority over the business; if the subject refuses, the subject can be arrested. Should the subject leave after being told by an officer, but later returns, the subject can be arrested without further warning.

Another way to trigger trespass law enforcement is to maintain and post reasonable notice to people prohibiting entry. This is commonly done by providing notice that entry into certain areas of a business are prohibited by unauthorized persons or prohibiting entry during certain times such as when the business is closed.

If the subject, or subjects, frequently visits your property and officers are constantly called to enforce trespassing laws, you can pre-sign an "**Authority to Trespass**" form provided by MPD. By completing this form, you authorize Officers to act on your (the business/property owner) behalf to enforce trespassing laws without you being present. You also agree to attend court proceedings related to any arrest.

A pre-signed trespassing form is valid for two years and it is the responsibility of the business/property owner to renew the form upon expiration for continued enforcement.

The Authority to Trespass form can be obtained from the Maricopa Police Department. A copy of the Authority to Trespass form can also be found in Appendix C of this manual. If interested, please complete the form and return it to the Maricopa Police Department.



EMERGENCY CONTACT INFORMATION

Emergency contact forms are used by the MPD in case we need to contact you after business hours.

There are many times when we must contact the owner or responsible person of the business in case of an emergency. Most often if the alarm has been activated there may be damage to the business, which needs immediate attention. If a responsible person cannot be notified, your business may be left open or unlocked if the door or window cannot be secured.

Emergency Contact Forms can be obtained from MPD. We recommend that the form is updated annually, or when there are any changes, i.e., change of an alarm company, so we always have the most current contact information.



City of Maricopa

Police Department

Business Emergency Contact Form

Business Name: _____ Business Phone: _____
 Business Address: _____ Suite/Floor: _____
 Business Hours: _____ S M T W Th F S
 Type of Business: _____
 Access Points: _____ Roof Access: ☐ Yes ☐ No

Primary Contacts

1. _____ Phone Number: _____
 2. _____ Phone Number: _____
 3. _____ Phone Number: _____
 4. _____ Phone Number: _____
 Alarm Company: _____ Phone Number: _____
 Alarm Type: ☐ Silent ☐ Audible Weapons on Premises: ☐ Yes ☐ No
 Hazardous Material on Premises: ☐ Yes ☐ No if yes, what type: _____

Access Code (Optional for gates): _____

Additional Notes: _____

Today's Date: _____

Please return this form to the City of Maricopa Police Department at:

18135 N. Park Plaza
 Maricopa, Arizona 85138



IMPORTANT CONTACT NUMBERS

City of Maricopa Police Department Dispatch
(520) 568-3673

Maricopa City Hall
(520) 568-9098

City of Maricopa Chamber of Commerce
(520)705-2532

Black Maricopa Chamber of Commerce
(615) 935-4451

City of Maricopa Development Services
(520) 316-6920

City of Maricopa Planning and Zoning
(520)316-6928





CITY OF MARICOPA

Police Department
18135 N Park Plaza
Maricopa, Arizona 85138
Phone: (520) 568-3673

Lobby Business Hours

Monday -
Thursday 7 a.m. -
5 p.m.
Closed Every Friday



City of Maricopa

Police Department

Business Emergency Contact Form

Business Name: _____

Business Phone: _____

Business Address: _____

Suite/Floor: _____

Business Hours: _____

S M T W Th F S Type of

Business: _____

Access Points: _____

Roof Access: ____ Yes ____ No

Primary Contacts

1. _____

Phone Number: _____

2. _____

Phone Number: _____

3. _____

Phone Number: _____

4. _____

Phone Number: _____

Alarm Company: _____

Phone Number: _____

Alarm Type: ____ Silent ____ Audible

Weapons on Premises: _ Yes ____ No

Hazardous Material on Premises: ____ Yes ____ No if yes, what type: _____

Access Code (Optional for gates): _____

Additional Notes:

Today's Date: _____

Please return this form to the City of Maricopa Police Department at:

18135 N. Park Plaza Maricopa, Arizona

85138



*City of Maricopa***Business Security Assessment Checklist**

Name of Business: _____

Signs

- ☐ Street number visible (Assists emergency services in locating the business)
- ☐ Business name clear front/rear (Assists in situations where time is critical)
- ☐ Safety signs around business (Warns potential intruders of security measures)
- ☐ Internal signs (Guides visitors/customers away from restricted area)

Landscaping

- ☐ Maintained (Owner pride warns off offenders)
- ☐ Rubbish/Trash (Promotes feelings of ownership/warns possible suspects)
- ☐ Tree/shrubs trimmed (Reduces concealment)

Lighting

- ☐ Exterior entrances/exits (Deterrent/criminals don't like to be seen)
- ☐ Parking lot lit (Safety for employees/customers at night)
- ☐ Night time lights (Allow law enforcement to see inside when business is closed)

Doors

- ☐ Outside doors metal/solid wood (Reinforced to make it difficult to defeat)
- ☐ Outside door frames/strike plate (Reinforced to make it difficult to defeat)
- ☐ Outside door locks (Reinforced to make it difficult to defeat)
- ☐ Self-closing doors (Prevents unauthorized entry)
- ☐ Door hinges on the inside (Prevents criminals from removing the door)
- ☐ Height markers (Allows staff to identify criminal height)
- ☐ Electronic lock key pad/card (Allows employee access)
- ☐ Keep entry way open and free of products/pictures (See it before it happens/help if it does)
- ☐ Change key pad info occasionally (Keeps former employees from entry/criminal activities)



Windows

- ☐ External windows solid construction (Deters offenders from entry)
- ☐ External windows locks (Deters offenders from entry)
- ☐ External security screens (Deters offenders from entry)
- ☐ Shatter proof windows/doors (Deters offenders from entry, consider laminated window film)
- ☐ View blocked by advertising/products (See it before it happens/help if it does)

Fences and Gates

- ☐ Properly fitted (Restricts criminal access to the property)
- ☐ Properly working (Security is only effective when the equipment works)
- ☐ Secured after hours (Restricts criminal access to the property when business is closed)

Interior Design

- ☐ Keep frontage open, allowing employees to see outside (See if a crime might be headed your way)
- ☐ Keep isles low (Allows exposing possible criminal activity)
- ☐ Keep location clean/free from blocking movement (Allows employees to see if criminal activity is occurring)
- ☐ Lockable room for staff if there is an emergency (An opportunity to escape if necessary)

Power/Utilities

- ☐ Secure fuse box (Criminal will turn off power due to security cameras/Wi-Fi)
- ☐ House water main/valves (Criminal will steal for metal value)
- ☐ Phone junction (Criminal might try to restrict ability to make calls)

Alarm Systems

- ☐ Alarms installed (Alarm will allow owner to be notified if a break-in occurs)
- ☐ Alarm properly working: motion, door, window (Does the current alarm work, notify owner if sounding)
- ☐ Entrances/exits covered (All door/windows should have alarms attached)
- ☒ Entrances/exits covered (All door/windows should have alarms attached)



- ☐ Motion sensors (Glass breaking does not set off alarm)
- ☐ Properly trained staff (Make sure staff knows how to properly turn on/off alarm)
- ☐ Staff individual alarm codes (Can be changed if employee is fired/quits)
- ☐ Emergency silent alarm buttons/panic alarm (Employees can notify law enforcement without picking up a phone)
- ☐ Alarm should be audible and loud (Loud alarms will scare and deter a criminal)
- ☐ Alarm monitored by outside company (If owner employee cannot be reached, police still respond)

Surveillance Equipment

- ☐ Surveillance equipment installed (Enhance physical security and notifications)
- ☐ Surveillance equipment working (The surveillance equipment will not be as effective if not working properly)
- ☐ Does it record (Should record for a minimum of two weeks)
- ☐ Properly positioned to capture face (If cameras are not focused on the suspect, difficult to identify suspects)
- ☐ Staff can obtain recordings (If the footage can't be accessed, difficult to apprehend suspects)
- ☐ Smart devices (Obtains information as it happens, better chance of apprehension)

Safes

- ☐ Safe installed (Properly secured to manufacturer's recommendation)
- ☐ Location (Limited access by staff and customers)
- ☐ Properly locked (Always keep locked when business is open)
- ☐ Drop-chute (Limits staff interaction with contents of safe)

Keys

- ☐ All keys accounted for (Know who has access to the business)
- ☐ Staff lockers (Staff needs a place to properly secure personal items)
- ☐ Key changes on occasion (Limits former employees to use keys after employment)

APPENDIX B

Cash Handling

- ☐ Set a standard of when/where cash is handled (This protects your staff and money, don't count in front of customers)
- ☐ Cash drawer always closed/locked during business hours (Do not advertise you have money, easy target)
- ☐ Cash drawer left open/empty at the end of the night (Advertise to criminals that there is no money on hand, deters break-in)
- ☐ Change up bank deposit times (Criminals will not be able to predict when your cash will be vulnerable)
- ☐ Disguised money bags (Don't make it obvious to everyone you are carrying money)



APPENDIX C



AUTHORITY TO ARREST TRESPASSERS



I, the undersigned owner, occupant, or designated agent for the premises known as:

Business/Property Name: _____

Location (*street address, not intersection*): _____ Suite/Unit #: _____

within the City of Maricopa, AZ Phone #: _____ Cell #: _____

I hereby authorize the City of Maricopa Police Department to patrol the premises indicated above (including parking areas) and arrest person(s) trespassing pursuant to Arizona Revised Statutes sections 13-1501 through 13-1504. Trespassers include those who are not on the premises to visit or conduct lawful business with the management or as resident of the premises and 1) refuse to leave the premises after being instructed to do so, or 2) are on the premises after a reasonable notice prohibiting entry. This authority applies 24 hours a day.

Reasonable requests to leave may be made in person or by posting “**NO TRESPASSING**” signs, which give reasonable notice prohibiting entry on your property. The statement: “**Violators will be prosecuted under ARS 13-1502 through 1504**” must be printed on the sign, preferably in both English and Spanish. Signs must be placed in entryways and be highly visible.

The undersigned agrees to cooperate fully in the prosecution of person(s) subsequently arrested for trespassing violations occurring on the premises and certifies that he/she is the owner or person having lawful control over the premises listed above.

This form is valid from the date of signature for two years. Any changes in ownership or management must be noted to the police department as soon as possible.

Dated this _____ day of _____, _____.

Owner, Resident or Designated Agent

Signature _____

Title _____

Name (Please Print) _____

Date of Birth _____

Social Security Number _____

Emergency Contact phone number after hours: _____

If you reside out of state, list local contact person/phone number: _____

Witness: _____

Signature _____

Name (Please Print) _____

Mailing Address/City/State/Zip _____

Phone Number(s) _____

Complete form and mail to:
Maricopa Police Department-Trespass Enforcement
18135 North Park Plaza
Maricopa AZ 85138

Police Use Only

Signs up? Y / N

Entered in CAD by Serial #:

