

REMEMBER TO:

- Follow instructions exactly.
- Be a good witness
- Cooperate. Never refuse a robber. Avoid freezing or becoming unresponsive.
- Do not play the hero.
- Do not resist.
- Do not make sudden movements.
- Do not talk to or stare at the robbers.
- Do not chase the robbers.
- Do not touch anything the robbers have touched.
- Money can be replaced. Life cannot.

OBSERVING A SUSPECT

When observing a suspect to obtain a description for law enforcement, it is best to take note of:

- Any weapons seen
- Color of skin/race
- Color of hair
- Clothing description
- What were they carrying (e.g., black backpack)?
- Facial features (e.g., any facial hair?)
- Approximate age
- Build (e.g., tall, thin, stocky, etc.)
- Anything very obvious on person
- Height
- Unusual markings (e.g., scars, tattoos)
- Mannerisms
- Speech peculiarities or accents
- Jewelry or tan areas
- Color of eyes (lowest priority)

Share Your Thoughts

The Ukiah Police Department's mission is simple: to make Ukiah as safe as possible. If you have any suggestions or comments about how we can improve, please complete our online survey.

If you would like to know more about crime in your neighborhood, you can sign up for telephone, cell phone and email notifications by clicking the Nixle button at www.ukiahpolice.com. You can also leave crime tips on our website.

Who Do I Call?

Emergency 9-1-1

Call 9-1-1 for any life-threatening emergency or crime in progress.

Non-Emergency (707) 463-6262

Online Crime Report: ukiahpolice.com

Business Office (707) 463-6241

Monday - Thursday 8:00 am - 4:00 pm



Ukiah Police Department

Safety, Professionalism, Community Service

Nancy Sawyer

Community Service Officer & Business Liaison
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Ukiah Police Department

Preventing Robberies

*Be Safe and
Observant*



Robbery Prevention

Robbery doesn't occur as often as other crimes against businesses, but the potential for loss can be much greater from a single incident. Also, robbery involves force or threat of force and can result in serious injury or death.

- Greet every person who enters the business in a friendly manner. Personal contact can discourage a would-be criminal.
- Keep windows clear of displays or signs and make sure your business is well-lighted. Check the layout of your store and eliminate any blind spots that may hide a robbery in progress.
- Provide information about your security systems to employees only on a "need-to-know" basis. Instruct your employees to report any suspicious activity or person immediately and write down the information for future reference.
- Look for suspicious activity; most robbers will "scope out" an establishment prior to an incident
- Place cash registers in the front section of the store. This increases the chances of someone spotting a robbery in progress and reporting it to the police.
- Keep small amounts of cash in the register to reduce losses. Use a drop safe into which large bills and excess cash are dropped by employees and cannot be retrieved by them. Post signs alerting would-be robbers of this procedure.

- Make bank deposits often and during business hours. Don't establish a pattern, take different routes at different times during the day.
- Ask local law enforcement what to do in case you are robbed. Make sure your address is visible so emergency vehicles can easily find your business.

If you or your employees are confronted by a robber, cooperate. Merchandise and cash can always be replaced—people can't!

WHAT TO DO IF YOU ARE ROBBED

Every robbery is different. You will need to assess yourself, the robber and the situation to determine what you should do.

Be Professional During a Robbery

- Remember, your life and safety are worth more than money.
- Make sure that every staff member knows and has thought about what they would do in the event of a robbery.
- Develop a set of procedures to follow.
- Aim to ensure the offender leaves without harming anyone. Note: Most robberies take less than one minute.

Survival Tips

- Act calmly. Do exactly what the robber says. Keep your movements short and smooth to avoid startling the robber.

- Do not resist. Cooperate for your own safety and the safety of others. Robbers usually are excited and easily provoked. Tell the robber about any movements you plan to make.
- Consider all firearms to be real and loaded.
- Activate an alarm if it can be done safely without alerting the robber.
- Observe carefully, but do not stare. Study the robber's face and clothing, noting any other distinguishing features. Observe the direction of the escape, and note the following information about any vehicle used to escape: the license number, make and model, and color. Write down everything you can remember about the robber and the crime itself as soon as it is safe to do so.
- Lock the door and call 911 immediately after the robber leaves. Then you can make other calls.
- Preserve the scene. Discontinue regular business until officers have searched the scene. Cover any surfaces the robber may have touched and keep away from areas where the robber may have been.
- Ask other witnesses to remain. Get their names and phone numbers if they are unable to remain. Ask to see their driver licenses or other ID to verify this information.
- Save camera imagery records.
- Don't discuss the robbery with others until all statements have been taken.