



MERCHANT PUBLIC SAFETY TIP SHEET

THEFT PREVENTION

Theft is a costly expense to downtown businesses that cannot always be easily recovered. When a theft occurs it is unlikely that police will be able to respond in time to catch the suspect in the act. Fortunately there are steps that merchants can take to significantly reduce the amount of theft that occurs in their establishments.

Customer Engagement:

Greeting everyone that enters the establishment is not only great customer service, it is an excellent deterrent of theft. A criminal is less likely to commit a theft if they know that you could potentially identify them later.

Strong Relationships with customers will deter theft. The better you know your customers, the less likely they are to steal from you. Also, well known customers will be more likely to report suspicious behaviors to you.

Security Systems:

Anti-Theft tags will alert you when merchandise is being removed, and security cameras will provide critical evidence for identifying and convicting a thief. Just the presence of a security system may be enough to deter would-be criminals.

Entry buzzers are an excellent and inexpensive way to protect yourself. It alerts employees that someone has entered a store, and prevents a thief from sneaking in and out with merchandise.

Environmental Design:

Keep Windows and Entrances Clear. Creating visibility from the street creates the possibility for more witnesses and deters thieves.

Exterior Lighting will further enhance visibility, discouraging a thief from targeting your business.

Placement of Check Outs near the exit will enable staff to greet every customer and create a clear line of sight between potential thieves and the exit. It is also a good practice to keep the more expensive items behind the checkout counter within sight of staff at all times.

Dressing Rooms provide a discreet environment for theft to occur. Keep dressing rooms locked and require customers to request use to deter possible theft.



GET TO KNOW YOUR DOWNTOWN OFFICERS

Stop by the Downtown Resource Center, 44 W Philadelphia St, on Wednesdays from 1-3 pm or call 717.916.0174 to schedule an appointment to meet with our dedicated Downtown Officers.



Gene Fells became a fixture of Downtown York throughout his long career with York City Police Department. After retiring from YCPD to lead public safety at Penn State York, he returned to YCPD to act as Downtown Public Safety Liaison, building on his lifetime of experience in Downtown York.

If you have any questions or concerns, you can reach out to Gene at JFells@yorkcity.org or 717.916.0174

WHAT TO DO IF A CRIME HAS JUST BEEN COMMITTED:

- ALWAYS Call 911 first.
- **Contact a Downtown Officer** to inform them of a situation after dialing 911.
- Do NOT attempt to chase or apprehend a fleeing criminal.
- Write down a description of the suspect.
- Gather contact information of any potential witnesses.

CONTACT INFORMATION

Downtown Officer.....717.916.0174

York City Police Dept.....717.846.1234

