



Small Business Security Summit

Tuesday, November 16th, 2021

Bill Graham Civic Auditorium

Presented by Deputy Chief David Lazar

Welcome

Chief Scott, Deputy Chief Lazar, Commanders and Captains, would like to thank everyone for attending and participating in the Small Business Security Summit. A great deal of effort and collaboration went into this project which resulted in many great ideas.

Representatives from the SFPD in attendance:

Chief Scott, Deputy Chief Lazar, Commander Fong, Commander Moran, Commander Ford, Capt. Ng, Capt. Falvey, Capt. Maron, A/Capt. McEachern, A/Capt. Sawyer, Capt. Pedrini, Capt. Caltagironi, A/Capt. Knoble, Capt. Rainsford, A/Capt. Canning, A/Capt. Williams, Lt. Jonas, Sgt. Ramos, Sgt. Padmore and Sgt. Milligan.

Thank you to our attendees:

Henry Karnilowicz- Co-Chair Small Business Advisory Forum, Vas Kiniris- Co-Chair Small Business Advisory Forum, Furlicious Wyatt-SF Safe, Kyra Worthy- SF Safe, Maryo Mogannam, Stephen Cornell, Tony Jeraz, Grace Horikiri, Brandon Quan, Janet Tarlov, Marian Dalere, Eva Lee, Bob Barnwell, Masood Samereie, Keith Freedman, Patti Nangan, Bill Barnickel, Awdalla Awdalla, Lesley Leonharolt, Eleanor Carpenter, Leslie Drapkin, Liz Polo, Alan Wong, Nancy Lim, Caroline Patterson, Sunshine Powers, Albert Chow, Regan Caponi, Gwen Kaplin, Suzie Ferris, Angie Petitt, Anisa Alazraie, Susie Mckinnon, Lloyd Silverstein and Rene Colorado.

All of whom represented various small businesses and merchant associations throughout the city.

A special thank you to our SFPD Cadets who assisted in the set up and take down of the event.

OPENING REMARKS

Chief Scott acknowledged what a challenging year 2020 was during unprecedented times, as it continued into 2021. Chief Scott is looking forward to what the future brings to the city and thanks everybody for their support.

Deputy Chief Lazar spoke about the Tourism EWW plan which put an additional 26 officers in high density tourist areas to prevent crimes. Deputy Chief Lazar also spoke about broadening the Ambassador Program, which adds additional retired officers to various parts of the city who are trained in de-escalation tactics, crime prevention and crime reporting.

BREAKOUT GROUPS

Representatives of the department and our attendees broke off into groups to discuss a series of predetermined questions.

1. What impact has retail theft had on your business? Your customers? Your neighborhood?
2. What is the best way for a business/employee to deal with a theft in progress? Does your business have a policy on this?
3. Does your business consistently report theft incidents? Why or why not? Does your business have a policy on reporting?
4. What is the single most important response you would like to see from law enforcement partners?
5. What steps can your business take to assist law enforcement?
6. What steps have you already taken to deter theft? Have they been effective?
7. What non-LE government agencies should be involved in preventing theft? What role would they take?

BREAKOUT GROUP DISCUSSIONS

Reporting

- Need more reporting to show accurate stats.
- Stores need to follow through on reporting.
- Officers need to prepare reports when they respond.

More officers/presence

- Need more foot beat officers for visible deterrence.
- Have foot beat officers cell phone numbers.
- Possible “scarecrow” police cars in area.

Effects on employees

- Employees are frequently assaulted or threatened.
- Employees are afraid to come to work.
- Employees have been traumatized by the thefts and incidents in neighborhoods, unrelated to thefts.

Effects on neighborhoods

- Same subjects involved in thefts frequent the same stores, causing the areas to become less safe for customers.
- Increase in garbage and blight around businesses.
- Decrease in quality of life around businesses.

Effects on customers

- Inconvenient for customers.
- Everything needs to be locked up.
- Appointments become necessary but annoying.
- Easier and safer to shop online.

Effects on businesses

- Employees don't feel safe and don't want to work there.
- Customers don't feel safe, don't want to shop there.
- Security costs increase; cameras, locks, doors, etc.
- Thefts have been consistently increasing, year after year.
- Display items reduced.
- Outside display items taken down.
- Loss of revenue.
- Same suspects return and commit thefts over and over.

Repeat Offenders- Opinion of community members

- No consequences for suspects arrested.
- Feels like reporting is a waste of time.

PREVENTION IDEAS

Video surveillance

- Stores to install cameras.
- Businesses to share video with each other.
- Employees to wear body cams to show detailed descriptions of suspects, brazenness and acts of violence on video.

Reporting

- Know when to call 911.
- Know when to call non-emergency.
- Know when to call 311.

Witness

- Be a good witness.
- Be prepared to give a detailed description of suspects involved; age, race, sex, height, weight, clothing, vehicle, etc.

Information sharing

- Get to know your neighbors
- Communicate about potential crews in the area
- If your business did not capture video, maybe your neighbor did.

Police response

- Need more officers.
- Need more foot beats.
- Need quicker response time.
- Need officers to document incidents.

Supporting police

- There is essentially an “assault against the police”.
- Provide moral support to officers.
- Post on social media the good the officers are doing.
- Get to know the beat officers, exchange numbers.
- Get to know the station “back office” personnel. They typically have a longer tenure than a station captain and can relay the history of a store to the station personnel and new captains coming in.
- Conduct a meet and greet at the station line up to introduce the public to the officers.

Building security

- Reinforce doors.
- Additional lighting and cameras.
- Nobody under 18yrs allowed in without an adult.
- By appointment only.
- Private security guards.

Already implemented

Reporting

- Telephone reporting unit for cold reports.
- Online reporting should be available in January.

IN CLOSING

The San Francisco Police Department recognizes that retail theft is a major issue that needs to be addressed. It is clear that the thefts not only affect businesses bottom line, but it also affects the employees, the neighborhood and the quality of life for all. The department is dedicated to working together with the community and businesses to develop a strategy which will be effective in reducing the thefts and increasing the quality of life for all.