

AVOID ROBBERY

- Have an employee training program.
- Limit cash and publicize the fact - Keep a float of under \$100 if possible.
- Deposit money in banks frequently . Use a cash drop box with a time delay lock and advertise this with a sign.
- Never count cash in view of customers . Make sure the premises are secured and you are not visible from outside.
- If staff transports cash, do not establish a routine, and do not let them wear a uniform identifying the business. Vary routes.
- Provide credit facilities and reduce the amount of cash you need to hold. Electronic Fund Transfer at Point of Sale (EFTPOS) is one example.
- Do not accept large bills. Robbers may tender large bills specifically to find out where you keep them.

During an armed robbery, adopt the following tactics:

1. Do precisely as you are told, and no more
2. Avoid eye contact with the robber
3. Speak only when spoken to
4. Tell the robber exactly what you are doing
5. Make no sudden movements
6. Don't activate alarms unless it is safe
7. Try to remain calm and control your emotions; and remember as many details as possible
8. Phone the police immediately, before anyone else; Give name and address of premises, area and location including nearest cross street; number of offenders and description; description of weapon used; description of vehicle used and direction of travel.



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Sheriff-Coroner

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Crime Prevention Through Environmental Design



CPTED

Store Fronts

STOREFRONTS

With today's 24 hour lifestyle, convenience and other storefront businesses prosper more often by making customers and employees feel safe at any hour. "The proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime, and an improvement of the quality of life." -CPTED, as defined by the National Crime Prevention Institute.

CPTED guidelines may be followed when building or remodeling businesses which may discourage unwanted or criminal activity in order to encourage more secure patronage at any hour.

NATURAL ACCESS CONTROL

- Locate check-out counters to the front of the store, clearly visible from the outside. Positioned near the main entrance, employees can better watch any activities.
- Clearly mark public paths. Make private areas harder for non-employees to access.
- Use signs to direct patrons to parking and entrances.
- Prevent easy access to the roof or fire escape from the ground.
- Provide rear access to shops if rear parking is offered.
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NATURAL SURVEILLANCE

- Install rear windows to face rear parking areas for increased visibility.
- Allow window signs to cover no more than 15% of windows.
- Use interior shelving and displays no higher than five feet, even less in front of windows.

NATURAL SURVEILLANCE CON'TD

- Fully illuminate the exterior of the building and grounds at night.
- Design the loading areas to avoid creating hiding places for people and merchandise.
- Maintain clear visibility from the store to the street, sidewalk, parking areas, and passing vehicles.
- Design water retention areas to be visible from the building or street - they should be visual amenities, neither hedged nor fenced, which could allow undesirable activities to be hidden.
- Place all entrances under visual or electronic surveillance.
- Place any pay telephones within clear view of employees.

TERRITORIAL REINFORCEMENT

- Mark property boundaries, where possible, with hedges, low fences, or gates.
- Make private areas distinguishable from public areas.
- Identify shops with wall signs for those parking in the rear. Install awnings over rear door and windows.
- Position parking areas to be clearly visible from the building or street with neatly marked spaces.

MAINTENANCE

- Keep buildings and walks clean and repaired.
- Maintain parking areas to a high standard without pot holes or trash.
- Remove faded posters, broken signs, and other displays that are beyond their useful lives.
- Keep plantings in good condition.

MANAGEMENT

- Set operating hours to coincide with those of neighboring businesses.
- If public phones are available, use call-out types only.
- Fully illuminate interior spaces.
- Avoid shifts and situations where only a single employee is present.
- Train employees with safety protocols.

TARGET HARDENING TIPS AND TECHNIQUES

Traditional security measures, such as good locks, lighting, and alarms, are important tools in the prevention of crime. Generally they work in harmony with CPTED concepts and recommendations. Regardless of how well-designed a structure is, it should still be locked when unattended.

LIGHTING

Is an important element in any site design. Whether a single store or an industrial complex, appropriate lighting techniques should be used. Good lighting will help people feel more comfortable with their surroundings. It should provide clear paths for movement and highlight entryways without creating harsh effects or shadowy hiding places.

VIDEO SURVEILLANCE:

Remember for best identification of a robbery suspect, have at least one camera angled and zoomed in (most likely at the door) to catch a large, full and clear picture of the face of each person who enters the store.

Also, keep lenses clean and maintain equipment regularly.

CPTED Reviews are completed as a community service at no charge.