

Attn: Michael E. PPS

**TO: BILL FIELDS
FR: TOM RINEHART
SUB: PARKING LOT
COURTESY PATROL**

THE REASON FOR THE CONCEPTION AND THE IMPLEMENTATION OF THE PATROL IN THE PARKING LOTS, WAS ORIGINALLY, FOR ADDITIONAL SECURITY. CRIME IN OUR PARKING LOTS WAS ON A RAPID INCREASE IN MANY AREAS OF REGION TEN, FLORIDA, AND IT WAS EVIDENT FROM CUSTOMER COUNT AND SALES IN THE EVENING HOURS, THAT PEOPLE WERE BECOMING AFRAID TO VISIT OUR STORES DURING THOSE HOURS. IT BECAME OBVIOUS THAT SOME ADDITIONAL SECURITY MEASURES HAD TO BE TAKEN TO ENSURE OUR CUSTOMER AND ASSOCIATES SAFETY, AND TO PROVIDE THE TYPE OF SHOPPING AND WORKING ENVIRONMENT THAT THESE PEOPLE HAVE BECOME ACCUSTOMED TO. OFF DUTY POLICE OFFICERS WERE PRESENT IN MANY OF THE AREAS THAT CRIME WAS OCCURRING IN, BUT WERE NOT PROVIDING ANY TYPE OF CUSTOMER SERVICE, AND THE FACT THAT AN OFFICER WAS STANDING AT THE DOOR OR THE SERVICE DESK DID NOT EFFECTIVELY CONTROL THE CRIME IN THE PARKING LOT. THE OFF DUTY OFFICERS PROVED TO BE A VERY LARGE, UNPRODUCTIVE EXPENSE.

SOME OF THE EXAMPLES OF THE TYPE OF CRIMINAL ACTIVITY ARE AS FOLLOWS:

STORE 1960, TAMPA, IN THE FIRST EIGHT MONTHS AFTER OPENING, LOST 282 CARS TO THEFT. 110 OF THESE WERE ASSOCIATE OR MANAGEMENT CARS. SOME OF THESE WERE STOLEN TWICE.

(THIS STORE WAS COVERED BY UNIFORMED POLICE DURING THIS PERIOD OF TIME, WITH A MARKED PATROL CAR)

STORE 1501, N. TAMPA, HAD A WELLS FARGO ARMORED CAR ROBBED WHILE IN THE PARKING LOT.

STORE 1541, ROYAL PALM BCH, HAD 12 CARS STOLEN, 14 AUTO BREAK-INS, 1 MUGGING AND 10 COMPLAINTS OF HARASSING SOLICITATION.

STORE 697 OCALA, HAD 13 CARS STOLEN, 36 AUTO BREAK-INS, 14 MUGGINGS, AND ONE ARMED ROBBERY.

STORE 1245 LAKELAND, HAD AN ARMED ROBBERY OF THE GARDEN CENTER REGISTER, AND NUMEROUS INCIDENTS ON THE PARKING LOT.

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THE CUSTOMER COUNT IN THE EVENING HOURS, AS REPORTED BY THE STORE MANAGERS, FLUCTUATES FROM STORE TO STORE AND IS AFFECTED GREATLY BY THE INCREASED COMPETITION IN FLORIDA, HOWEVER, MOST STORE MANAGERS HAVE REPORTED AN INCREASE IN THE AREA OF APPROXIMATELY 1% TO 5% IN NIGHT TIME CUSTOMER COUNT AND ANYWHERE FROM 1% TO 10% IN NIGHT TIME SALES. NO REAL ACCURATE FIGURES ON CUSTOMER COUNT IN THE EVENING HOURS IS KEPT AT MOST LOCATIONS FROM YEAR TO YEAR, SO THE INFORMATION ABOVE IS APPROXIMATES REPORTED BY THE STORES.

DUE TO THE OVERWHELMING RESPONSE BY OUR CUSTOMERS, AND OUR COMMITMENT TO PROVIDING THE BEST IN CUSTOMER SERVICE, I WOULD FORESEE THIS PROGRAM CONTINUING TO EXPAND THROUGHOUT MOST METRO AREAS, AT THE VERY LEAST.

IT IS VERY EASY TO SEE THE CRIME INCREASE IN THE COUNTRY AND THE CONTINUING DECAY IN MORAL AND FAMILY VALUES. WE AS A COMPANY NEED TO STRIVE TO SEE THAT THE ENVIRONMENT WE PROVIDE FOR A CUSTOMERS SHOPPING EXPERIENCE AT WAL-MART CONTINUES TO BE A PLEASANT AND A SAFE ONE, AND IS CONSISTENT WITH OUR OWN CORPORATE CULTURE.

SOME ADDITIONAL INFORMATION:

1. IN SEVERAL AREAS IN FLORIDA WE HAVE BEEN CONTACTED BY OUR COMPETITION, TARGET, OFFICE DEPOT, BEALLS, ETC., INQUIRING ABOUT THE PARKING LOT PATROL, AS IT SEEMS THE CRIME HAS BEEN SHIFTED FROM OUR LOTS TO THEIRS. THIS WAS VERIFIED BY THE POLICE IN TAMPA, FL.
2. THE FLORIDA SECRETARY OF STATE, SANDRA WORTHAM, INQUIRED ABOUT THE PROGRAM, AND ASKED FOR SOME ADDITIONAL INFORMATION AND STATISTICS.
3. THE MANATEE COUNTY SHERIFF, CHARLES WELLS, COMPLIMENTED THE PROGRAM DUE TO THE REDUCTION OF CRIME AT STORE 528, BRADENTON, FL.
4. PER THE MONTHLY RECAP REPORTS, IN THE MONTHS OF FEBRUARY THROUGH JUNE, OUR PATROLS PICKED UP AND TRANSPORTED 122,307 CUSTOMERS FROM THEIR CARS TO THE STORE.
5. DURING THE SAME PERIOD, FEBRUARY THROUGH JUNE, WE JUMP STARTED 3,127 FOR CUSTOMERS, THERE WERE 825 REPORTS OF SUSPICIOUS ACTIVITY, THEY CHANGED 194 BATTERIES (MOST OF WHICH WERE PURCHASED AT THE STORES), AND CHANGED 533 TIRES FOR OUR CUSTOMERS.

(NO OTHER RETAILER IN THE WORLD CAN REPORT THIS TYPE OF CUSTOMER SERVICE.)

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THIS IS JUST A SAMPLING OF THE REPORTS RECEIVED. MOST OF THE REPORTING DEALT WITH ONLY THE SIX MONTHS PRIOR TO IMPLEMENTATION OF THE CARTS, AND THE RESULTS, IN MANY CASES DEALS WITH WELL OVER A YEAR AFTER THE CARTS.

THE FIRST INSTALLATION OF THE PROGRAM WAS AT THE GRAND OPENING OF STORE #1219, LEM TURNER, JACKSONVILLE, FLA. WE HAD FOUR CARTS DELIVERED TO THE SAME STORE TO INTRODUCE IT TO THE CUSTOMERS. THE CUSTOMER REACTION TO THE ADDITIONAL CUSTOMER SERVICE AND SECURITY WAS OVERWHELMING. LETTERS WERE SENT TO THE OFFICE, AS WELL AS NUMEROUS COMPLIMENTS AT STORE LEVEL. THE PRESENCE OF THE UNIFORM AND FLASHING LIGHTS WAS A GREAT DETERRENT TO CRIME AND THE SERVICES PROVIDED BY THE GUARDS WAS WELL APPRECIATED BY OUR CUSTOMERS AND ASSOCIATES.

THESE FOUR CARTS WERE LATER DISPERSED TO OTHER STORES IN JACKSONVILLE AND ONE REMAINED AT THIS LOCATION. FROM THERE THE PROGRAM EXPANDED TO TAMPA, THEN TO THE MIAMI AREA AND NOW IS IN 11 OF THE THIRTEEN DISTRICTS IN FLORIDA. 43 STORES IN FLORIDA CURRENTLY HAVE A PATROL.

SINCE THE EXPANSION IN FLORIDA, OTHER REGIONS IN THE COMPANY HAVE ALSO ADOPTED VERSIONS OF THE PROGRAM. CURRENTLY I AM AWARE OF APPROXIMATELY 150 PATROL VEHICLES IN USE IN THE VARIOUS DIVISIONS AND REGIONS.

FOR THE PURPOSE OF THIS REPORT TEN STORES WERE SURVEYED FOR THE RESULTS BEFORE AND AFTER THE PATROLS WERE PLACED. THESE STORES WERE 1398 LAKEWORTH, FL, 1436 GREEN ACRES, FL, 1541 ROYAL PALM BCH, FL, 1589 DELRAY BCH, FL, 1536 ST PETE, FL, 1390 PINELLAS, FL, 1119 NAPLES, FL, 528 BRADENTON, FL, 538, GAINESVILLE, FL, 697 OCALA, FL, 857 SANFORD, FL, AND 1960 TAMPA, FL.

THE OVERALL INCIDENTS REPORTED BY THE SUPERVISORS, IN JUST THESE 10 STORES SURVEYED, INDICATED THE FOLLOWING:

<u>BEFORE THE PATROL</u>	<u>SINCE THE PATROL</u>
334 CAR THEFTS	7 CAR THEFTS
154 ACTS OF VANDALISM	8 ACTS OF VANDALISM
74 ASSAULTS OR MUGGINGS	4 ASSAULTS OR MUGGINGS
10 HARASSING SOLICITATION	0 HARASSING SOLICITATION
<u>4 ARMED ROBBERIES</u>	<u>0 ARMED ROBBERIES</u>
576 TOTAL INCIDENTS	19 TOTAL INCIDENTS

****THIS WOULD INDICATE A DECREASE IN CRIME OF 96.71 %**

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WAL-MART

BILL SUNDEY
L.P. SUPERVISOR
LOSS PREVENTION
REGION 10
DISTRICT # 111

PARKING LOT PATROL

Telephone 813-648-0295
Fax V.M. - 55942

IN AUGUST OF 1994, REGION "10" AS A COLLECTIVE EFFORT ON THE PART OF MIKE HUFFAKER AND TOM RINEHART, DECIDED TO DO SOMETHING TO HELP COMBAT THE HIGH CRIME THAT WAS OCCURRING IN THE PARKING LOTS OF OUR WAL-MART STORES. THESE CRIMES CONSISTED OF CAR THEFTS, PURSE SNATCHES, MUGGINGS, BURGLARIES, AND ASSAULTS. IN SOME STORES IN TAMPA, MIAMI, AND JACKSONVILLE. IT WAS NOT UNCOMMON TO HAVE AN OCCURRENCE OF THIS TYPE ON A DAILY BASIS. IN MANY CASES, THE COMPANY WOULD END UP PAYING LIABILITIES FOR INJURIES, OR DAMAGES OF PROPERTY.

IN SEPTEMBER, 1994, PARKING LOT PATROL VEHICLES WERE PUT IN PLACE IN NINE STORES IN TAMPA, AND JACKSONVILLE, FLORIDA. THESE VEHICLES WERE MANNED BY UNIFORMED LOSS PREVENTION PERSONNEL. AS A RESULT OF HAVING THESE ON THE PREMISES IT WAS AN EASY ASSESSMENT THAT THE DETERRENT FACTOR WAS INDEED HELPING IN DECREASING THE NUMBER OF INCIDENTS THAT HAD BEEN OCCURRING IN THE PARKING LOTS.

THE EXAMPLE LISTED IS THAT OF STORE # 1960 IN SOUTH TAMPA. THIS STORE IS USED TO SHOW A NUMBER OF FACTUAL STATISTICS WHICH INDICATE THE EFFECTIVENESS OF THE PATROL AS WELL AS A SUBSTANTIAL TOOL IN DECREASING EXPENSES THAT OCCURRED DUE TO PLACING OFF DUTY CITY POLICE ON THE PAYROLL TO HELP PROTECT ASSOCIATES, CUSTOMERS, AND THEIR PROPERTY.

IN THE FIRST YEAR OF OPERATION FOR STORE # 1960, THERE WERE IN EXCESS OF 226 CARS STOLEN OUT OF THE PARKING LOT. AT ONE TIME, WHEN THE STORE MANAGER DROVE HIS RENTAL CAR TO THE STORE (BECAUSE HIS PERSONAL CAR WAS STOLEN) HE STOOD AT THE FRONT DOOR OF THE STORE AS HE WATCHED THE RENTAL CAR BEING DRIVEN OFF OF THE LOT AS WELL. ONE WEEK AFTER THE RETURN OF HIS VEHICLE BY THE POLICE, THE VEHICLE WAS BURGLARIZED. THE TURN OVER IN THIS PARTICULAR STORE WAS THE HIGHEST IN THE DISTRICT DUE TO THE FACT THAT ASSOCIATES WERE AFRAID OF WORKING THE EVENING HOURS, DUE TO THE NUMBER OF MUGGINGS AND PURSE SNATCHES THAT WERE OCCURRING.

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KEEP IN MIND THAT EVERYTHING THAT WAS OCCURRING WAS TAKING PLACE WITH AN OFF DUTY POLICE OFFICER ON THE PREMISES. DURING THIS SAME PERIOD, THERE WERE 25 PURSE SNATCHES, 32 BURGLARIES, 14 ARMED ROBBERIES, 3 ASSAULTS AND ONE ARSON THAT HAD TAKEN PLACE AT STORE # 1980. ONE DRIVE BY PURSE SNATCH WHERE THE CUSTOMER WAS DRAGGED ALONG SIDE OF THE CAR FOR APPROX. 100 FEET RESULTED IN THE LOCAL NEWS REPORTING IN THE FRONT OF OUR STORE. THE CUSTOMER WAS HOSPITALIZED.

AFTER THE FIRST FOUR MONTHS OF OPERATION OF THE PATROL VEHICLE AT THAT PARTICULAR STORE , THERE HAS BEEN NO REPORTS OF ANY CAR THEFTS, BURGLARIES , ASSAULTS, OR ROBBERIES. WE HAVE HAD ONE PURSE SNATCH WHERE THE TAG NUMBER WAS OBTAINED BY THE PATROL PERSONNEL , AND TURNED OVER TO THE POLICE. WE HAVE ALSO CUT THE HOURS OF THE OFF DUTY POLICE COVERAGE TO A MINIMUM TO REDUCE THOSE EXPENSES.

WHILE THE PATROL VEHICLES WERE PUT IN PLACE TO DO EXACTLY WHAT THEY ARE DOING (CUT CRIME OCCURRENCE) THEY HAVE PROVEN TO BE EVEN A GREATER ASSET IN THE AREA OF CUSTOMER ASSISTANCE. THE IMPACT THAT THESE VEHICLES HAVE HAD IN OUR STORES HAVE SURPASSED ALL EXPECTATIONS, AS INDICATED BY THE INCREASE IN THE NUMBER OF CUSTOMERS THAT ARE SHOPPING OUR STORES IN THE EVENING HOURS.

EXAMPLE: STORE # 1980 . INCREASES IN SALES AND CUSTOMER COUNTS IN THE EVENING HOURS AS COMPARED TO LAST YEAR.

MONTH	SALES	CUSTOMER COUNT
SEPT.	+53%	- 1.0 %
OCT.	+7.3 %	+4.5%
NOV.	+7.6 %	+ 6.3 %
DEC.	+13.06%	+ 11.5 %

JANUARY IS CURRENTLY TRENDING TO DO 22% INC. IN SALES AND 14 % INC. IN CUSTOMER COUNTS.

WM 000807

AS A TOOL FOR CUSTOMER ASSISTANCE , DECEMBERS FIGURES FOR DISTRICT # 111 IN TAMPA FLORIDA ARE AS FOLLOWS. WE CURRENTLY HAVE FOUR CARTS IN OPERATION IN THREE STORES.

THE CARTS ARE EQUIPPED WITH BATTERIES TO JUMP START OTHER VEHICLES THAT HAVE STALLED. DST. 111 JUMP STARTED 105 CUSTOMERS VEHICLES IN DECEMBER.

DST. 111 ESCORTED AND HELPED 3383 CUSTOMERS TO AND FROM THEIR VEHICLES , WHILE OFFERING TO HELP LOAD THEIR PACKAGES IN THEIR CARS.

WE REPORTED SUSPICIOUS ACTIVITY TO THE LOCAL POLICE ON 8 OCCASIONS.

WE HELPED AND RECOVERED 15 LOST KIDS TO THEIR PARENTS.

IF A CUSTOMER HAS A FLAT TIRE, WE CHANGE IT.
IF A CUSTOMER HAS TO BUY A NEW BATTERY, WE INSTALL IT.

WE HAVE EVEN ASSISTED A SICK CUSTOMER IN TAKING HER KIDS HOME WHILE SHE WAS RUSHED TO THE HOSPITAL. OUR SECURITY PATROL HAS QUICKLY CHANGED IN ITS PERCEPTION TO OUR CUSTOMERS AS A COURTESY PATROL. WE HAVE HAD A OVERWHELMING RESPONSE FROM OUR CUSTOMERS . A COMMENT WAS RECENTLY MADE BY ONE OF OUR CUSTOMERS.." I DONT SHOP AT K-MART ANYMORE, I FEEL SAFER COMING TO WAL-MART". OUR PATROL PERSONNEL GET THESE TYPES OF COMPLIMENTS ON AN HOURLY BASIS. CUSTOMER CONFIDENCE IS ALSO ON THE RISE AS INDICATED BY SEEING CONVERTIBLES LEFT OPENED AND UNATTENDED IN OUR PARKING LOTS EVEN IN THE EVENING HOURS.

AFTER IMPLEMENTATION OF THIS PROGRAM IN THE THREE STORES IN TAMPA, WE HAVE HAD NO REPORT OF VIOLENT SHOPLIFTERS. THIS WAS ALSO A REGULAR OCCURRENCE BEFORE THE PROGRAM.

ANOTHER REGULAR OCCURRENCE THAT IS STILL A PROBLEM IN STORES WITHOUT THE PATROL IS THAT OF PALLETS BEING STOLEN FROM AROUND THE RECEIVING AREA. OF THE THREE STORES IN TAMPA WITH THE PATROL, TWO HAVE STOPPED PEOPLE FROM STEALING PALLETS ON SEVERAL OCCASIONS.

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COMPARISON IN COSTS

STORE HOUR OF OPERATION : 7:00A.M. TO 11:00P.M.
 SUNDAY HOURS : 10:00A.M. TO 6:00P.M.
 TOTAL WEEKS HOURS : 104 HOURS

OFF DUTY POLICE COVERAGE FOR THE SAME HOURS
 \$1,872.00 WEEKLY
 \$ 7,488.00 MONTHLY
 \$ 97,344. YEARLY

THIS IS AT AN AVERAGE RATE OF \$ 18.00 AN HOUR.

THE AVERAGE RATE FOR THE PATROL PERSON IS \$ 6.00 AN HOUR.
 THE AVERAGE COSTS FOR UNIFORM RENTAL IS \$32.00 PER MONTH
 THE COST ON THE RENTAL OF THE VEHICLE IS \$241.96 PER MONTH
 THE HOURS OF OPERATION FOR THE PATROL IS 30 MINUTES BEFORE
 OPENING, UNTIL ALL ASSOCIATES ARE SAFELY SECURE IN THEIR
 VEHICLES AT THE END OF THE EVENING. THIS SOMETIMES RUNS INTO
 EARLY MORNING HOURS.

AVERAGE WEEKLY EXPENSE FOR PATROL , AT 108 HOURS A WEEK:

Weekly \$ 716.00
 MONTHLY = \$ 2,864.00
 YEARLY = \$37,232.00

THE CARTS SEEM TO AVERAGE APPROX. \$4.00 A WEEK IN GAS. THIS
 INCREASES EXPENSES TO \$ 37,440.00 A YEAR. OTHER MISC.
 EXPENSES MAY INCLUDE CLEANING MATERIALS, AND NOTE PADS
 FOR THE PATROL PERSONNEL

THIS IS A SAVINGS OF OVER \$ 60,000.00 A YEAR FOR THOSE
 STORES THAT CURRENTLY EMPLOY THE LOCAL POLICE .

POLICE ONLY PROVIDE A CALMED ATMOSPHERE AT THE REFUND
 DESK. THIS PROGRAM HAS PROVEN THAT POLICE IN NO WAY OFFER
 THE SECURITY OR CUSTOMER ASSISTANCE THAT WE PAY THEM FOR.
 INSTEAD, WE PAY FOR OUR OWN FALSE SENSE OF PROTECTION AND
 SECURITY.

THE EFFECTIVENESS OF THIS PROGRAM IS ALSO EVIDENT THROUGH
 THE PATHETIC ATTEMPT OF OUR COMPETITORS TO COPY OUR
 PROGRAM IN THE TAMPA AREA. THEY ARE NOT NEAR AS
 PROFESSIONAL OR EFFECTIVE.

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P04

WE CURRENTLY AS OF JANUARY 10TH HAVE 25 CARTS IN OPERATION IN 20 STORES IN REGION "10". THIS IS AN ESTIMATED SAVINGS OF \$900,000.00 HAD WE PAID THE POLICE INSTEAD. NOT TO MENTION THE ADDED CUSTOMER ASSISTANCE WE PROVIDE FOR OUR CUSTOMERS AND ASSOCIATES.

I HAVE PLACED ORDERS FOR OUR NEIGHBORING "SAMS" CLUBS IN TAMPA, AS WELL AS ORDERS FOR TULSA, AND DECATER GA.

OUTSTANDING ORDERS ARE SCHEDULED TO ARRIVE IN THE NEXT TWO WEEKS, BRINGING OUT TOTAL TO 37 VEHICLES IN 31 STORES

THESE VEHICLES PROVIDE A VERY HIGH PROFILE THAT CAN BE SEEN FOR A GREAT DISTANCE, ESPECIALLY AT NIGHT. SOME CUSTOMERS HAVE INDICATED THAT THEY LOOK FOR THE LIGHTS AT NIGHT BEFORE STOPPING TO SHOP.

JANUARY'S STATE OF THE DISTRICT WILL REFLECT 1994'S TOTAL INCIDENT COUNT IN OUR LOTS WITH PATROL VEHICLES. A COMPARISON AND ACCOUNT OF CUSTOMER ASSISTANCE WILL FOLLOW MONTHLY. IT IS OUR INTENSION IN REGION "10" TO ASSIST OUR CUSTOMERS TO THE BEST OF OUR ABILITIES, AND TO SET THE EXAMPLE AND TREND FOR THE REST OF THE COMPANY TO FOLLOW. THE PATROL PERSONNEL TAKE A LOT OF PRIDE IN THE PART THEY ARE PLAYING IN BRINGING OUR CUSTOMERS CONFIDENCE LEVEL UP. AND THEY TAKE ALOT OF PLEASURE IN THE RESPONCES OF OUR CUSTOMERS AND ASSOCIATES.

WM 000810

From: D5JONES --WMPROFS
To: JBLEVI --WMPROFS JON BLEVINS-DIVILE

Date and time 09.19/94 09:33:07

From: DAVID JONES
Subject: PARKING LOT SECURITY EVALUATION

ON AUGUST 19, 1994 THIS PROGRAM WAS IMPLEMENTED AT STORE 1219 JAX, FL. THE PROGRAM CONCEPT WAS DESIGNED TO FACILITATE OUR INCREASING CUSTOMER COMPLAINTS OF AUTO THEFT, BREAKINS AND ROBBERIES. SIMILARLY, DUE TO THE CRIMINAL ACITIVITY ON OUR PROPERTY, SOME STORES WERE HAVING DECREASES IN EVENING SALES AND A TOTAL REVERSAL OF THE SHOPPING CLASS OF CUSTOMERS IN THE STORES DURING THE PM HOURS. THE FOLLOWING SUMMARY, BY STORE, WILL DEPICT SOME OF THE PROGRAMS ACCOMPLISHMENTS DURING ITS ONE MONTH EXISTANCE.

STORE 1219

ON AN AVERAGE THIS STORE WAS HAVING THREE CARS PER MONTH STOLEN, TWO PURSE SNATCHINGS PER WEEK AND TWO CAR BREAKINS PER WEEK BEING REPORTED. SINCE THE IMPLEMENTATION OF THIS PROGRAM, THERE HAS NOT BEEN A SINGLE CRIMINAL COMPLAINT FILED.

I HAVE PERSONALLY TALKED WITH CUSTOMERS WHO HAVE PRAISED THE COMPANY FOR THE PROGRAM AND THEY HAVE TOLD ME THEY NOW FEEL SAFE SHOPPING OUT STORES AT NIGHT AND THAT THEY WOULD EVEN ALLOW THEIR GRANDMOTHERS TO SHOP DURING THE PM HOURS. THE STORE INCREASES CUSTOMER AWARENESS BY MAKING PA ANNOUNCEMENTS EXPLAINING OUR NEW CUSTOMER SERVICE. THIS IN TURN KEEPS OUR OFFICERS BUSY ESCORTING CUSTOMERS TO THE FAR REACHES OF OUR PARKING LOT, AS WELL AS, ASSISTING THEM WITH LOADING/CARRYING LARGE HEAVY ITEMS.

MONTH TO DATE, OUR OFFICERS HAVE BOOSTED 20 CUSTOMER CARS, PUT OUT A CAR FIRE WITH THE CARTS ON BOARD FIRE EXTINGUISHER AND THWARTED A THEFT AT THE GARDEN CENTER WHERE AN INDIVIDUAL WAS LOADING BAG GOODS IN THE TRUNK OF HIS CAR.

THE STORE MANAGER AND ASSOCIATES ARE EXCITED ABOUT THE PROGRAM. THE STORE HAS HAD STRONG EVENING SALES AND A MORE UPSCALE CUSTOMER BASE IN THE PM HOURS. THE ASSOCIATES ENJOY THE PROGRAM BECAUSE AT THE CLOSING OF THE STORE THEY TOO ARE ESCORTED TO THEIR CARS BY THE OFFICERS.

STORE 1444

THE CRIMINAL ACTIVITY AT THIS STORE, ON AN AVERAGE, IS LIKE THAT OF STORE 1219. THE ONLY EXCEPTION WOULD BE AN EXECUTION STYLE MURDER WHICH HAPPEN ON THE LOT THIS YEAR. AS RECENTLY AS LAST MONTH TWO CARS WERE STOLEN OFF THE LOT. THIS STORE HAS ONLY HAD THE PROGRAM FOR ABOUT THREE WEEKS HOWEVER THERE HAS NOT BEEN A SINGLE CRIMINAL INCIDENT ON THE LOT. THE STORE MANAGER IS REPORTING GOOD INCREASES IN EVENING SALES AND IS CONSTANTLY RECEIVING ACCOLADES FROM THE CUSTOMERS ABOUT THE PROGRAM.

MONTH TO DATE, THE OFFICERS HAVE BOOSTED 30 CUSTOMER VEHICLES, PUT OUT THREE CAR FIRES AND INVESTIGATED TWO SUSPICIOUS PERSONS WHO WERE MILLING ABOUT THE PARKING LOT.

STORE 1173

THIS STORE AVERAGES FOUR CARS PER MONTH STOLEN, TWO PURSE SNATCHINGS PER MONTH AND 4 CAR BREAKINS PER MONTH REPORTED. THE PROGRAM HAS BEEN IN EXISTANCE FOR THREE WEEKS IN THIS STORE AND THERE HAS ONLY BEEN ONE CAR BREAKIN REPORTED, WHICH HAPPEN BEFORE THE CARTS WENT ON DUTY. THE STORE MANAGEMENT STATES THE CUSTOMERS HAVE NOT MADE ANY COMMENTS ABOUT THE PROGRAM; I FIND THIS HARD TO BELIEVE BASED ON THE COMMENTS IN THE OTHER TWO STORES.

MONTH TO DATE, THE OFFICERS HAVE ASSISTED A LOST CHILD ON THE PARKING LOT, INVESTIGATED TWO SUSPICIOUS PEOPLE MILLING ABOUT CUSTOMERS VEHICLES. BOOSTED

15 VEHICLES. ON THREE DIFFERENT OCCASSIONS, RESCUED INFANTS AND SMALL CHILDREN WHO HAD BEEN LEFT IN VEHICLES, DOORS LOCKED, WINDOWS UP AND NO AIR CONDITION-- THE TEMPERATURE WAS 95 DEGREES, THEY THWARTED THE BREAKIN OF A BAY TELEPHONELOCATED OUTSIDE THE STORE AND LAST BUT NOT LEAST THEY ESCORTED A PERSON FROM THE STORE WITH A 10 FOOT PYTHON SNAKE WHICH NEEDLESS TO SAY WAS CAUSING SOME EXCITEMENT.

FINAL SUMMARY

IT IS EVIDENT FROM THE EARLY RESULTS OF THIS PROGRAM THAT WE WILL ACHEIVE OUR OBJECTIVE OF INCREASED SECURITY AND INCREASED CUSTOMER SERVICE ON OUR PROPERTY.

HOPEFULLY, THIS WILL HELP OUR STORES IN TROUBLED MARKETS WHO ARE HAVING SALES DECREASES AS WELL AS REDUCE OUR EXPOSURE TO LAWSUITS FOR FAILURE TO PROVIDE ADAQUATE SECURITY.

DAVID JONES
REGION "10"
DISTRICTS 121 AND 122