



**SEATTLE POLICE DEPARTMENT  
RETAIL THEFT PROGRAM (RTP)**

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**OPERATIONS POLICIES  
& PROCEDURAL MANUAL**

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## Section1: INTRO TO RTP

### **DISCLAIMER**

The Retail Theft Program manual is intended to be a guideline for the program and is subject to constant revision. Readers are cautioned! The Seattle Police Department is not liable for anyone's reliance on the guidelines contained in this manual. Individuals or law enforcement agencies need to research the local applicability of any and all contents of this manual. This manual and the information herein should not be distributed, reprinted, duplicated or transmitted; electronically or otherwise without the express written consent of the Seattle Police Department Retail Theft Program detective. This manual is not intended as legal advice. The Seattle Police Department recommends that an independent legal advice is sought prior to implementing any new policy or program in the handling of shoplifters or responding to other concerns or questions addressed in this manual. This program is intended for use by retail store security / loss prevention personnel only. The Retail Theft Program is an alternative reporting procedure. The Retail Theft Program does not grant a special police commission, nor does it grant extended arrest authority to any store security agents participating in the program. The information included in this manual is being supplied as a service of the Seattle Police Department.

Please address specific questions to the Retail Theft Program Detective at 206.386.9767 or via email, [chris.shean@seattle.gov](mailto:chris.shean@seattle.gov)

## INTRODUCTION

The Seattle Police Department (SPD) Retail Theft Program (RTP) was implemented in August of 1989. The program was designed to address the impact of shoplifting on the city's resources. This was accomplished by incorporating the authority granted by the Washington Administrative Code, (W.A.C.) and the Revised Code of Washington (R.C.W.), concerning the ability of sanctioned loss prevention agents to detain and investigate individuals for suspected shoplift incidents. Abbreviated, the program is an alternative reporting procedure. It enables participating store security personnel to inform the Seattle Police Department of detainment's made for investigation of misdemeanor theft (shoplift) and or criminal trespass incidents via a written report form. The Retail Theft Program is for use within the Seattle city-limits only. The program does not grant any special police commissions. Participating store security agents are not given enhanced arrest powers nor are they transferred authority to issue criminal citations.

A Seattle Police Department investigator is assigned to manage and facilitate this program. The investigator is responsible for the processing of all security initiated incident reports. This investigator is the sole instructor and general liaison for sanctioned store security agents employed throughout the city.

This manual contains detailed information pertaining to the procedures and policies of the Retail Theft Program. All inquiries regarding this program should be directed to the Seattle Police Department; Retail Theft Program Detective at 206.386.9767 or via email, [chris.shean@seattle.gov](mailto:chris.shean@seattle.gov)

## OUTLINE

This outline was created to provide an overview of the Retail Theft Program's procedures relating to the processing of a misdemeanor theft or criminal trespass incident. All other incidents should be reported to the police department via 9-1-1.

- Determine the type of crime committed. eg; shoplift, trespass, assault, etc.
- Call 9-1-1 if necessary.
- Detain the suspected offender. Always know and follow store policies, procedures, and Jurisdictional laws concerning the apprehension and detention of individuals. SAFETY FIRST!
- Ask for photo ID from the suspect: Attempt to verify the individual's identity.
- See False Identification.
- Call S.P.D. Communications, **206-625-5011**:
  1. Give your 'SAM' number and name.
  2. Request a General Offense Number and request a warrant check.  
The term "General Offense Number", "incident number" and "case number" are interchangeable. General Offense Number will be the preferred term.
- SPD communications will issue a General Offense Number whether the subject has a warrant or not. If the subject has an extraditable warrant of \$150 or over, SPD officers will be dispatched.
- The officer must confirm the validity of the warrant and will take the appropriate action regarding the offender.
- If the individual is listed as missing, runaway or otherwise "wanted"; SPD will respond to confirm the individual's identity, verify the information and take appropriate action: eg, book offender- transport them to an appropriate facility, etc.
- If the individual does not have an extraditable warrant valued over \$150.00 or has a non-extraditable warrant of any value, SPD Communications will issue and incident number.
- If the offender is booked into jail, a copy of the completed Security Incident Report or a statement by a Loss Prevention Officer must accompany the SPD Incident Report.

NOTE: The term "book" as used in this manual refers to the physical arrest of a suspect and placement into jail by police.

1. PREPARE a Security Incident Report (S.I.R.) describing the entire incident.

2. EXPLAIN and ISSUE the offender a copy of a Trespass Admonishment.
3. ADVISE the individual that a police detective will review the case.  
If appropriate, the report will be forwarded to the Seattle Law Department, Criminal Division. The Prosecutor will evaluate the case and make a determination regarding pursuance of criminal charges. If the prosecutor decides to pursue charges, the offender will be notified via U.S. mail within about 8-12 weeks from the date of the offense.
4. ESCORT the offender from the store.
5. COMPLETE and MAIL the Security Incident Report (S.I.R.) package to:

Seattle Police Department  
Data Distribution Section  
P.O. Box 34986  
Seattle, WA 98124-4986

## **Section 2: APPLICABLE LAWS**

This section contains select criminal codes of the Revised Code of Washington (R.C.W.) & the Seattle Municipal Code (S.M.C.) that are pertinent to store security personnel. These laws are subject to change without notification. Use the information included as a guideline only. Confer with individual legal advisors concerning specific instances, questions or additional applicable codes.

### **R.C.W. 9A.16.080 ACTION FOR BEING DETAINED ON MERCANTILE ESTABLISHMENT PREMISES FOR INVESTIGATION - "REASONABLE GROUNDS" AS DEFENSE**

In any criminal action brought by reason of any person having been detained on or in the immediate vicinity of the premises of a mercantile establishment for the purpose of investigation or questioning as to the ownership of any merchandise, it shall be a defense of such action that the person was detained in a reasonable manner and for not more than a reasonable time to permit such investigation or questioning by a peace officer, by the owner of the mercantile establishment or by the owner's authorized Employee or agent, and that such peace officer, owner, employee or agent had reasonable grounds to believe that the person so detained was committing or attempting to commit theft or shoplifting on such premises of such merchandise. As used in this section, "reasonable grounds" shall include but not be limited to, knowledge that a person has concealed possession of unpurchased merchandise of a mercantile establishment, and a "reasonable time" shall mean the time necessary to permit the person detained to make a statement or to refuse to make a statement, and the time necessary to examine employees and records of the mercantile establishment relative to the ownership of the merchandise. [ 1975 1st ex.s c 260 & 9A.16.080.]

Defense to Civil Action see RCW 4.24.220

### **R.C.W. 9A.16.020.1-4: USE OF FORCE - WHEN LAWFUL**

This code is included in part. The law is subject to change without notification. As used

in this code, "Necessary" is defined as; no reasonably effective alternative to the use of force appeared to exist and the amount of force used was reasonable to effect the lawful purpose intended.

The use, attempt, or offer to use force upon or toward the person of another is not unlawful in the following cases: (1) Whenever necessarily used by a public officer in the performance of a legal duty, or a person assisting the officer and acting under the officer's direction; (2) Whenever necessarily used by a person arresting one who has committed a felony and delivering him to a public officer competent to receive him or her into custody; (3) Whenever used by a party about to be injured, or by another lawfully aiding him or her, in preventing or attempting to prevent an offense against his or her person, or a malicious trespass, or other malicious interference with real or personal property lawfully in his or her possession, in case the force is not more than necessary; (4) Whenever reasonably used by a person to detain someone who enters or remains unlawfully in a building or on real property lawfully in the possession of such person, so long as such detention is reasonable in duration and manner to investigate the reason for the detained person's presence on the premises, and so long as the premises in question did not reasonably appear to be intended to be open to members of the public. [ (5), (6) Omitted. ]

### **S.M.C. 12A.08.060 THEFT**

A. A person is guilty of theft if:

1. He steals the property of another; or
2. By deception or by other means to avoid payment for services he intentionally obtains services which he knows to be available only for compensation; or
3. Having control over the disposition of services of others to which he is not entitled, he knowingly diverts those services to his own benefit or to the benefit of another not entitled thereto.

A. In any prosecution under this section, it is an affirmative defense that the property or services were openly obtained under a claim of title made in good faith, even though the claim be untenable.

### **S.M.C. 12A.08.040 CRIMINAL TRESPASS**

A. A person is guilty of criminal trespass in the first degree if he or she knowingly enters or remains in a building when he or she is not then licensed or privileged to so enter or remain.

B. A person is guilty of criminal trespass in the second degree if he or she knowingly enters or remains in or upon premises of another under circumstances not constituting criminal trespass in the first degree.

C. Criminal trespass in the first degree is a gross misdemeanor. Criminal trespass in the second degree is a misdemeanor.

D. A license or privilege to enter or remain in a building which is only partly open to the public is not a license or privilege to enter or remain in that part of the building which is not open to the public. A person who enters or remains upon unimproved and apparently unused land which is neither fenced nor otherwise enclosed in a manner designed to exclude intruders, does so with license and privilege unless notice against trespass is personally communicated to him or her by the owner of the land or some other authorized person, or unless notice is given by posting in a conspicuous manner. Land that is used for commercial aqua culture or for growing agricultural crop or crops other

than timber, is not unimproved and apparently unused land if a crop or any other sign of cultivation is clearly visible or if notice is given by posting in a conspicuous manner. Similarly a field fenced in any manner is not unimproved and apparently unused land.

E. In any prosecution under subsection A or B it is an affirmative defense that:

1. A building involved was abandoned; or

2. The premises were at the time open to members of the public and the actor complied with all lawful conditions imposed on access to or remaining in the premises; or

The actor reasonably believed that the owner of the premises, or other person empowered to license access thereto, would have licensed him or her to enter or remain; or the actor was attempting to serve legal process, which includes any document required or allowed to be served upon persons or property by any statute, ordinance, governmental rule or regulation, or court order, excluding delivery by the mails of the United States. This defense is available only if the actor did not enter into a private residence or other building not open to the public and the entry onto the premises was reasonable and necessary for service of the legal process.

Also refer to manual section: Trespass Admonishment

### **SMC 12A.16.040: FALSE REPORTING:**

A person is guilty of FALSE REPORTING if he: A. Initiates or circulates a written or oral report or warning of an alleged or impending occurrence of a fire, explosion, crime, catastrophe, or emergency knowing that such report contains false information and knowing that such report is likely to cause evacuation of a building, place, assembly, or transportation facility or to cause substantial public inconvenience or alarm; or B. Makes, files or causes to be filed with a public officer of the City a written report, statement, application, citation or complaint which he knows to contain a misstatement of a material fact; or 1. Makes a verbal statement relating to a crime, catastrophe or emergency to a Seattle Police Officer or a Seattle Police Department 9-1-1 emergency operator, knowing that such statement contains a misstatement of a material fact; or 1. Gives false identification to a Seattle Police Officer when such officer is executing a search or arrest warrant, issuing a citation or making an arrest.

### **MIRANDA RIGHTS**

This section discusses the Retail Theft Program policy in respect to the reading of Constitutional or "Miranda Rights ." R.T.P Miranda policies do not supersede any pre-existing policies of individual stores or private security companies regarding such matters. Miranda verbiage may be changed without immediate notification.

Q: Miranda - should I read it to suspects?

A: The law does not mandate security industry professionals to read Miranda to detained individuals.

The Retail Theft Program in consensus with the Seattle Law Department Criminal Division suggests that store security agents not read Miranda to detained individuals. The R.T.P. recommends that security personnel discuss the reading of Miranda with their individual store or company legal advisor(s) prior to implementing any policy or procedure. Once implemented, the procedure should be performed consistently.

Written Offender Statements: The R.T.P. recognizes the value of written statements from suspected offenders. For this purpose, detained individuals should always be offered the opportunity to write statements. No individual should be forced or coerced by any means to write a statement.

Offender Statement Form: The detained individual should write statements or "confessions" on a lined statement form. If the individual chooses not to write a statement, the security agent may note the refusal in their incident report.

Read Miranda - don't recite;

If implementing Miranda:

1. Rights should be read aloud to the individual in a manner in which the rights are easy to understand. It is not a good idea to recite the rights from memory.
2. Miranda should be read from the same form or document each time.
3. The security agent should indicate the date/time the Miranda Rights were advised on the face sheet of the Security Incident Report (S.I.R.) (box #1).

### **MIRANDA WARNINGS**

1. You have the right to remain silent.
2. Anything you say can be used against you in a court of law.  
For juveniles only: if you are under the age of 18, anything you say can be used against you in a juvenile court prosecution for a juvenile offense, and can also be used against you in an adult court criminal prosecution if the juvenile court decides that you are to be tried as an adult.
3. You have the right at this time to an attorney of your own choosing, and have him present before and during questioning and the making of any statement. If you cannot afford an attorney, you are entitled to have an attorney appointed for you by a court and to have him present before and during questioning and the making of any statement.
4. You have the right to exercise any of the above rights at any time during questioning or the making of any statement.
5. You have the right to counsel. If you are unable to pay for counsel you are entitled to have one provided without charge. [required advisement by Washington state law.]

### **WAIVER BY SUSPECT**

1. Do you understand each of these rights I have explained to you?
2. Having these rights in mind, do you wish to talk to us now?



## Section 3: MAKING REPORTS

Making or filing a police report is a serious matter. Whether the report is written or verbal, the complainant will be held accountable for its' contents. All security agents should familiarize themselves with proper procedures for reporting emergency situations, call 9-1-1.

### REPORTING EMERGENCIES THROUGH 9-1-1:

When calling 9-1-1 to report an emergency situation; briefly state the nature of the call - let the 9-1-1 operator control the conversation. The operator will require specifics; WHAT, WHERE AND WHO.

#### CALLERS SHOULD BE PREPARED TO PROVIDE THE FOLLOWING INFORMATION:

WHAT is occurring: be specific - how many people are there involved? Are there any weapons? Describe the clothing the suspect is wearing. Don't guess - if you don't know say so.

WHERE is the incident taking place:

1. Provide the address of the business, and
2. Provide the location of the incident - within or outside the building, directional information; NORTH, SOUTH, EAST or WEST, or landmarks, if accurate can be helpful.

WHO is calling? Who is involved? (store security, bystanders, etc) Provide your name, title, and the telephone number and address from which you are calling.

STAY ON THE LINE: Stay on the telephone until the operator terminates the call. Care must be taken to give accurate and complete information pertaining to the incident and the offender(s).

UPDATE THE CALL: Assure that the call is updated as the event changes eg; cancellation of the request for officer response, weapons now involved, assault occurred, injuries, medics needed, offender escaped - direction of travel, etc.

### IMPORTANCE OF COMMUNICATION

The importance of communication must be emphasized. In both the law enforcement and loss prevention industries; whether speaking on a two-way radio, the telephone or in-person, the communication of information: details, descriptions, ideas, policies and procedures are of utmost importance. Although, the significance of accurately reconstructing the specifics of an incident in a case report is obvious, many of us neglect to verbally communicate effectively and precisely during the course of the event. Initially, loss prevention agents must sufficiently communicate the actions, and the location of the suspect to other agents. In emergency incidents, this information may have to be transmitted simultaneously to the police department via 9-1-1. Security agents must assure that the information getting to the police officer(s) responding to the emergency is clear and accurate. Agents must also communicate effectively to the suspect. Agents should properly identify themselves as store security (verbally and with identification), explain the reason they are contacting or detaining the individual, and explain the store policies and procedures relating to the incident.

Agents should use the following as guidelines for general communication:

1. Speak normally and clearly
2. Be brief-but accurate
3. Clarify words or information given by repeating them back
4. Always accurately identify yourself
5. Always know to whom you are speaking
6. Be aware of who is listening (bystanders, etc.)
7. Remain calm and professional
8. Avoid industry terms or slang
9. LISTEN! Let the emergency 9-1-1 Operator or the Police Officer guide the conversation
10. LISTEN! Listen to the suspect and witnesses

### PHONETIC ALPHABET

Another method to enhance effective communication is the phonetic alphabet. This is a system of identifying letters of the alphabet by means of code words in voice communication. This technique is especially helpful when speaking over the radio or telephone. Instead of saying the letters when spelling, a word is assigned to each letter and is used to clarify the letter intended. For example; Instead of spelling; S-M-I-T-H, you would spell it phonetically; SAM, MARY, IDA, TOM, HENRY

### PHONETIC ALPHABET REFERENCE GUIDE:

ADAM, BOY, CHARLIE, DAVID, EDWARD, FRANK, GEORGE, HENRY,  
IDA, JOHN, KING, LINCOLN, MARY, NORA, OCEAN, PAUL, QUEEN, ROBERT,  
SAM, TOM, UNION, VICTOR, WILLIAM, X-RAY, YOUNG, ZEBRA

### REQUEST IDENTIFICATION

After detaining an individual, the security agent should ask the suspect to provide them with a verifiable and valid document of photographic identification. For the purpose of the Retail Theft Program, there is a variety of identification that qualifies as verifiable or valid e.g.; any legally issued current State driver's license, any current state identification card, or a social security card in combination with two pieces of photographic ID. Simply because an individual is in possession of an ID card, it does not necessarily mean that the ID is theirs, nor does it attest its' validity. All security agents are encouraged to examine the identification presented.

The RTP recommends the following as guidelines for examining and processing ID:

- POLITELY ask the individual for their identification.
- INSPECT the ID, What is issue date? A recently issued ID may mean it is fake.
- EXAMINE the document for tampering
- IDENTIFY the type of document it is; (State issued ID card, or is it a "resident" ID card)

**AVOID MAKING ASSUMPTIONS:**

1. Ask the individual for their full name, date of birth, and physicals.
2. Ask the individual for their current and complete address.
3. Review the information as it is given -- is it accurate based on the document you are holding?
4. Visually compare the ID with the individual detained. Is the person detained the same one pictured on the ID? See False Identification

**TAKE A PICTURE**

The Retail Theft Program recommends that an instant or Digital photograph be made of the detained individual (Adult or Juvenile). The photograph may serve as a tool in identifying the offender prior to formal charging.

**IF SUSPECT HAS NO I.D.**

If you are having difficulty establishing an individual's true identity, if the individual is not cooperating, the security agent may, at last resort, call 9-1-1 and request that a patrol officer respond to the scene. The officer may be able to assist in identifying the individual. When calling 9-1-1 for this purpose, unless circumstances indicating otherwise are present, agents should immediately advise the 9-1-1 operator that they have a non-emergency situation.

The agent should provide the 9-1-1 Operator with following:

1. Agent's first and last name and SAM number
2. Name and telephone number of the store
3. Location of the incident:
  - a) Address of store and
  - b) Location within the store to meet the police officer(s).
  - c) The reason for requesting a patrol officer to respond: eg;" to assist in identifying a "shoplifter in custody." Or " shoplifter in custody with no I.D.."

**FALSE IDENTIFICATION MATTERS**

This section discusses the preferred procedures for processing paperwork on individuals who were misidentified at the time of the incident investigation. Prior to commencing on any procedure, the investigating security agent should contact the R.T.P. Detective for the purpose of discussing the incident particulars.

**FALSE NAME:**

There are occasions when people detained for a crime will successfully identify themselves (with or without documentation) as another person. Frequently they use a relative's name as their own. This may cause the case to be processed; criminal and civil charges to be filed against the wrong individual. These situations are also often referred to as "evil twin" cases.

When any question concerning the name or identity of a suspect is brought to the attention of security, the agent should contact the R.T.P. Detective or the Prosecutor's office as soon as possible. Request the listed defendant's name be amended to accurately reflect the identity of the individual detained for the crime. There are no absolute rules for processing these cases. Agents should discuss each circumstance with their legal advisor.

When appropriate;

1. Have the "true" individual come to the store / security company office.
2. Ask permission to photograph the "true" individual. The photograph may assist the investigation by depicting the appearance of the individual whose name was used.
3. If permission is obtained, take an Instant photo.
4. Have the "true" individual write a brief statement including;
  - a) Their name, date of birth, address, telephone number
  - b) How they were made aware of the crime
  - c) Any information pertaining to the identity of the "real" suspect
  - d) The security agent may interview the "true" individual and prepare the statement for their signature.

The security agent should:

1. Write a brief statement including the following:
  - a. Original Seattle Police Department Single Incident Number (case number)
  - b. Date / time / how contacted / notified of false report eg; in-person, by telephone, through corporate office etc..
  - c. Action taken / eg; met with complainant, showed photos of suspect etc..
  - d. Possible suspect, and why they believe this person to be the actual offender.
2. Call and brief the R.T.P. Detective and/or Prosecutor's Office of the circumstances. This will allow the case to be intercepted.
3. Forward the statements and any photographs taken concerning the identity of the offender to the R.T.P. Detective via fax or direct mail.

## SECURITY IDENTIFICATION NUMBERS (SAM)

SECURITY ID NUMBERS: "SAM" NUMBERS:

All store security agents who are employed by an independent retail store or chain are assigned an individual security identification number or "S" number (often referred to phonetically as a "SAM number"). SAM numbers will contain the letter S followed by three (3) digits.

These numbers are assigned by the R.T.P. Detective. Contact the RTP Detective for all SAM id issues. Please request "SAM" numbers from the RTP Detective by email. [Chris.shean@seattle.gov](mailto:Chris.shean@seattle.gov)

USE OF "SAM" NUMBERS:

Retail loss prevention agents employed by independent retailers may use; their SAM number alone, their SAM in conjunction with their first name, or their SAM number in conjunction with their full name.

For example;

"This is #S444 of Macy's Store security requesting an SPD General Offense number for a shoplift..."

OR

"This is Tim #S444 of Macy's Store security requesting an SPD General Offense number for a shoplift..."

OR

"This is TIM SMITH #S444 of Macy's Store security requesting an SPD General Offense number for a shoplift..."

**SAM USE POLICY:**

Agents must provide their name and / or their assigned SAM number to:

1. The S.P.D. Communications prior to being issued any Seattle Police Department General Offense Number(s) and warrant check.
2. Print their assigned number clearly after their name / signature on all submitted Security Incident Report (S.I.R.) forms.
3. Provide full name and assigned SAM number whenever requested by police personnel.

**PRIVATE SECURITY COMPANIES:** Agents employed by such firms must provide their SAM number along with their full name whenever using the R.T.P procedures.

## **Section 4: ARRESTS AND WARRANTS**

### **ARREST PROCEDURES**

This section offers a brief overview of arrest procedures relating to the Retail Theft Program. These procedures do not supersede any individual store policies regarding such matters. All detainment or contacts of suspected offenders must be reasonable (ref. page 6). RCW 9A.16.080 and should be made by store security in accordance with State and jurisdictional laws as well as store policy.

**ARREST:**

On the basis of the Revised Code of Washington; RCW 9A.16.080 the primary rule with respect to misdemeanor theft (shoplift) detentions, is that the security agent must personally witness the offense prior to making an apprehension. This code allows the merchant or their designee, to use reasonable grounds, which, in the event of a shoplift, may include, but are not limited to, knowledge that a person has concealed possession of unpurchased merchandise belonging to the mercantile establishment. In the event of criminal trespass; documented knowledge that a person has knowingly entered a building when he/she is not invited or privileged to do so. Once the store security agent determines that based on state law and store procedural policies, they have probable cause to detain the suspected individual, the agent should make the contact maintaining a calm and professional demeanor throughout. The physical detention of a person suspected of shoplifting is just the beginning. The security agent must thoroughly document the incident and submit their case report to the appropriate authorities. Agents may be asked to complete follow-up work, and if subpoenaed, to appear in court in order to accurately and truthfully testify about the details of the incident. In preparation for the police investigation and prosecutorial review of Security Incident Report (S.I.R.)s, security agents should compose their report in compliance with the sections delineated in this manual.

**COMMUNICATE WITH POLICE:**

When the patrol officer arrives, the agent should:

1. Describe the details of the incident to the officer
2. Explain the reason police were called to the scene.
3. Make sure to include in the Narrative, "suspect identified by Officer 'Smith' serial number xxxx.

The police officer has jurisdiction over the incident and will determine the disposition of

the offender based upon the information provided. The officer may choose to arrest: "book" the offender into jail or identify and release (I&R) the offender from the store.

The responding police officer may;

**I&R (Identify & Release):** Once the suspect's identification has been established, the police officer may leave the scene. The security agent may initiate the criminal charging process by preparing a Security Incident Report (S.I.R.) package & submitting it to the police department via U.S. Mail.

**BOOK (take into custody):** If instead the police officer decides to take the offender into custody for the purpose of BOOKING into jail, the paperwork pertaining to the incident must accompany the offender. Provide the responding Police Officer a copy of Security Incident Report to be included with the Police report. If the Police Officer does not take a copy of the SIR, Mail the original SIR to Seattle Police Department Data Distribution Section. If a General Offense number has already been received by store security, the SPD officer should use THAT number for his paperwork. If a number was not drawn, Store security should use the number provided by the Officer for the Security Incident Report. The goal here is to avoid a duplication of offense numbers.

## **WANTS / ARREST WARRANTS**

This section discusses warrants and "wants". Security agents should complete a computer query via telephone for outstanding arrest warrants / "wants" on any individual they have detained whenever possible. These queries may be accomplished only by using the procedures delineated herein.

### **DEFINITIONS:**

**WANT** - a computer-transmitted request by a law enforcement agency seeking an individual in order to apprehend or locate. A WANT may appear when a computer query is completed on a given name, or alias of an individual who is listed as missing, a runaway or otherwise desired in relation to a case by law enforcement.

**ARREST WARRANT** - a legal writ issued by a magistrate or judge authorizing law enforcement officers to locate and arrest the named individual in relation to a specific criminal incident.

**EXTRADITION** - the handing over or the surrender of an alleged criminal under the provisions of a statute having jurisdiction for the charging of the crime. A warrant may be extraditable or non-extraditable. The extradition status limits the jurisdiction from where the offender may be retrieved. The reasons for these limitations are generally related to the type of crime or amount of bail set. For example; the suspect may have a warrant originating from an incident in Tacoma. The jurisdiction, Tacoma, decides that they will only extradite or pick up this person from Pierce County cities. If the suspect was detained in Seattle (King County), Tacoma would not extradite. So unless the suspect has other warrants, local or extraditable, or if they have committed additional crimes, he or she is not subject to arrest. The agent may remind the individual to contact Tacoma regarding the warrant(s), and proceed to process them for the shoplift incident. Police response is not needed on non-extraditable warrants.

**"HIT"** - When used in conjunction with a law enforcement computer query, the term; " a HIT" indicates an entry exists. On the basis of the data inputted, eg, a name, the system shows an agency entry for that name. Antithesis to a HIT would be a reply that no

records were found. This wouldn't mean that the person or warrant doesn't exist, only that based on the information provided the system could find no record. A query for outstanding wants / arrest warrants is not proof of an individual's actual identity, nor does it automatically confirm that the want / arrest warrant is valid. The queries are completed via computer based upon the information provided - nothing more. All hits must be investigated. The detained individual accurately identified, and the existence and validity of the want /arrest warrant confirmed by the responding law enforcement officer.

### BEWARE OF; "WANTED PERSON" BULLETINS

Security agents who are notified of a non-verified want / arrest warrant for a specific individual via a community publication eg; "wanted poster" crime bulletin, newspaper announcement or media broadcast, should call 9-1-1 and advise police of their contact with the named individual. Unless security agents have a legitimate reason to contact / detain the individual eg; shoplift occurred in their presence, they should not detain or attempt to detain persons based solely on media broadcast or posted information.

### REQUESTING A WARRANTS CHECK

This section discusses the R.T.P. policies and procedures in making inquiries to the Seattle Police Department Communication Section. Queries may be completed concerning the existence of arrest warrants, wants for the name given by detained individual. The policies and procedures discussed herein are subject to modification upon alterations in the administration / operation of the Seattle Police Department Communications Section and/or the King County Jail.

Police should be notified of warrants exceeding \$150.00

### COMPLETING WANT / ARREST WARRANT QUERIES

To request a computer query for outstanding arrest warrant(s) or wants, security agents should call the Seattle Police Department Communication Section.

- Want / arrest warrant checks may be completed by the investigating agent only.
- Queries are limited to persons who are:
  1. currently in security custody at the store
  2. the store is located within Seattle City limits

Agents must provide Communications personnel with the following information:

1. Agent name (or security ID number ) position, store name, location & query (e.g.; "John Smith - security #717-@ Macy's, requesting a warrant check on.....)
- 2.The suspect's FULL NAME eg: LAST NAME, FIRST NAME, MIDDLE NAME (Be prepared to SPELL the suspect's name.)
- 3.The suspect's RACE and SEX
- 4.The suspect's DATE OF BIRTH (D.O.B.)

### WARRANT CHECK- IF YOU CAN'T GET THROUGH:

If an agent cannot get through to check for warrants e.g.; telephone line is busy, or computer systems are down. The agent may record their efforts on the Security

Incident Report (S.I.R.) form and continue with the investigation - photographs, statements, and releasing the suspected individual from the scene or if appropriate to the police. Agents should not call police to the scene just to run a warrant check.

#### WARRANT CHECK- NO RECORD OF EXISTING WARRANTS:

If based on the information provided, there is no record of any extraditable want / arrest warrant(s) valued at over \$150.00+, the agent may complete their investigation (photographs, statements, report) and release the suspected individual.

#### WARRANT \$150.00+- NON-EXTRADITABLE WARRANT EXISTS (No Police Needed)

1. The agent may advise the suspect that they have a warrant and that they should contact the jurisdiction.
  2. Process and release the suspect using RTP Policies/Procedures
    - Prepare a Security Incident Report (SIR) describing the entire incident
    - Release the Offender
- Mail the completed Security Incident Report (SIR) to SPD Data Distribution Section

#### WARRANT \$150.00+- EXTRADITABLE WARRANT EXISTS

If a computer record of a want or extraditable arrest warrant at over \$150.00 + exists, or if a "hit " appears referencing a missing person or runaway status, Communications will dispatch SPD officers

1. The responding police officer will have to verify and confirm the warrant.
2. The responding officer will make a determination to book or release the suspect based upon their investigation.

When calling 9-1-1 for this purpose, agents should provide the 9-1-1 Operator with:

- security agent name
- location of incident
- location within store to meet officer(s)
- & reason patrol response is being requested e.g.; "shoplifter in custody w /a warrant." The responding patrol officer will have to verify the suspect's identity, and confirm the validity of the arrest warrant or "hit".

Based on the officer's investigation the offender may be:

- I&R: IDENTIFIED & RELEASED on security's report. Warrant(s) not valid or "bookable."
- ARRESTED & BOOKED into jail for warrant(s) and the "new" crime (theft or trespass).
- JUVENILE: May be taken into custody for release to parent / guardian or shelter or youth service center (YSC) as deemed appropriate by officer

#### I&R (IDENTIFY & RELEASE)

If the patrol officer determines that the offender will not be taken into custody, the officer may leave and the security agent should:

1. Call S.P.D. Communications Section to obtain a S.P.D. General Offense



- Number.
2. Prepare a Security Incident Report (S.I.R.) package describing the entire incident.
  3. Explain trespass admonishment & release (escort) the individual from the premises.
  4. Photocopy & submit the original S.I.R. package to the S.P.D. Data Section via mail.

#### BOOKINGS

If the warrant is confirmed, the offender may be BOOKED into jail.

In this instance, the patrol officer will supply the security agent with a S.P.D. General Offense Number unless a number has already been drawn by store security.

Using this General Offense number, the security agent should:

- 1) Prepare a Security Incident Report (S.I.R.) summarizing the entire event
- 2) If requested, provide a copy of the completed S.I.R. to the officer
- 3) Mail the original report package to the S.P.D. Data Section within 48 hours

The patrol officer, using the same incident number will complete a Seattle Police Department Incident Report.

#### PAPERWORK RESPONSIBILITIES

Whenever a suspect is booked into jail, whether due to a warrant or an additional crime, all of the paperwork pertaining to the incident must accompany the offender through the system.

### S.P.D. GENERAL OFFENSE NUMBERS

This section discusses the Seattle Police Department General Offense Number (G.O.N.). The section describes the requirements for obtaining G.O. numbers by the participants in the Retail Theft Program. The policies, and procedures as discussed are subject to modification upon alteration in the administration / operation of the Seattle Police Department Communications and Records Divisions.

#### WHAT IS A GENERAL OFFENSE NUMBER?

A Seattle Police Department General Offense Number is also known as a G.O.N. or a "police case number". It is a number assigned to incident reports for the purpose of filing, tracking and maintaining these reports in the Records Division. Seattle Police Department General Offense numbers apply only to incidents which occurred within the city limits of Seattle.

**ALL REPORTS MUST HAVE A G.O. NUMBER - ALL G.O. NUMBERS MUST HAVE A REPORT!** A S.P.D. General Offense Number must be assigned and recorded on all submitted Security Incident Report (S.I.R.). Consequently, anytime a General Offense number is obtained, a case report must be prepared and submitted through proper channels. Note; please include the General Offense Number in the body of the narrative. This will make it easy to find the G.O. number, if the G.O. number at the top of the report is unreadable from faxing or copying.

Year (dash) incident number: 2013-000000

A Seattle Police Department general offense number will contain no more than six (6) digits. These numbers will be preceded by the year the G.O.N. was issued, a hyphen then the incident number. e.g.; a 2013 incident number might appear as 13-456778 or

2013-003450, a 2012 incident number might appear as 12-005479 a 2011 incident number as; 11-355667, etc. The G.O.N. must be on each page of the RTP report.

#### WHAT IS A M.I.R.?

When a General Offense Number is assigned to an event or offense, the computer system requires a disposition eg; the status of the incident. The disposition describes the conclusion or resolution of the incident. It identifies the type of incident, and the action taken eg: case report written, arrest made, etc.. For the purpose of the Seattle Police Department the dispositions are a alpha numeric codes. These codes are called a Miscellaneous Incident Reports (M.I.R.s). A M.I.R. consists of three (3) digits, which designates the type of incident eg; 064 = theft, and a single letter which indicates the disposition (action taken) eg; C = case report written. In the instance of multiple crimes ie; a shoplift and a trespass violation, the suitable M.I.R. would reflect the primary or initial violation; the theft.

#### OBTAINING A S.P.D. GENERAL OFFENSE INCIDENT NUMBER;

To acquire a Seattle Police Department General Offense Number (G.O.N), participating store security agents should call the Communications Section to obtain a G.O.N., agents must provide the following information:

- 1.Agent name (or security ID number)  
(e.g.; "John Smith Security ID# S000..)
- 2.Store name, address and phone number  
(e.g.: Macy's at 1601 4th Ave..)
- 3.Request an General Offense number for a Theft (shoplift) or Criminal Trespass

Write down the correct G. O. number;

It is imperative that security agents file cases under the correct G.O. numbers. Make a practice of writing down the G.O. number on the Security Incident Report (S.I.R.) form immediately. If need be, repeat the number back to the Communications Log Clerk for verification. To avoid the loss of associated paperwork or reports, the G.O. number must be clearly printed in BLACK ink, on all attached report documents. Since RTP stores use the same MIR for every incident number, the Communications personnel may not ask for the MIR each time.

## Section 5: RETAIL THEFT PROGRAM FORMS

This section describes all of the authorized forms used within the Retail Theft Program.

All of these forms are available through the SPD RTP webpage

[www.seattle.gov/police/rtp](http://www.seattle.gov/police/rtp). These forms can be printed as the forms are needed. If for some reason your store does not have access to the Internet, then the forms can be acquired from the RTP Detective.

#### SECURITY INCIDENT REPORT (S.I.R.):

The Security Incident Report (S.I.R.) form is to be utilized by store security participating in the R.T.P. for the purpose of reporting misdemeanor theft and/or criminal trespass incidents which occurred within the city limits of Seattle. Refer to the section outlining

this form and procedures for its use. There are three forms; Face sheet, Narrative Sheet, and Continuation Sheet. These forms can be downloaded from the SPD web page.

**SPD STATEMENT FORM:**

This form may be used for store security personnel, and witness and suspect statements regarding the theft/trespass incident. The General Offense Number should always be printed on the form in the upper right hand corner. Continuation sheets can be used if the statement is long.

**S.P.D. PROPERTY REPORT (P.R.):**

This form is to be used as a continuation sheet in listing stolen/recovered property in the theft incident. This form should be filled out as complete as possible. Include item serial numbers, model numbers, description of item, and any other pertinent information. Always include the S.P.D. General Offense Number on the form.

**S.P.D. NOTICE OF CHARGING / TRESPASS ADMONISHMENT FORM:**

This form may be used to document a Criminal Trespass Admonishment. Trespass Admonishment should always be explained to the suspect. And it is a good idea to provide the suspect with a copy of the form. Always include the General Offense Number on the form.

**RETAIL THEFT PROGRAM REVISIONS:**

Periodically there will be revisions to RTP Procedures. This information will be sent out through the RTP List serve or by direct email to the store or Loss Prevention Manager. Any revision should be posted and filed for reference in the Loss Prevention Office. None of the revisions are meant to supersede any store policy.

**CASE REPORT REQUEST:**

When the Retail Theft Detective has received notice from the Seattle Police Department Data Distribution Section that a general offense number has been drawn by a Loss Prevention Officer at a particular location, on a particular date/time, and no paperwork has been received, the RTP Detective will request the report be sent as soon as possible. Whenever a general offense number is drawn, a report will need to be completed. It is imperative that the paperwork be researched and located, as soon as possible. Security should make a copy of the case and re-submit it as soon as possible. There will be Two (2) email requests for the report and the RTP Detective will wait for 30 days for the report. If there is no response from store security, either via telephone or mail after two requests and 30 days, the general offense number may have to be canceled, and any charges "not filed". Mail case reports as directed by the RTP Detective. If there are any questions regarding Case Reports Requests, the Loss Prevention Manager should contact the R.T.P. Detective immediately.

**RETAIL THEFT PROGRAM FOLLOW-UP REQUEST:**

When the City Attorney's office requests additional information, the RTP Detective will contact the Loss Prevention Manager of the Store or Company and request that additional information. The RTP Detective will make Two (2) email requests and wait 30 days for the requested information. If there is no response to the requests, the case will be dismissed.

## REPORT WRITING REQUIREMENTS

This section discusses the policies and procedures of the Retail Theft Program relating to report writing requirements. The information herein does not supersede any policies and procedures of individual stores or private security companies.

### IMPORTANCE OF THE INCIDENT REPORT:

**WRITE A GOOD REPORT:** It is imperative for the successful prosecution of any offender, that the report describing the incident is foremost available and secondly, written in a clear, concise and accurate manner. All Security Incident Report (S.I.R.)s submitted are reviewed and thoroughly investigated. If the report is inadequate, illegible, confusing, or distorted it will not be accepted. Deficient reports will be returned for specific corrections. If the corrections are not made within the designated period of time, the case against the listed offender may be dismissed.

The following are recommendations for the preparation of incident reports or statements:

**LEGIBILITY:** Print or type in **BLACK** ink. This aids in initial clarity and permanence, and allows for repetitive reproduction of the report.

**WRITE IN THE FIRST PERSON:** It is easier to read, easier to write and a shorter format. For example: Instead of: "this agent did see the suspect pick up the gloves" write: "I saw the suspect pick up the gloves".

**WRITE IN PLAIN ENGLISH:** Avoid legal or industry jargon. Describe the incident clearly in plain English. Instead of "the Caucasian male suspected offender exited the RTS area, committing larceny. Write: I saw the suspect walk out of customer service without paying for the item.

**ACCURACY:** Be accurate. Don't make assumptions or state opinions. Present a clear, brief description of the incident. The report should contain information describing exactly what occurred. Avoid editorializing. Making a false report is a crime.

**ADDRESSES:** The correct address is imperative to the investigation and to the filing of criminal charges. Include apartment numbers, City, State and zip code, as well as alternate addresses if they are applicable.

**REPAIR MISTAKES:** Avoid the use of liquid paper or "white out". Correct errors by drawing a single line through the words, initial and amend the entry eg; mitake LF mistake. If the report gets too messy, please rewrite it.

**SPELLING / GRAMMAR:** If you are not familiar with the proper spelling or use of a specific word or term, avoid using it ! Your report reflects on your professional ability and on the store or security company which employs you as well as the security industry as a whole. Use simple words and terms.

**NAMES:** Ask the offender their name - don't just assume the ID is correct. Print out proper names (verify the spelling). List full names of persons involved (offenders, witnesses etc.) beginning with the **LAST** (name), **FIRST** (name), **MIDDLE** (name).

**MULTIPLE SUSPECTS:** If the incident involves multiple offenders, clarify exactly who took what, as well as: what was recovered from whom. Use the suspect's names (first or last). Avoid identifying suspects as; S1, S2, etc.. This information should be clearly printed in item #5 EVIDENCE. When discussing the actions of multiple offenders in your report narrative, always identify each suspect in the narrative by their individual names.

**MILITARY:** If the offender is currently active in the armed forces, the branch, (USMC, US Army, USAF, USN etc. ) along with the offender's rank, and Commanding Officer's telephone number are to be included in the appropriate boxes in the suspect section on the face sheet of the report form.

**NOT APPLICABLE BOXES:** To avoid alterations of case reports by unauthorized individuals, the R.T.P. recommends that security agents draw a ,X, a line, or print N/A (not applicable) in those boxes which they are not using for the specific incident they are reporting.

**COMPLETENESS:** Be complete. Include all pertinent information, and associated reports and statements. Be detailed - include information concerning exactly what you observed:

- Begin with the date and approximate time of the incident
- Introduce yourself; first and last name as well as your job title
- What did you personally witness?
- What were the suspect's actions? Be descriptive
- Did the suspect conceal the item(s)?
- Where was/were the item(s) concealed, recovered ?
- Where was the suspect stopped?
- What were your actions when you stopped the suspect?
- Did the suspect say anything when he/she was stopped?
- Was the suspect Mirandized?
- Did the suspect give a statement/confession?
- Was the suspect a Juvenile?
- Juvenile suspect parent/guardian contacted?
- How did you confirm the Juvenile's identity?
- Did the Juvenile's parents or guardian pick them up?
- Did a police officer respond?
- Why did an officer respond?
- What was the officer's name and serial number?
- What action did the officer take?
- Was the suspect photographed?

These reports are official documents and thereby subject to public information and discovery laws. Reports submitted by store security agents have absolute bearing on the outcome of the case and the decisions made by the court.

# Security Incident Report

General Offense Number

Investigator Use Only:  
© Refer to Law Department (LD)

Date Reported	Time Reported	Date Occurred (Month, Day, Year)	Time Occurred (24hr.)
Incident Location/Address			
Offense #1 (Primary) (Check one as applicable) <input type="checkbox"/> Theft (Shoplift) <input type="checkbox"/> Other _____ <input type="checkbox"/> Criminal Trespass		Offense #2 <input type="checkbox"/> Theft (Shoplift) <input type="checkbox"/> Other _____ <input type="checkbox"/> Criminal Trespass	
Suspect #1			
Suspect Name (Last, First, Middle)	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Race <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Indian <input type="checkbox"/> Unknown	HT WT Hair Eyes DOB: / /
Mailing Address (Include apartment numbers)		City/State	Zip Code Phone <input type="checkbox"/> Home <input type="checkbox"/> Work
Occupation	Employer/School	Military Branch <input type="checkbox"/> Army <input type="checkbox"/> Navy <input type="checkbox"/> AirForce <input type="checkbox"/> Marine CO:	
Type of Identifications Provided: <input type="checkbox"/> No I.D. Verbal Only <input type="checkbox"/> Drivers License # _____ State: _____ <input type="checkbox"/> Social Security # _____ <input type="checkbox"/> No I.D. Identified by Police-Officers Names: <input type="checkbox"/> Other (Clarify in narrative) <input type="checkbox"/> State ID Card # _____			
Resident? <input type="checkbox"/> Yes <input type="checkbox"/> No		Statement? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Clarify suspect release disposition and police response information in the report narrative: <input type="checkbox"/> Juvenile Suspect <input type="checkbox"/> Adult Suspect <input type="checkbox"/> Released to Parent/Guardian (Name): _____ <input type="checkbox"/> Released to Police (Officer's Name): _____ <input type="checkbox"/> Released by Security <input type="checkbox"/> Police Responded <input type="checkbox"/> Police Assisted Only			
Suspect #2			
Suspect Name (Last, First, Middle)	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Race <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Indian <input type="checkbox"/> Unknown	HT WT Hair Eyes DOB: / /
Mailing Address (Include apartment numbers)		City/State	Zip Code Phone <input type="checkbox"/> Home <input type="checkbox"/> Work
Occupation	Employer/School	Military Branch <input type="checkbox"/> Army <input type="checkbox"/> Navy <input type="checkbox"/> AirForce <input type="checkbox"/> Marine CO:	
Type of Identifications Provided: <input type="checkbox"/> No I.D. Verbal Only <input type="checkbox"/> Drivers License # _____ State: _____ <input type="checkbox"/> Social Security # _____ <input type="checkbox"/> No I.D. Identified by Police-Officers Names: <input type="checkbox"/> Other (Clarify in narrative) <input type="checkbox"/> State ID Card # _____			
Resident? <input type="checkbox"/> Yes <input type="checkbox"/> No		Statement? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Clarify suspect release disposition and police response information in the report narrative: <input type="checkbox"/> Juvenile Suspect <input type="checkbox"/> Adult Suspect <input type="checkbox"/> Released to Parent/Guardian (Name): _____ <input type="checkbox"/> Released to Police (Officer's Name): _____ <input type="checkbox"/> Released by Security <input type="checkbox"/> Police Responded <input type="checkbox"/> Police Assisted Only			
<input type="checkbox"/> Additional Suspects (Document additional suspects on a second SIR form. Print or Type the assigned police offense number and attach together.)			
Victim/Witness			
Store Name		Address	
Institution Type <input type="checkbox"/> 76 Clothing Store <input type="checkbox"/> 80 Electronics Store <input type="checkbox"/> 87 Music/Movie/Game Store <input type="checkbox"/> 78 Department Store <input type="checkbox"/> 82 Grocery Store <input type="checkbox"/> 90 Sporting Goods Store <input type="checkbox"/> 79 Drug Store <input type="checkbox"/> 84 Hardware/Home Improvement <input type="checkbox"/> 89 Other		Phone	

Mail entire report to: Seattle Police Department, Data Distribution Section PO Box 34986 Seattle, WA 98124-4986 Within 48 hours of Incident.

# Security Incident Report (continuation)

General Offense Number

## Complainant/Witness

Primary Complainant/Witness Name (Last, First, Middle)	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Race <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Indian <input type="checkbox"/> Unknown	Date of Birth	Job Title/Security Co.
--	---	---	---------------	------------------------

Subpoena Address (Include apartment numbers)	City/State	Zip Code	Contact Phone
--	------------	----------	---------------

Resident? ☐ Yes ☐ No

Statement? ☐ Yes ☐ No

## Witness

Witness Name (Last, First, Middle)	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Race <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Indian <input type="checkbox"/> Unknown	Date of Birth	Job Title/Security Co.
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Subpoena Address (Include apartment numbers)	City/State	Zip Code	Contact Phone
--	------------	----------	---------------

Resident? ☐ Yes ☐ No

Statement? ☐ Yes ☐ No

## Other Witness

☐ Assisted with Stop Only ☐ Detention Witness Only ☐ CCTV Operator/Witness ☐ Sales Associate/Cashier ☐ Initial Witness/Alerted Security

Witness Name (Last, First, Middle)	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Race <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Indian <input type="checkbox"/> Unknown	Date of Birth
------------------------------------	---	---	---------------

Subpoena Address (Include apartment numbers)	City/State	Zip Code	Contact Phone
--	------------	----------	---------------

Resident? ☐ Yes ☐ No

Statement? ☐ Yes ☐ No

## Physical Evidence Summary: (Mandatory)

☐ Evidence Detailed Individually in Property Report ☐ No Video Record Exists ☐ Video Record of Incident Retained by Store  
☐ All Listed Merchandise Recovered ☐ Detention Room video Only ☐ Video Record Given to Police

## Evidence/Property

Article Type	Brand Name	QTY	Individual Value @ \$
Model #	Serial #	Internal #	Color Size
<input type="checkbox"/> Recovered <input type="checkbox"/> Not Recovered <input type="checkbox"/> Damaged	Recovered from Suspect (Name)		Disposition: <input type="checkbox"/> Photographed <input type="checkbox"/> Returned to Stock (RTS) <input type="checkbox"/> Retained as Evidence <input type="checkbox"/> Destroyed/Disposed Of
	Location Recovered From	Recovered by (Name)	

## Evidence/Property

Article Type	Brand Name	QTY	Individual Value @ \$
Model #	Serial #	Internal #	Color Size
<input type="checkbox"/> Recovered <input type="checkbox"/> Not Recovered <input type="checkbox"/> Damaged	Recovered from Suspect (Name)		Disposition: <input type="checkbox"/> Photographed <input type="checkbox"/> Returned to Stock (RTS) <input type="checkbox"/> Retained as Evidence <input type="checkbox"/> Destroyed/Disposed Of
	Location Recovered From	Recovered by (Name)	

## Evidence/Property

Article Type	Brand Name	QTY	Individual Value @ \$
Model #	Serial #	Internal #	Color Size
<input type="checkbox"/> Recovered <input type="checkbox"/> Not Recovered <input type="checkbox"/> Damaged	Recovered from Suspect (Name)		Disposition: <input type="checkbox"/> Photographed <input type="checkbox"/> Returned to Stock (RTS) <input type="checkbox"/> Retained as Evidence <input type="checkbox"/> Destroyed/Disposed Of
	Location Recovered From	Recovered by (Name)	

Additional Items Must be Recorded on the Property Continuation Form

Total Value of All Items: \$

# Security Incident Report (Property Form)

General Offense Number

Evidence/Property							
Article Type		Brand Name		QTY	Individual Value @ \$		
Model #	Serial #		Internal #		Color	Size	
<input type="checkbox"/> Recovered <input type="checkbox"/> Not Recovered <input type="checkbox"/> Damaged	Recovered from Suspect (Name)			Disposition: <input type="checkbox"/> Photographed <input type="checkbox"/> Returned to Stock (RTS) <input type="checkbox"/> Retained as Evidence <input type="checkbox"/> Destroyed/Disposed Of			
	Location Recovered From		Recovered by (Name)				
Article Type		Brand Name		QTY	Individual Value @ \$		
Model #	Serial #		Internal #		Color	Size	
<input type="checkbox"/> Recovered <input type="checkbox"/> Not Recovered <input type="checkbox"/> Damaged	Recovered from Suspect (Name)			Disposition: <input type="checkbox"/> Photographed <input type="checkbox"/> Returned to Stock (RTS) <input type="checkbox"/> Retained as Evidence <input type="checkbox"/> Destroyed/Disposed Of			
	Location Recovered From		Recovered by (Name)				
Article Type		Brand Name		QTY	Individual Value @ \$		
Model #	Serial #		Internal #		Color	Size	
<input type="checkbox"/> Recovered <input type="checkbox"/> Not Recovered <input type="checkbox"/> Damaged	Recovered from Suspect (Name)			Disposition: <input type="checkbox"/> Photographed <input type="checkbox"/> Returned to Stock (RTS) <input type="checkbox"/> Retained as Evidence <input type="checkbox"/> Destroyed/Disposed Of			
	Location Recovered From		Recovered by (Name)				
Article Type		Brand Name		QTY	Individual Value @ \$		
Model #	Serial #		Internal #		Color	Size	
<input type="checkbox"/> Recovered <input type="checkbox"/> Not Recovered <input type="checkbox"/> Damaged	Recovered from Suspect (Name)			Disposition: <input type="checkbox"/> Photographed <input type="checkbox"/> Returned to Stock (RTS) <input type="checkbox"/> Retained as Evidence <input type="checkbox"/> Destroyed/Disposed Of			
	Location Recovered From		Recovered by (Name)				
Article Type		Brand Name		QTY	Individual Value @ \$		
Model #	Serial #		Internal #		Color	Size	
<input type="checkbox"/> Recovered <input type="checkbox"/> Not Recovered <input type="checkbox"/> Damaged	Recovered from Suspect (Name)			Disposition: <input type="checkbox"/> Photographed <input type="checkbox"/> Returned to Stock (RTS) <input type="checkbox"/> Retained as Evidence <input type="checkbox"/> Destroyed/Disposed Of			
	Location Recovered From		Recovered by (Name)				
Article Type		Brand Name		QTY	Individual Value @ \$		
Model #	Serial #		Internal #		Color	Size	
<input type="checkbox"/> Recovered <input type="checkbox"/> Not Recovered <input type="checkbox"/> Damaged	Recovered from Suspect (Name)			Disposition: <input type="checkbox"/> Photographed <input type="checkbox"/> Returned to Stock (RTS) <input type="checkbox"/> Retained as Evidence <input type="checkbox"/> Destroyed/Disposed Of			
	Location Recovered From		Recovered by (Name)				



### Report Narrative-Detail Incident & Describe Investigations

☐ Refer to Attached Narrative/Statement

I, \_\_\_\_\_, certify (or declare) under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct. I understand I may be charged with violation of SMC 12A.16.040 'False Reporting' if knowingly filing a false report. Signed: On the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ at City of Seattle, County of King, in the State of Washington.

(Signed) \_\_\_\_\_ Mandatory! Must be present, signed/dated following each page of report narrative or statement.

## THE SECURITY INCIDENT REPORT (S.I.R.) FORM

This section discusses the R.T.P. policies and procedures relating the proper utilization, of the Security Incident Report (S.I.R.) form. The policies and procedures outlined in this section do not supersede any specific store or security company policies regarding such matters.

### WHAT IS THE SECURITY INCIDENT REPORT (S.I.R.) FORM?

The Seattle Police Department Security Incident Report (S.I.R.) form was created for use by retail loss prevention agents working within the city limits of Seattle. The form itself is to be used for the purpose of reporting misdemeanor theft (shoplift) and / or criminal trespass incidents which have occurred in their presence.

The Security Incident Report (S.I.R.) form:

- Is to be used by sanctioned loss prevention professionals only.
- Is not a criminal citation ("ticket") - it may be used in lieu of a police report
- It may be used to report misdemeanor theft or criminal trespass only.
- It may be used to report incidents, which occur within Seattle City limits only.
- Preparation and submission of the form does not guarantee the formal filing of criminal charges against the individual listed as suspect.

Use of the S.I.R. in conjunction with the procedures of the Retail Theft Program affords security agents the ability to process the individual detained without requiring police response at the scene.

A Security Incident Report (S.I.R.) form is to be used to report misdemeanor theft or criminal trespass incidents. It should not be completed for any other incidents. This includes but is not limited to, reports of FELONY THEFTS, EMPLOYEE FELONY THEFTS, FRAUD, POSSESSION OF STOLEN PROPERTY, PROPERTY DAMAGE, ASSAULTS (w/or w/out injuries), NARCOTICS, FOUND WEAPONS THREATS, CAR PROWLs, ROBBERIES, CHECK OR CREDIT CARD CASES, PICKPOCKETS, FIGHTS, FORGERIES, BURGLARIES, NARCOTICS, GANG INCIDENTS, PARKING ENFORCEMENT ISSUES, INDECENT LIBERTIES, LEWD CONDUCT or SUSPICIOUS CIRCUMSTANCES. etc.

These incidents should be reported by calling 9-1-1 so that appropriate action may be taken.

### ESCAPE / GRAB N' RUN INCIDENTS:

A Security Incident Report (S.I.R.) should be completed on all misdemeanor theft and /or criminal trespass incidents in which an investigation was initiated by store security agents. This includes, but is not limited to; misdemeanor incidents where the offender was not caught i.e.; "escape" a.k.a. "grab n' run" thefts. In these instances, discretion should be used. Any action by the offender(s) during the incident, of flight from, which endangers life or property requires police dispatch. Always err on the side of caution, when unsure, call 9-1-1.

## COMPLETING THE SECURITY INCIDENT REPORT (S.I.R.)

The Seattle Police Department Security Incident Report (S.I.R.) form was created for use by sanctioned retail loss prevention professionals for the purpose of reporting misdemeanor theft and / or criminal trespass incidents which have occurred in their presence within the city limits of Seattle only. This form is considered a formal police record. Sanctioned security agents will be held accountable for all of the information they include within the form. This section discusses the policies and procedures of the Retail Theft Program relating to report writing requirements. The information herein does not supersede any policies and procedures of individual stores or private security companies. All Security Incident Report (S.I.R.)s should be printed or typed in black ink.

### SECURITY INCIDENT REPORT A STEP-BY-STEP GUIDE

#### FACE SHEET: (Page 1)

**GENERAL OFFENSE NUMBER:** Print or type the complete Seattle Police Department General Offense Number (police case number) as assigned to the incident in the appropriate location (Top of report and in the narrative) eg; 2007-000000

**OFFENSE CLASSIFICATION (PRIMARY):** Print or type the classification of the incident in the appropriate section eg: Theft (shoplift) or Criminal Trespass.

**SECONDARY:** This box is provided to list for a secondary crime. For example; if the theft suspect was also in violation of a criminal trespass admonishment, then the THEFT would be listed in the PRIMARY box and the SECONDARY box may be used to document the TRESPASS violation. If this box does not apply, leave the box blank.

**LOCATION:** Print or type the complete address of the store where the incident occurred. Include number, suite numbers, city and zip code. Example: 602 Northgate Mall #444 Sea. 98125

**FIRM NAME:** Print or type the name and designator of the store where the incident occurred. Example: Grocery X Store #91 or Sam's Store #2

**DATE / TIME OCCURRED:** Print or type the full date in which the incident occurred. Dashes ( - ) or slashes ( / ) may be used to separate the month, day, and year eg; 11-12-96 or 11/12/96. Print or type the time the incident occurred - use the 24 hour clock aka military time eg: 0800 = 8:00 a.m., 1400 = 2:00 pm, etc..

**DAY OF WEEK:** Print or type the day of the week which the incident occurred. Abbreviations are acceptable eg; MON (Monday) or THUR (Thursday) etc.

**CODES:** There are a variety of different CODES used in the completion of the S.I.R. The primary of which are designator and descriptor CODES. Designator CODES designate the person's role in the incident eg; suspect, victim, complainant etc. Descriptor CODES describe the individual eg; W (white), B (black), A (asian) etc. Do not use H (Hispanic) as a descriptor.

**CODES:** The following codes should be used to complete Statements or narratives.  
V = VICTIM: For the purpose of the S.I.R., the victim is the BUSINESS (store).

W = WITNESS: For the purpose of the S.I.R., the witness may include any person who observed all or a portion of the theft eg; store security, sales associate, store manager, customer, etc..

C = COMPLAINANT: For the purpose of the S.I.R., the complainant is the person making the formal complaint - preparing the report eg; store security.

C/W = COMPLAINANT / WITNESS May be used to declare that the individual is both the complainant and a witness. For the purpose of the S.I.R., this CODE should be utilized for the security agent / supervisor who was the primary witness and has written the report.

O = OTHER: Miscellaneous field.

DESCRIPTOR CODES: RACE, SEX, Date of Birth (DOB): These are computer codes, they are meant to be descriptive of the person detained, and to simplify data entry. The codes are not intended to be derogatory to any race.

W = WHITE      I = INDIAN (American native)

A = ASIAN      U = UNKNOWN

B = BLACK      O = OTHER

NAME: Print or type the full name of the victim business eg; Sam's Grocery Store

RACE/SEX/DOB: Print or type in the appropriate box.

OCCUPATION: If this is for a business then print the name of the business. Should include the type of business eg; grocery store, department store, variety store etc.

ADDRESS: Always use the complete address for the store, C/W, W, and suspects

TELEPHONE NUMBER: Print or type in the appropriate section. Always include Area Codes.

SECURITY COMPANY NAME: Print or type in the appropriate section.

CODE: Print or type the letters C/W (complainant / witness) where it's appropriate.

NAME: Print or type the full name (last name, first name, middle name) and assigned individual security ID number of the complainant / witness of the incident.

RACE / SEX / DOB: Print or type the race, sex, date of birth of the complainant / witness. Use appropriate abbreviations for race and sex. Dashes (-) or slashes (/) may be used to separate the digits in the date of birth. eg; WM 01/04/64.

OCCUPATION: Print or type the occupation of the complainant / witness eg; security agent or LPM (loss prevention manager).

ADDRESS: Print or type the complete address to subpoena the complainant / witness. Include the numbers, city, state and zip code.

WORK PHONE: Print or type the work telephone of the complainant / witness. This may be the store telephone number, security company number or if so designated a pager or cell number.

SECURITY COMPANY NAME: Print or type the name of the private security company

and assigned company ID number which employs the complainant / witness. If this box is not applicable, print or type the letters N/A.

IF THERE ARE ADDITIONAL WITNESSES / PERSONS INCLUDE THEM UNDER THE ADDITIONAL PERSONS SECTION OF THE NARRATIVE/CONTINUATION SHEET.

**SUSPECT SECTION: IDENTIFY YOUR SUSPECT.**

This section is for the purpose of recording suspect data. Persons listed in this section are officially considered suspects in the crime. The name and information included by the complainant / witness (security agent) will be used as a basis for the formal filing of criminal charges against the listed individual. Therefore, the section is not be used to record the name or information of a person who is not a suspect in the crime. It is of utmost importance that the name and information listed are not only accurate but current.

**SUSPECTS: DOCUMENT QUESTIONABLE IDENTITY ISSUES:**

If there is a question concerning the actual identity of an offender, the possible name, or names given should be listed in the ALIAS field only. Questionable identification issues and investigative steps taken should be clarified further in the incident report narrative.

**SUSPECTS: LIST THEM AS JOHN OR JANE DOE:**

If the suspect's name is not known, or has not been verified, the agent should print DOE, JOHN (for male offenders), DOE, JANE (for female offenders) or UNKNOWN (when there is no suspect information available). Then the agent should list the physical descriptors of the offender (height, weight, hair color, eye color) as well as any occupation, telephone, address or identification information in the spaces provided.

**PHYSICAL DESCRIPTORS:** It is generally conceded that the best way to describe an individual is to start from the TOP and work DOWN. This is appropriate for offenders whose identity is known, as well as for those who are unknown. This method ensures an overall image of the person, their general appearance, clothing, weapons etc. It also encourages witnesses to organize their observations of an individual to enhance recollection of the person's appearance.

**General guidelines for describing offenders: PHYSICAL DESCRIPTOR ABBREVIATIONS**

**SUSPECT NUMBER #1:** Print or type the full name (last name, first name, middle name) of the sole suspect in the incident. In the instance of multiple suspects, use this space to list the full name of suspect #1.

Print or type the RACE, SEX, DATE OF BIRTH (DOB) of the person identified as suspect #1. Use the appropriate CODES for RACE and SEX eg; WM (white male) WF (white female) etc. Slashes or dashes may be used to separate the digits within the date of birth; eg; 03/04/56 or 03-04-56

- Print or type the accurate HEIGHT of suspect #1.
- Print or type the accurate WEIGHT of suspect #1.
- Print of type the HAIR COLOR of suspect #1. Use the appropriate abbreviation
- Print or type the EYE COLOR of suspect #1. Use the appropriate abbreviation

**ADDRESSES;** In order to file criminal charges against the suspect, addresses must be

complete, accurate and as current as possible. Print or type the full address of suspect #1. Include the house numbers, street number / name, street designator, and apartment number. eg; 222 Smith St. or 222 33rd Ave NE # B4

- Print or type the CITY and STATE of suspect #1's address.
- Print or type the ZIP CODE of suspect #1's address.
- Print or type the HOME TELEPHONE NUMBER of suspect #1.
- Print or type the ALIASES currently used by, or previously associated with suspect #1.

Clarify the alias or other possible names in the narrative.

- Print or type the OCCUPATION of suspect #1.
- Print or type the EMPLOYER or SCHOOL of suspect #1.
- Print or type the WORK TELEPHONE NUMBER of suspect #1.
- Print or type the identification number or information of suspect #1.

Describe tattoos, marks, scars etc. as observed.

SUSPECT #2: If a second suspect was involved in the incident, record all the applicable, available, information for the second suspect in the spaces provided for suspect #2.

If there are multiple suspects (suspect #3, #4 etc. ) list these individuals on a second Security Incident Report face sheet. Print 1 of 1, 1 of 2, 1 of 3 and so on, in the left hand margin of the face sheet next to each suspects name.

GENERAL INVESTIGATION INFORMATION: This section describes suspect disposition information. Complete this section as prompted.

JUVENILE suspect disposition: Check the appropriate box:

- Released to parent / guardian.
- If the offender is a JUVENILE, and is released to their parent / guardian, print the full name and date of birth of the parent / guardian. If possible, make a photo copy of the parents/guardian's ID card and include that with the SIR.
- If the JUVENILE was released to a police officer, print the officer's name, serial number, and if possible the Officer's event number. If the officer was called to your store to identify a juvenile, please ask the officer to provide the information to you as to how the juvenile was identified, so you may include that in your report. The prosecutor will NOT FILE CHARGES if this information is missing.

Check the box; Released to Police Officer.

ADULT suspect disposition: Check the appropriate box:

- Released at scene
- Arrested and booked

If the offender was released to a police officer (arrested and booked) the security agent is mandated to provide the officer with a copy of their completed Security Incident Report (S.I.R.) at the scene. Therefore, if the officer was indeed given a copy of the completed S.I.R., indicate this in the narrative portion of the report and include the Officer's name and serial number. If alternative arrangements were made to provide the report to the officer eg; FAXing, report dropped off at the precinct, officer returning to

pick it up etc..this information should be detailed in the narrative portion of the agent's report.

**PROPERTY SECTION:** The section is to be used for the purpose of listing or itemizing the merchandise stolen / recovered during the incident at hand. If this section does not apply, as in the case of a trespass only incident, print the letters N/A or simply draw a line through the entire section. All merchandise should be listed independently, except when the BRAND and VALUE are the same for a group of items. For example; six Snickers candy bars valued at .50 cents a piece. In these instances, the merchandise may be combined into one item eg; 6 @ .50. The grand TOTAL of the combined merchandise should be listed in the 'Total Value box at the bottom of the S.I.R. face sheet.

Use S.P.D. Property Reports if additional space is needed to itemize merchandise.

- Print or type the ITEM NUMBER. Generally this should be item #3.
- Print or type the ARTICLE TYPE eg; Beer, or VCR, or Shirt
- Print or type the BRAND NAME eg; Coors, RCA, etc
- Print or type the VALUE of the item(s). eg; \$1.69

**STOLEN / RECOVERED:** Check the appropriate box; the item was stolen, and if the item was recovered.

- Print or type the MODEL number of the item (if applicable) eg; #4456L
- Print or type the SERIAL number of the item (if applicable) eg; #4444578
- Print or type the INVENTORY CONTROL or INTERNAL NUMBER of the item (if applicable) eg; #4Lg67000
- Print or type the DESCRIPTION of the item eg; 1 8 oz silver, red, blue aluminum can containing beer. or 1 Lg. Men's pullover shirt, red with white horizontal stripes.

Check the appropriate box:

- If additional property report is attached.
- If the narrative is attached (mandatory).

Print or type the TOTAL value of all items taken eg; \$150.00

Print or type the assigned S.P.D. General Offense Number in the appropriate section.

**INCIDENT NARRATIVE SHEET: (Page 2)**

Print or type the page number of the narrative. If this is the first and last page of the narrative, print the numbers: 2 of 2 (the face sheet is considered page #1). If this is a continuation of the narrative, print the appropriate page number, eg; 3 of 3, or 3 of 5 etc..

Print or type the assigned S.P.D. General Offense Number at the top of the page  
This sheet is to be used for the purpose of recording the incident narrative. Additionally it is to be used as a continuation sheet if extra space is required for the incident narrative.

**ADDITIONAL PERSONS:** Use this section to list any additional persons involved in the incident that were not suspects. Additional witnesses, persons otherwise assisting etc..

Print or type the additional person's full name (last name, first name, middle name), race / sex date of birth, occupation, address (if they are an employee of the store, the store address is preferred), work telephone, work hours (if applicable). Include any assigned security ID numbers.

**ADDITIONAL SUSPECTS:** Use a second S.I.R. face sheet for suspects 3 and 4, if necessary. Print or type the suspect's full name (last name, first name, middle name), race / sex date of birth, height, weight, hair color, eye color, complete address (number, street, city, state, zip code, and apartment number) (if applicable) home telephone, work telephone, aliases, occupation, employer/school, type of identification used.

**POLICE OFFICER'S RESPONSE INFORMATION:** If a patrol officer responds to the scene of your incident, this section is to be used to record the reason police were called to the scene, the name, serial number and action taken by the responding patrol officer(s). It is helpful to include the time officers were requested / arrived and the Officer's serial number. If possible request the event number of the Officer's call. This allows the RTP Detective to check the call for any additional information that may be needed later. For example; suspect had no ID, called 9-1-1 at 1315 hrs; officers R.SMITH #0000 and J. JONES #0000 arrived at 1330 hrs; officers identified the suspect through warrants. Suspect was booked for the warrants and the theft.

**EVIDENCE:** Use this section to list all physical evidence eg; items taken, video tapes of the incident, receipts etc. This section will always be used in the instance of a misdemeanor theft. Standard abbreviations are acceptable. Direct reference to the property report for details, specifics of the merchandise may be made.

This section must contain:

- what
- where found
- by whom
- disposition.

For example; One (1) 8 oz bottle of beer (as listed) recovered by C/W from S#1's left coat pocket. Three (3) T-shirts (as listed) recovered by W#2 from S#2's gym bag. All items were photographed and Returned To Stock.

The example would indicate that one 8 oz bottle of beer was recovered by the complainant / witness from the left coat pocket of suspect number one. Further that three T-shirts were recovered by witness number two from suspect number two's gym bag. All items were photographed and returned to stock.

**SUSPECT VEHICLE:** This section is intended for use to record the vehicle information on a grab n' run or escape misdemeanor theft incident. This section should be completed as follows:

Vehicle color  
Year (if known)  
Make  
Model License  
state License  
number



and the direction it left the area.

For example; Blue, 77 Ford Pinto, 2D, WA lic: 444 EEE, left s/b on 4th Ave.

The example would indicate that a blue 1977 Ford Pinto 2 door, bearing Washington license number 444 EEE left the area traveling south bound on 4th Avenue.

**STATEMENTS:** Use this section to list witness statements taken. This section should be completed as follows: For example, statements attached from: W#1 JONES, Sally, W#2 DAVIS, Jon,etc. Statements should be prepared by the individual on a lined statement form. The writer should identify themselves, their occupation / title and involvement in the incident at the outset. A statement should describe the incident solely from the perspective of the writer. Their statement should include a clear description of their individual observations and actions alone.

**NARRATIVE:** This section will always be completed. The primary requirement of this section is that the security agent completing the report leave no question unanswered. A narrative is a an account in story-form of an event or happening. The narrative should lead the reader through the event by including a detailed description of the following:

- what occurred eg; theft or criminal trespass
- when it occurred, date / time
- where it occurred, location: store address, location within store
- who was involved, full names of suspects, witnesses, other
- how was it accomplished; what were the suspect's actions and disposition of individuals and evidence.
- Always include the General Offense Number in the body of the narrative.

**MIRANDA WARNINGS ADVISED:** If Miranda Warnings were read to the detained misdemeanor theft offender the time the Miranda Rights were read should be recorded in the narrative. If this procedure is not applicable, the agent should make note of that in the narrative.

**ATTACHMENTS:** Check the applicable boxes:

- PROPERTY REPORT ATTACHED
- PHOTOCOPIES OF EVIDENCE
- EXPLANATION OF RIGHTS FORM
- VICTIM / WITNESS STATEMENTS
- TRESPASS ADMONISHMENT
- OTHER

**Complainant / Witness SIGNATURE:** sign full name and print or type your assigned security ID number. Submit the ORIGINAL S.I.R. including pertinent attachments to the Seattle Police Department Data Distribution Section via U.S. Mail per the instructions included on the bottom of the report form. It is important that all narrative/statements are signed and dated.

## STATEMENTS AND CONFESSIONS

This section is designed to give a brief overview of the policies & procedures of the Retail Theft Program relating to statements & confessions. These procedures do not supersede any individual store policies regarding such matters.

**STATEMENTS:** A statement is a written report of facts or opinions. Obviously, written statements are a very important elements in documenting a criminal case.

For the purpose of the Retail Theft Program, there are two primary types of statements;

1. Witness statements
2. Offender statements (or confessions)

**Witness statements:** Written by the witness. These are first person accounts of the incident, which describe the witness' role and actions. A witness statement is their version of the events; a record of exactly who was involved, what was observed (what they can testify to), and what actions (if any, they took). A witness statement should be written as a first hand account of the observations and actions of the writer.

**Offender Statements /Confessions;**

Whenever possible the detained individual should be offered the opportunity to write a statement / confession in their own hand and words. Statements should be written on a lined statement form. A statement that is written by the detained individual is always preferable to a form letter drafted by the Store/security Company.

It is a good idea to offer the suspect an opportunity to write a statement. The writing of a statement (confession) should be voluntary- no individual should be forced, threatened, tricked or otherwise coerced into writing a statement.

**Statement v. Report Narrative:**

Witness statements are essential, especially when there are multiple witnesses. The primary purpose of a witness statement is to identify who was involved; their independent observations, & specific actions.

Witness statements should be limited to the information that the writer, as a witness, can attest to firsthand. When writing a witness statement - the writer should avoid making comments as to the observations or specific actions of other witnesses.

For example; a witness to a felony theft may have observed a suspect remove a leather jacket from the rack, and place it in a shopping bag, then walk from the witness' view. This witness may not have seen the suspect leave the store with the merchandise. In this instance, the witness should chronicle only the events or actions that he/she observed directly. Just the facts!! Include details, don't editorialize - avoid assumptions. In other words, describe the suspect's physical actions - not their mental state.

**FELONY THEFT INCIDENTS:** Witness statements must be completed on all Felony theft incidents.

**STATEMENTS: VICTIM and VALUE STATEMENTS**

Other statements are worth discussion are:

1. Victim Statements
2. Value Statements

**Victim Statements; Injuries**

Whether it needs a Band-Aid, or immediate emergency medical attention, security agents are reminded of the importance of reporting / documenting any injuries they may receive during the course of the performance of their duties. Agents should follow the policies and procedures of their employer in reporting injuries.

As far as the R.T.P. is concerned, agents should submit a written statement pertaining to any injuries they received during the incident. This statement should be clear and concise and submitted with their Security Incident Report (S.I.R.). If the offender involved was BOOKED by responding patrol officers, the agent should additionally provide a copy of their statement to the officer or appropriate follow-up Unit.

**Value Statements: Prepared for Felony incidents:**

A Value Statement or "Merchant Statement of Fair Market Value" is a form, often a template for the store or department manager to complete. Consider enlisting the assistance of an independent attorney to draft a Value Statement template.

The Value Statement should;  
- list items taken and retail price.

The Value Statement should be signed, dated and packaged with the witness statements for the responding police officer or appropriate follow-up unit.

**TRESPASS ADMONISHMENTS**

This section is designed to discuss the topic of Criminal Trespass Admonishments. The Retail Theft Program encourages all participants to make use of this tool, however all participants should be aware of their specific store policies, and / or local ordinances regarding the issuance of trespass admonishments. Each security agent should follow the policies outlined by their employer.

If security supervisors choose to utilize the trespass admonishment option, the following procedures should be adhered to. First, all trespass admonishments should be written, documented on a form designed for that purpose. The form must include the General Offense number, date/time/location, name of the security agent issuing the admonishment, and a photocopied photograph of the admonished individual. The photo must accompany the trespass form for future requests for charges of Criminal Trespass or Burglary.

Second, the trespass law and penalty should be thoroughly explained to the person who is being issued the admonishment. Security agents should clarify exactly which stores the individual is being admonished from, and for what period of time. In addition, it is a good idea to have the individual sign the document. Store security may give a photocopy of the completed form to the individual being admonished. It is a good idea to maintain the original in the security office files.

If the individual violates the admonishment, and it is the policy of the store/security company to pursue charges, the Retail Theft Program allows store security to report the violation on the S.P.D. Security Incident Report (S.I.R.) form.

The Retail Theft Program suggests that prior to detaining a trespass suspect, it is important that the security agent attempt to ascertain the person in the store is definitely the person who has been admonished, that the admonishment is still valid, and is on file at the store. Once the person's identity is verified, the existence and validity of the admonishment is confirmed, the agent can make a detention for the trespass violation. After making the detainment, the security agent should follow the same procedures as they would for a misdemeanor theft incident, requesting a SPD General Offense number, conducting a warrants check and completing a Security Incident Report (S.I.R.) form.

When submitting case reports for violation of trespass admonishment, the agent must include a copy of the initial admonishment issued to the violator. This copy must contain the initial (previously issued) General Offense number, date/time/location of the incident, a photocopied photograph of the (adult) suspect, and the name of the security agent who initially admonished the individual (clearly printed). Without documentation of the initial admonishment, the violation cannot be formally charged.

#### Case already submitted

If the agent has already submitted an incident report and has since found that the offender was in violation of a valid Trespass Admonishment, the agent should:

1. Write a brief statement
2. Attach a clear copy of the violated admonishment with photograph.
3. Call the RTP Detective to arrange mailing or Faxing of the statement and admonishment.

This needs to be accomplished within 72 hours of the incident

Example of Trespass Admonishment (next page)

PRESENT DATE	POLICE INCIDENT NUMBER
SECURITY AGENT NAME, STORE OR SECURITY COMPANY NAME / PHONE NUMBER	

# To All Shoplifting Suspects

You, \_\_\_\_\_ have been detained by \_\_\_\_\_ for  
(print name of offender) (print name of store employee / store security agent)  
 Investigation of Misdemeanor Theft (Shoplift) of merchandise from \_\_\_\_\_ located  
(Store Name)  
 at \_\_\_\_\_ in the City of Seattle, County of King, State of Washington.  
(Store Address)

You will be notified of criminal charges against you via U.S. mail  
 within twelve (12) months of the date of this offense.

## Misdemeanor Theft (Shoplift)

S.M.C. 12A.08.060

Theft of items valued under two hundred and fifty dollars (\$250.00) is classified as a Misdemeanor crime, and carries a penalty of 365 days incarceration in a jail facility and / or a \$5000.00 fine. If subsequent investigation determines this offense, was part of a common scheme or plan, Revised Code of Washington (R.C.W.) 9A.56.010 allows the Misdemeanor charge to be graduated to a Felony. If the value of the items taken exceeds \$250.00, it is classified as a Felony Theft, and appropriate Felony charges will be pursued via the King County Prosecutor. In addition to the criminal penalties, R.C.W. 4.24.230 allows the merchant to take a civil cause of action, mandating monetary restitution. Any criminal action is not supercede by initiating of a civil cause.

## Civil Restitution Penalties

R.C.W. 4.24.230

This law creates a civil cause of action, which the merchant may bring directly against the apprehended shoplifter, or the parents, or guardians of shoplifting minors.

## Criminal Trespass

S.M.C. 12A.06.040

You, \_\_\_\_\_ are hereby advised by the owner of this  
 property, or their designee \_\_\_\_\_ that you are not invited or  
 privileged to enter, or remain on the identified premises of \_\_\_\_\_ located  
 at \_\_\_\_\_ in the City of Seattle County of King, State of Washington for any  
 reason for a period of not less than one (1) year from the date of this notice. If you enter,  
 remain or decline to leave the identified premises or property, you are subject to arrest and  
 will be prosecuted for Criminal Trespass under S.M.C. 12A.06.040

Affix  
 Photo of Detainee

For Use By Store

## Section 6: EVIDENCE

This section is designed to discuss the R.T.P. policies and procedures relating the existence, processing and retention of evidence. The policies and procedures outlined in this section do not supersede any specific store or security company policies regarding such matters. The information, policies and procedures discussed herein are subject to modification upon alteration in the administration / operation of the Seattle Police Department Retail Theft Program. In consideration, and coordination of the Seattle Law Department. All R.T.P. participants will be notified of any pertinent changes.

### WHAT IS EVIDENCE?

"Evidence is an outward sign- something that furnishes proof." Evidence is an important element in the process of obtaining a criminal conviction. All misdemeanor theft incidents, particularly shoplift, will have some sort of evidence. To establish enough material to pursue a successful prosecution, all evidence should be documented, labeled, preserved (or photographed/photocopied) for court.

R.T.P.: Types of evidence; THEFT EVIDENCE: Generally, evidence in a shoplift incident consists of the item(s) taken by the suspect. However, evidence may also include; photographs of suspect and items taken, clothing shanks or tags, CCTV video tapes, charge slips, ID, statements and even cash register receipts.

TRESPASS EVIDENCE: In the instance of a criminal trespass violation, the evidence is multi- faceted:

1. a clear copy of the trespass admonishment that was violated
2. a photo of the offender
3. if applicable, a photo of any signs, doors or other obstacles designating the area as limited access eg; "EMPLOYEES ONLY".

### PROCESSING THE EVIDENCE

Any information pertinent to the case must be identified in the report. Evidence is no exception. Failure to include evidence in a report may result in the inability to use that evidence for the prosecution of the offender.

Evidence processing guidelines:

1. Documenting it
2. Marking it
3. Photographing it
4. Preserving it
5. Maintaining the chain of evidence

#### DOCUMENTING EVIDENCE:

Report; describe evidence; Security agents should prepare a list and a brief description of the property taken and /or recovered in the appropriate section of the Security Incident Report (S.I.R.) form.

The list should include;

1. what the item is (eg; shirt, cigarettes, etc)
2. where it was found / recovered (eg; suspect#1's left coat pocket)
3. by whom and (eg; recovered by C/w or Agent Tom Smith)
4. item disposition (eg; photographed, returned to stock, or packaged & retained as evidence).

If there is a large quantity of items, the agent may number the items and cross reference them to the property section of the S.I.R..

**DON'T FORGET THE VIDEOS!** Take care to note any additional articles of evidence that may be available at the store eg; video tapes of the incident, original receipts, original photographs, etc..The prosecutor now requires that videos, if any, be sent in with the reports. In the evidence section of the Security Incident Report, please check the appropriate boxes. If there is no video, check that box.

#### MARKING EVIDENCE

All evidence may be inscribed or marked for identification purposes. Doing so, serves to designate the item as a part of the case. The information inscribed on the evidence object(s) may also assist the witness in recognizing the item(s) months or years after the incident occurred.

How to mark evidence:

Whenever possible, the surface of the article of evidence should be inscribed directly. With the exception of affixing identifying labels to photographs, agents should avoid using labels for the purpose of marking evidence. Labels can be removed or altered. Depending on the circumstances, policy and the evidence item itself, the evidence may be marked in ink or engraved directly. Whichever method is used, The R.T.P. recommends the following information be inscribed or marked on evidence:

- 1.The name or initials of the arresting (primary) store security agent.
- 2.The SPD General Offense number
3. The date / time of the incident.
4. When space allows, include the type of incident or the suspect's name. The markings should be clear and concise. The security agent should assure that the markings can be easily located, read, and interpreted.

#### PHOTOGRAPHING OR PHOTOCOPYING:

Whether the agent has retained and marked the actual item of evidence, or if the evidence can't or won't be retained, it is crucial that its' existence and disposition be recorded. Some items of evidence, due simply to their size or type of packaging, may respond better to a photocopy than a photograph.

**Photographing Evidence:** When photographing evidence, the agent may photograph the suspect holding the item(s) providing this practice does not oppose store policies. Or evidence may also be photographed alone.

**Photocopying Evidence:** When photocopying, make sure the evidence is appropriately and clearly marked. The item may be placed on the machine so that the price tags, labels or in the instance of cigarettes, the tax stamps are visible for display on the photocopy.

#### Label Photos:

After photographing or photocopying the evidence, label the photo or document as follows:

1. type of crime eg; shoplift
2. S.P.D. General Offense Number eg; 2007-456789
- 3.dov: "date of violation" date/time/location of incident  
eg; 4/12/2000 1300 hrs Sam's Shop
4. suspect's name, date of birth eg; Smith, D.D. 04/08/64
5. security agent's name and/or initials eg; Sam A. Smith or S.A.S

NO ORIGINALS: Retail Theft Program policy dictates that no original receipts or photographs should be submitted with the reports

All originals should be maintained secured in the security office, and upon subpoena of the witness, brought to court. A copy of a video disk, however, must be submitted with the report, if video exists. Videos of thefts under \$25 may be retained by the store unless requested.

#### **PRESERVATION OF EVIDENCE; LOCK IT UP!**

Whenever possible labeled evidence should be locked in clean, dry storage. Few stores have the facilities to preserve or retain evidence. When the evidence cannot be preserved for court, a Instant photograph or photocopy facsimile of the evidence may be acceptable. Agents should submit a Photocopy copy of the evidence as photographed with their incident report. The original photograph, should be retained on file - secured in the loss prevention office.

#### **MAINTAIN THE CHAIN OF EVIDENCE:**

Avoid using evidence for training purposes. Keep the physical handling of evidence to a minimum. Passing the items around for inspection by store employees may interfere with the investigation of the incident. Counterfeit currency, credit cards, & weapons retain fingerprints very well. Unnecessary handling of evidence increases the opportunity to destroy or alter any existing fingerprints belonging to the offender.

## **Section 7: PHOTOGRAPHING**

This section discusses the R.T.P. policies and procedures relating the photographing of detained individuals by store security participating in this program. The policies and procedures outlined in this section do not supersede any specific store or security company policies regarding such matters. The Retail Theft Program encourages security agents to photograph the adult individual they have detained. The security agent should not limit their verification of the offender to Photocopying the ID presented.

Photographing of individuals detained for a crime assists the investigation by producing an additional method by which the offender may be identified.

When photographing suspects:

1. All agents are directed to follow store, private security company policies and procedures relating to the photographing of detained individuals.
2. The suspected individual has the right to refuse being photographed. The Retail Theft Program policy emphasizes that individuals detained should never be forced, eg; held down or tricked, or otherwise coerced to appear in photographs. If the individual declines to be photographed, the refusal should simply be noted in the Security Incident Report (S.I.R.) and the investigation should continue.
3. The Retail Theft Program requests photocopies of photographs taken of adult and juvenile offenders.
4. The Retail Theft Program recommends that photographs taken of offenders remain out of public access / view in their security office. Photos should be treated as evidence, and should not be posted. Preferably, photos taken of individuals detained for offenses at the store should be maintained in a file or book.



After photographing the suspect, the photograph should be marked/labeled with the following:

1. type of crime
2. S.P.D. General Offense Number
3. date / time / location of violation
4. suspect name, date of birth
5. agent name and/or initials

## **Section 8: JUVENILES**

This section is designed to give a brief overview of the policies & procedures of the Retail Theft Program relating to juvenile misdemeanor offenders. These policies & procedures do not supersede any individual store policies regarding such matters, nor does this section counteract, nor continuously update any modifications in State law or city ordinances concerning the processing of juvenile offenders

### **JUVENILES; RIGHT FROM WRONG:**

The law defines a juvenile as a person under the age of eighteen (18) who must be at least eight (8) years of age to legally commit, and be charged with a crime. Further, it must be shown that juveniles between the ages of eight (8) and twelve (12) years old know the difference between right and wrong.

The procedures and policies delineated in this manual are applicable to juveniles as well as adult violators. Some modifications and requirements apply when reporting and processing a juvenile involved theft;

1. Security agents should always be familiar with, and follow any store policies pertinent to the contact, arrest, detention and release of all juvenile suspects.
2. When dealing with a juvenile - it is strongly recommended that security document all details pertaining to the contact, arrest, detention & release of the juvenile.
3. Be sure to declare on the face sheet of the Security Incident Report (S.I.R.), that the suspect detained in the incident was a juvenile.
4. Telephone the S.P.D. Communications (206-625-5011) to complete a computer query on all juveniles detained. This may indicate if the named individual is listed as missing or as a runaway.
5. Attempt to notify the juvenile suspect's parent/guardian of the incident. Always list the name/address/telephone number of the juvenile suspect's parent/guardian(s) contacted in the Security Incident Report (S.I.R.) in the Disposition/Release information section. Security may have the ability to request photographic ID from the person responding to pick-up the juvenile suspect, check with your store policy. Advise the juvenile and the parent(s) or guardian(s) that the Juvenile Court will be contacting them regarding any disposition.
6. If the agent is unable to contact the detained juvenile's parent / guardian, they may call 9-1-1 and request police response to the scene. SPD officers who respond to identify a juvenile need to provide store Security with the information as to how they identified the juvenile so that this information may be included in the Security Incident Report.
7. If the agent has any concerns about the juvenile's statements or well-being, the agent should call 9-1-1 and request police response to the scene. Agents should be prepared to clearly verbalize and/or prepare a written statement detailing their concerns for the patrol officer.

**JUVENILE CASE PROCESSING, INVESTIGATION;**

The Retail Theft Program Detective forwards all reports involving juvenile suspects directly to the Juvenile Central Section Detectives for distribution, review, follow-up and when appropriate the filing of delinquency or criminal charges. All questions regarding specific juvenile cases should be referred directly to the Juvenile Section.

Call the detectives that are assigned to cover the precinct where the incident occurred:

Juvenile North-206-386-5735

Juvenile South-206-386-1855

Juvenile Central - east & west-206-684-5740

**WHEN THE STORE POLICY IS: NO PARENT - CALL POLICE;**

Many stores and /or private security companies maintain a policy that mandates security agents are to release juveniles only to parent / guardian, or a police officer. Utilizing the R.T.P. procedures, in situations where the parent/guardian(s) cannot be contacted, or refuses to respond, the security agent may call police non-emergency and request police response. Security agents should follow the guidelines below:

1. Call 9-1-1 and explain you have a non-emergency situation. Then explain why you require a patrol officer to respond for assistance eg; juvenile shoplifter in custody, have been unable to contact a parent / guardian for custody release.
2. Good communication is very important! When the patrol officer arrives, be sure to advise the officer why you called, and if need be, explain the store policy pertaining to releasing juveniles. Again, the Security Incident Report must contain information as to how the Juvenile was identified; just including the name of the responding officer will not suffice.

**GENERAL OFFENSE NUMBER:**

If the agent has already drawn a Seattle Police Department General Offense Number and prepared a Security Incident Report (S.I.R.), the agent should communicate this to the responding patrol officer.

After establishing probable cause and reviewing the details of the incident, the patrol officer will determine the appropriate course of action:

**I&R: IDENTIFY & RELEASE:**

If no G.O. number has been assigned to the case, the security agent may ask the officer to supply a G.O. number for the purpose of completing the incident report. The officer may then release the juvenile directly. The security agent should submit the S.I.R. per procedure.

**CUSTODY: BOOK INTO YOUTH SERVICE CENTER:** If the officer determines that the juvenile will be taken into custody -- the security agent should use the G.O. number assigned by the officer and supply the officer with a copy of their S.I.R. detailing the theft incident. In either instance, the original S.I.R. paperwork should be mailed to the Data Section per procedures.

**PHOTOGRAPHING JUVENILE OFFENDERS;**

As of this writing, Washington State Law allows for the photographing of juvenile offenders. Check with your store / security company legal advisor prior to implementing any policy concerning the photographing, and the retention of photographs taken of any juveniles. Photographs should not be posted or displayed, photos taken should remain in a secure file in the store security office.

~~The Retail Theft Program policy is that unless stopped by the King County Prosecutor's~~

office, photocopies of photographs taken of juvenile offender(s) can be submitted with Security Incident Report (S.I.R.) packages. The RTP rules and regulations regarding photographing adult offenders apply to juveniles as well.

#### JUVENILES; TRESPASS ADMONISHMENTS;

To address claims by some offenders that they were never issued a trespass admonishment barring them from the premise for a designated period of it is recommended that juvenile offenders who are issued a Trespass Admonishment, be photographed with the form in hand. This would not apply to stores with a policy against photographing offenders. If a photo is taken, the admonishment form must be clearly marked or designated as such in bold print. It must be recognizable as a Trespass Admonishment to any person viewing the photograph. Finally, all the rules and regulations applicable for the issuance of Trespass Admonishment, to adult offenders are applicable for juveniles as well.

Check with your store / security company legal advisor prior to implementing a photographing policy.

## Section 9: FILING THE CASE

The following is a list of what MUST be included in the report package submitted by store security to pursue prosecution on the misdemeanor theft / trespass incident.

### PAPERWORK REQUIREMENTS

1. Security Incident Report (S.I.R.):
  - A. A complete Security Incident Report (S.I.R.) (S.I.R.).  
Make a photocopy (Photocopy) of all S.I.R.'s prior to mailing
    - Mail in the original S.I.R. to SPD Data Distribution
    - Retain the copy S.I.R. in the store / security co. file
2. Statements: witness / suspect / victim: Prepare, aggregate applicable statements:  
Make a photocopy (Photocopy) of all statements prior to mailing or providing them to a responding patrol officer
  - Be sure the S.P.D. General Offense Number is printed on the forms
  - Retain a copy of all statements in the store / security co. file
3. Photocopy of photographs (adult or juvenile offender):
  - A photocopy (Photocopy) of all photographs taken
  - A photograph of offenders: label per instructions
  - A photocopy of evidence or a photocopy of a photograph of the evidence
4. Copy of Video evidence. If video exists, a copy must be burned and included with the report.

Print the S.P.D. General Offense Number on the all photocopies

Retain all original photographs in the store / security co. file

4. A copy of the prepared Trespass Admonishment form

Maintain the original form on file at the store / security co.

5. Include copies of any internal paperwork completed as required by the store or security co. corporate office.

All paperwork submitted should be:

- Stapled together neatly
- Seattle Police Department General Offense Number printed in black ink on each page
- Placed in a large manila envelope - flat or folded only once
- Mailed to SPD Data Distribution Section no later than 48 hours after the incident

Mail to:

SEATTLE POLICE DEPT.  
DATA DISTRIBUTION SECTION  
P.O. Box 34986-4986  
SEATTLE, WA 98124-4986

## RELEASING THE INDIVIDUAL AND SUBMITTING THE CASE REPORT

### EXPLAIN THE PROCESS TO THE SUSPECT:

Once the investigation is completed the agent may release the suspected offender and escort them from the store. Prior to doing so, the security agent should explain the charging process to the suspect.

Security may advise the offender that the case report will be forwarded for investigation and review to the Seattle Police Department Retail Theft Program Detective. Ultimately the case may be referred to the Seattle Law Department (Prosecutor's office) for a final determination pursuant to the formal filing of criminal charges. The agent may also advise the offender that if the charges are filed, the court will notify the suspect of a formal complaint via U.S. mail approximately 8-12 weeks after the date of the reported offense. Finally, if applicable, the security agent should explain the store's trespass admonishment policy, and supply the offender with a copy of the admonishment form.

### Proofread all reports:

Missing or inaccurately reported information increases workload for the agent, and causes undue delay in processing the case. Therefore, prior to submitting any Security Incident Report (S.I.R.) package for investigation, the report should be reviewed for accuracy and content by the agent and/or his/her supervisor.

### Submitting Case Reports;

To submit a Security Incident Report (S.I.R.) for investigation, the security supervisor should first photocopy all documents then package the report forms in a manila (6x9 or 8x10) sized envelope. Whenever possible, the forms should be packaged flat or folded only once. Address the envelope as indicated on the bottom of each report form, mail it to SPD Data Distribution Section.

## Section 10: SPECIAL CIRCUMSTANCES

This section was designed to address some of the special circumstances that arise through the use of this program, in some daily occurrences that store security agents must deal with. All information below is susceptible to individual store policies. All specific questions of the information discussed herein, should be directed to the Retail Theft Program Detective.

This section contains detailed information on the following topics:

- I) NO PROSECUTION REQUESTS & COURTESY RELEASES
- II) FOLLOW-UP REQUESTS / INQUIRIES REGARDING SUBMITTED CASE REPORTS
- III) THE PROPER REPORTING OF FELONY THEFT INCIDENTS

## VI) CANCELING GENERAL OFFENSE NUMBERS

## VIII) DEALING WITH NON-ENGLISH SPEAKING OFFENDERS

Additional questions or needs for clarification should be directed to the R.T.P. Detective via telephone, or in writing. Questions concerning these issues may also be directed to the Supervisor of the appropriate Police Department Unit or Section.

## I. NO PROSECUTION REQUESTS / COURTESY RELEASES

For the purpose of the Retail Theft Program:

NO PROSECUTION REQUESTS are defined as incidents in which the store security agent has obtained a G.O. number, documented the incident, and then has decided not to pursue criminal charges against an individual for a specific reason.

COURTESY RELEASES are incidents in which the store security agent has decided, or been directed by a supervisor to release an offender without documenting the incident or charging the person - as a courtesy.

## PROCESSING NO PROSECUTION REQUESTS:

The circumstances occur when, due to:

- the age of the suspect, (advanced or very young)
- the amount taken (under \$5.00)
- or a variety of other reasons relating to store/company policies

If a Seattle Police Department General Offense Number has been assigned, the incident report should be submitted with the following notations:

1. On the front of the form print "NO PROSECUTION REQUESTED".
2. Below the narrative portion again print "NO PROSECUTION REQUESTED".
3. Include the reason why you do not wish to pursue prosecution on this case in the report narrative. The reason should be clear and concise.

Report Already Submitted: If the incident report has already been submitted, telephone the R.T.P. Detective and explain the situation.

Prosecutor Decision: Once an S.I.R. incident report is submitted by the R.T.P. Detective to the prosecutor's office, all "no prosecution requests" are just that, requests. A variety of elements and circumstances will be taken into consideration prior to a final decision on charging the individual.

## COURTESY RELEASES:

In the instance of "COURTESY RELEASES", since no S.P.D. General Offense Number has been assigned, the agent is encouraged to document the incident on an internal form only, and release the suspect per store policy.

Do not complete a S.I.R if you have not drawn a S.P.D. General Offense Number, and do not wish to pursue charges.

## II. PROSECUTOR REQUESTS / PROBLEM CASES

The Retail Theft Program, and the Seattle Law Department, Criminal Division, work in close affiliation in regard to this reporting program. There are instances when, either due to an incomplete or confusing report, the prosecutor assigned to review the case, will

make inquiries or requests of the store security agent who completed the investigation & case report. The Prosecutor will make these requests through the R.T.P. Detective. Upon receiving a request / inquiry from the prosecutor, the detective will e-mail a "follow-up request to the security supervisor or agent.

**Follow-up Requests should be considered a priority!**

Quick response to these requests/inquiries is essential.

Two (2) Notices: The Retail Theft Program policies dictate that an agent/supervisor will be sent Two (2) email notices explaining the request or report deficiency. If a request is received, and the request is unclear or the agent has questions, call the R.T.P. Detective as soon as possible.

No Response to Follow-up Request = no criminal charges filed. If no response is received from the security personnel within 30 days, the Prosecutor's office will be notified of the non-compliance or failure to reply. The Prosecutor's office will make the final determination on the status of these cases.

\* Mail all requests/inquiries responses directly to the R.T.P. Detective:

Seattle Police Department  
Retail Theft Program  
810 Virginia St  
Seattle, WA 98101

Do not mail these requests / responses to the S.P.D. Data Distribution Section.

### III. THE REPORTING OF FELONY THEFT INCIDENTS:

The Retail Theft Program policies and procedures mandate that participating store security agents are to complete Security Incident Report (S.I.R.)s for misdemeanor theft and /or criminal trespass incidents only ! In the circumstance of a theft of items valued over \$750.00 (felony theft) a police patrol officer must be requested to respond to the scene to evaluate the situation, investigate the suspect and determine the disposition of the incident.

In felony level theft incidents: Security agents should not:

1. Read Miranda to the offender
2. Prepare a Seattle Police Department Security Incident Report (S.I.R.).

Agents should:

1. Prepare witness statements
2. Prepare value statements

These statements should be photocopied and provided to the responding patrol officer. If the statements are not completed in time for the officer, the security agent should discuss an acceptable alternative for providing the statements to the investigators. Some options: the officer returning to pick up the statements, security FAXing the statements to the reporting officer.

When faxing any document to the police department, assure that the document is

addressed clearly to the appropriate investigator and section. For example; "Det SMITH Burglary / Theft EAST", or " Sgt JONES Fraud / Explosives Unit".

Telephone / fax numbers:

- Burglary/Theft North-206-684-5735, fax 206-233-3747
- Burglary/Theft South-206-386-1855, fax 206-386-1819
- Burglary/Theft East-206-684-5740, fax 206-684-8112
- Burglary/Theft West –206-684-5730, fax 206-684-0730

Call to confirm Faxes: Agents should call the appropriate unit to confirm the FAX transmissions.

Always get a name: Agents should always get the name and telephone number of the investigator (detective, sergeant, officer or attorney) they speak with.

## **FELONY THEFT PROCEDURES**

These are the procedures preferred by the Seattle Police Department Property Crimes Section, and the Property Crimes Unit of the King County Prosecutor's Office, for the processing of a FELONY level theft incident. Direct any questions concerning the procedures or a specific FELONY incident to the appropriate investigator / prosecutor.

As of this writing a theft is considered a felony when the value of the merchandise taken exceeds \$750.00

1. DETAIN THE OFFENDER PER STORE POLICY / PROCEDURE.
2. CALL 9-1-1 AND REQUEST POLICE RESPONSE.
3. DO NOT READ MIRANDA TO THE OFFENDER.
4. OFFER THE OFFENDER THE OPPORTUNITY TO MAKE / WRITE A STATEMENT.
5. PREPARE WITNESS AND VALUE STATEMENTS ONLY - NO SECURITY INCIDENT REPORT.
6. PROVIDE THE RESPONDING POLICE OFFICER WITH:
  - THE INCIDENT DETAILS
  - WITNESS, SUSPECT & VALUE STATEMENTS,
  - EVIDENCE INFORMATION -DISPOSITION OF EVIDENCE ETC..
7. IF A VIDEOTAPE OF THE OFFENSE IS READILY AVAILABLE - SHOW THE RESPONDING OFFICER THE TAPE TO VERIFY THE PERSON DETAINED AND THE PERSON ON THE TAPE ARE ONE AND THE SAME.
8. IF THE VIDEO / EVIDENCE IS IN A FORMAT WHERE IT CAN BE TURNED OVER TO THE RESPONDING POLICE OFFICER, IT SHOULD BE TAKEN BY THE OFFICER(S) AND PLACED INTO POLICE EVIDENCE. IF IT IS NOT YET RELEASABLE, IT MAY BE RETAINED BY THE STORE IN A SECURE FACILITY UNTIL IT IS REQUESTED BY THE ASSIGNED POLICE DETECTIVE.
9. MAKE SURE YOU GET THE GENERAL OFFENSE NUMBER FROM THE OFFICER, FOR USE ON YOUR REPORTS.

## **VI. CANCELING S.P.D. GENERAL OFFENSE NUMBERS**

On occasion, a Seattle Police Department General Offense Number assigned to a specific event may need to be cancelled. The procedures for canceling a S.P.D. General Offense Number are as follows:

1. Place a call to the R.T.P. Detective:

## a. Provide:

- agent's name
- store name
- date of incident
- defendant's name
- General Offense Number issued

## b. Explain reason for wanting to cancel the incident number.

Or

## 2. E-mail the R.T.P. Detective and include all of the information in 1 a &amp; b.

**DEALING WITH NON-ENGLISH SPEAKING OFFENDERS**

On occasion, security agents may encounter an offender who does not speak the English language. When confronted with this type of situation, the security agent should take into consideration whether or not the offender additionally does not "understand" or "read" the English language.

If appropriate, the security agent can request the assistance of a co-worker who speaks the same language as the detained individual. If this option is feasible, the agent should include the full name, DOB, and position title of the assisting individual.

A statement may be required from the assisting person regarding the interpretation.

If this option is not available to the security agent, he / she may have to call 9-1-1 and request patrol assistance. The security agent should advise the Communications dispatcher of the specific reason they are requesting the assistance, and the language that the offender is speaking. At a cost to the subscriber, some telephone companies offer agencies the opportunity to contract "language line services". These services offer the user access to interpreters for a variety of languages & dialects. Inquiries relating to the availability, and / or activation costs, procedures should be directed to the user's telephone company.

**Section 11: COURT APPEARANCES**

Court appearances are extremely important. All subpoenas **MUST** be honored. Court attendance is monitored by the Retail Theft Program in conjunction with the Seattle Law Department Witness Coordinator, and Trial Supervisor. All non-appearances are documented and will result in contact with the security company owner or store corporate managers. Whenever an agent receives a subpoena, the agent should call the telephone number listed on the subpoena to confirm the court date. There is a voice recording that will advise of any dismissals, or continuations in the case schedule. Often times an agent need not appear on the date listed, however each agent should verify this. If an agent has a conflict that will result in him/her not being able to appear on the subpoenaed court date, the agent's supervisor should contact the Seattle Law Department, Criminal Division as soon as possible at 684-7757. If a security company or store experiences problems with timely delivery of subpoenas, the supervisor should contact both the Retail Theft Program Detective and the Seattle Law Department, Criminal Division immediately. Whenever a security agent appears in court they are representing the store or security company that employs them, as well as the entire security industry. The Retail Theft Program encourages all participating security agents to follow store or company policies or procedures regarding court appearances. We have included some general suggestions or guidelines for such appearances.



**WHEN RESPONDING TO COURT:**

1. Be on time.
2. Be neat and dress conservatively. Remove any hat that you may be wearing prior to entering the courtroom.
3. Bring all pertinent materials to court with you eg; copy of case, statements, original photographs, evidence, etc.. Do not bring any evidence or material you did not document in your case report - no surprises. Review the case prior to testifying.
4. If you have received a subpoena to appear bring it to court with you.
5. When you arrive outside the courtroom, if you do not know the attorney who has subpoenaed you, ask for him/her and introduce yourself. If the trial is in progress, and you must wait for a recess, it is usually best to wait outside the courtroom.
6. Do not chew gum on the witness stand or inside the courtroom. Chewing gum makes it difficult to understand your statements, and will not enhance your professional appearance.
7. Do not talk or visit with others while court is in session.
8. While on the witness stand, speak clearly and loudly enough so that you can be understood, and will not be required to repeat your answers.
9. When you testify, talk to the members of the jury, if there is one. Look at the jury most of the time and speak to them frankly and openly as you would to a friend or a neighbor.
10. Speak in your own words. There is no need to memorize your testimony beforehand; in fact doing so is likely to make your testimony sound rehearsed and unconvincing. Be yourself.
11. Avoid slang and profanity.
12. Avoid "police or industry lingo" - speak in plain language.
13. Listen carefully to each question and make sure you understand it before you start to answer. Have the question repeated if necessary. If you still do not understand, say so. Never answer a question that you do not fully comprehend.
14. Do not volunteer information. Answer the question asked directly and simply. If the question can be answered with a "yes" or "no" simply use the appropriate response then stop. If more than a "yes" or "no" is required, then answer only from your own knowledge. What do you know? You can only know that which you personally observed, heard, said, etc. If you do not know the answer then say so.
15. Don't elaborate unless asked to do so.
16. If you don't remember say so. Do not guess or make assumptions. You are there to testify as to your report. If it isn't included in your report it is no longer applicable.
17. Do not exaggerate. Be wary of overboard generalizations that you may have to retract. Be particularly careful in responding to question that begin with; "wouldn't you agree that..." Avoid statement like "nothing else happened". You may think of something more in the next statement, instead say "that's all I recall at this time."
18. Answer questions from prosecutors, and defense attorneys with the same care, and professionalism. Avoid sarcastic tones or attitudes towards defense attorney's presence or questions.
19. Stop instantly when a Judge interrupts you, or when an objection is made. Don't try to sneak in an answer.
20. Stay calm. Don't let the defense attorney intimidate or upset you.
21. Be honest. "Have you talked to anyone about this case?" If you say, "no" the jury will think that you are probably not telling the truth. A good lawyer will discuss the case with his/her witnesses beforehand. Simply advise whom you spoke with. It is a good idea to avoid discussing the case in detail prior to taking the stand.

## SUMMARY

Congratulations! You are finished reading all the "rules and regulations" of the Seattle Police Department Retail Theft Program Operations Manual. A review, and understanding of this manual coupled with the completion of a comprehensive training session, will enable your security personnel to begin utilization of the Retail Theft Program within the city limits of Seattle, Washington. Participants should continue to apply this manual as a reference guide in addressing questions that may arise during or after detentions. The Retail Theft Program Detective will facilitate ongoing training in reference to the use of the program for your agents. In addition periodic security personnel meetings have been implemented to assist participating security in the exchange of information, and improved communication within the retail core. Periodically guest speakers will be scheduled to attend the meetings and distribute pertinent information to those security agents in attendance. Notices regarding the specifics of upcoming meetings will be mailed out to each participating store/security company two weeks prior to the scheduled meeting date. By design, the Retail Theft Program Detective will act as a liaison between the retail loss prevention community and the Seattle Police Department. Any inquiries involving the Seattle Police Department by security personnel using this program should be brought to the attention of the Retail Theft Program Detective immediately.

## GLOSSARY OF TERMS:

**Extraditable / non-extraditable:** An extraditable warrant means that the agency which issued the warrant is willing to pick-up and transport the offender back to their jurisdiction for trial.

**24 Hour Clock:** Also known as "military time".

**AKA:** Also known as. Often used to list alias names used by an offender

**Arraignment:** Initial appearance before a Judge. Charges and bail are determined at this point.

**Booked:** Individual in police custody is transported to jail or a correctional facility, identified, processed and held in custody until arraignment or bail.

**City-limits:** Seattle North boundary: 145th Street / South boundary: SW Roxbury St

**Courtesy Release:** The security agent or a supervisor has decided not to pursue criminal prosecution. Instead the offender is issued a warning and released from the premises - as a courtesy.

**Custody: physical custody:** custody of a person (as an arrestee) whose freedom is under the actual and immediate control of an official

**Disposition:** For the purpose of the R.T.P., this term refers to transfer to the control of another. Eg; Patrol Officer taking control of suspect.

**Felony:** A crime that has a greater punishment imposed by statute than that imposed on a misdemeanor. In the instance of Felony Theft: items taken valued over \$250.00 constitute a felony level theft in the State of Washington. All incidents are subject to prosecutor review to determine the appropriate charge.

**Fraud:** Any act, expression, omission, or concealment calculated to deceive another to his or her disadvantage.

**General Offense Number:** This is a new term for “case number”, “single incident number”, and “Police incident number”.

**I&R:** Identified and Released. Refer to manual section: I&R

**Intent:** The state of mind when an act is done. One intends to do or bring about result.

**M.I.R:** Miscellaneous Incident Report. A MIR is a disposition code used for the purpose of tracking incident types and actions taken. The MIR code is comprised of three digits and a single letter designating a specific crime or event classification.

**Misdemeanor Theft:** A crime that carries a less severe punishment than a felony. A crime punishable by a fine and by a term of imprisonment not to be served in a penitentiary and not to exceed one year

**Personally Witness:** Observe firsthand the crime. This would exclude incidents when a store manager or store employee witnessed the theft - then told a security agent about it.

**Phonetic Alphabet:** Refers to the system of identifying letters of the alphabet by means of code words in voice communication.

**Police commission:** A formal written warrant granting power to perform specified acts or duties.

**Price Switching:** The action of removing a price tag from one item and replacing with a price tag of a lesser valued item. Price Switching is most often charged as Theft.

**Probable cause:** A reasonable ground in fact and circumstance for a belief in the existence of certain circumstances (as that an offense has been or is being committed, that a person is guilty of an offense, that a particular search will uncover contraband, that an item to be seized is in a particular place, or that a specific fact or cause of action exists)

**Prosecutor Decline:** After reviewing the incident report, the prosecutor has determined that there is insufficient information or evidence to pursue prosecution.

**R.T.P.:** Abbreviation used for Retail Theft Program

**Reasonable grounds:** or "reasonable suspicion" an objectively justifiable suspicion that is based on specific facts or circumstances and that justifies stopping and sometimes searching (as by frisking) a person thought to be involved in criminal activity at the time. Awareness of such information as would cause a reasonable person to inquire further

**S.P.D.:** Abbreviation used for the Seattle Police Department

**Sanctioned:** To authorize - to make valid or binding by a formal procedure. To give effective approval.

**Seattle Law Department:** City of Seattle Prosecutor's Office - Criminal Division Responsible for misdemeanor level crimes. Felony level local crimes are handled by the King County Prosecutor's Office.

**Seattle Police Department Communications:** The department division or section charged with the duty of coordinating emergency response, dispatching police, managing calls for service, issuing incident numbers.

**Seattle Police Department Data Distribution Section:** The section processes and distributes all incoming incident reports. Data Distribution Section is a part of the S.P.D. Records Division.

**Security Agent:** The individual designated to detect and apprehend shoplifters, deter crime and prevent loss at a specific retail premise or location. These individuals are under the employ of a store, corporation or private security company. Also known as: Asset Protection Personnel, Loss Prevention Agent, Security Guard, Security Officer, Shrinkage Control Staff, etc.

**Subpoena:** a writ commanding a designated person upon whom it has been served to appear (as in court) under a penalty (as a charge of contempt) for failure to comply (compare summons).

12 hour	24 hour	12 hour	24 hour
1:00 a.m.	0100	1:00 p.m.	1300
2:00 a.m.	0200	2:00 p.m.	1400
3:00 a.m.	0300	3:00 p.m.	1500
4:00 a.m.	0400	4:00 p.m.	1600
5:00 a.m.	0500	5:00 p.m.	1700
6:00 a.m.	0600	6:00 p.m.	1800
7:00 a.m.	0700	7:00 p.m.	1900
8:00 a.m.	0800	8:00 p.m.	2000
9:00 a.m.	0900	9:00 p.m.	2100
10:00 a.m.	1000	10:00 p.m.	2200
11:00 a.m.	1100	11:00 p.m.	2300
12:00 p.m.	1200	12:00 a.m.	0000

**CONTACTS-SPD Phone List:** Any mail sent to the Seattle Police Department must be sent to:

Seattle Police Department  
610 5<sup>th</sup> Ave  
P.O. Box 34986  
Seattle, WA 98124-4986

Unit	Telephone	Fax	Address
Auto Theft	206-684-8940	206-684-8507	1519 12 Ave, Seattle, WA 98122
Burglary/Theft East	206-684-5740	206-684-8112	1519 12 Ave, Seattle, WA 98122
Burglary/Theft North	206-684-5735	206-233-3747	10049 College Way N., Seattle, WA 98133
Burglary/Theft South	206-386-1855	206-386-1819	3001 S. Myrtle, Seattle, WA 98108
Burglary/Theft West	206-684-5730	206-684-8863	1519 12 Ave, Seattle, WA 98122
Check/Forgery	206-684-8981		1519 12 Ave, Seattle, WA 98122
Chief of Police	206-684-5577		610 5th Ave, Seattle, WA 98104
COMMUNICATIONS	206-625-5011		810 Virginia St. Seattle, 98101
Crime Prevention	206-684-4730	206-684-7730	810 Virginia St. Seattle, 98101
Fraud/Explosives	206-684-8980		610 5th Ave, Seattle, WA 98104
Juvenile-Central	206-684-5740	206-684-4780	1519 12 Ave, Seattle, WA 98122
Juvenile-North	206-3865735	206-233-3747	10049 College Way N., Seattle, WA 98133
Juvenile-South	206-386-1855	206-386-1891	3001 S. Myrtle, Seattle, WA 98108
King County Jail	206-296-1234		500 5th Ave, Seattle, WA 98104
King County Prosecutor	206-296-9000		516 3rd Ave, Seattle, WA 98104
Media Relations	206-684-5520		610 5th Ave, Seattle, WA 98104
Missing Persons	206-684-5582		610 5th Ave, Seattle, WA 98104
Narcotics	206-684-5797		610 5th Ave, Seattle, WA 98104
Parking Enforcement	206-386-9012		2203 Airport Way S., Seattle, WA
Property Room	206-684-8720		730 S. Stacy, Seattle, WA 98134
Patrol-East Pct.	206-684-4300	206-684-4386	1519 12th Ave, Seattle, WA 98122
Patrol-North Pct.	206-684-0850	206-684-0742	10049 College Way N., Seattle, WA 98133
Patrol-South Pct.	206-386-1850	206-386-1810	3001 S. Myrtle, Seattle, WA 98108
Patrol-South West Pct.	206-733-9800	206-733-9324	2300 SW Webster ST., Seattle, WA 98106
Patrol-West Pct.	206-684-8917	206-684-8109	810 Virginia St. Seattle, 98101
Retail Theft Detective	206-386-9767	206-684-0730	810 Virginia St., Seattle, WA 98101
Robbery	206-684-5535		610 5th Ave, Seattle, WA 98104
Seattle Law Dept.-Criminal	206-684-7757	206-684-7900	700 5th Ave, #5350, PO Box 94667 Seattle, WA 98124-4667
Sexual Assault Unit	206-684-5575		610 5th Ave, Seattle, WA 98104
Traffic	206-684-8757		2203 Airport Way S., Seattle, WA
Vice	206-684-8660		610 5th Ave, Seattle, WA 98104

RTP Operations Manual - The Retail Theft Program Manual is provided to participants in the Seattle Police Department Retail Theft Program. See disclaimer.

RTP monthly Security Personnel Meetings - The Seattle Police Department Retail Theft Program will hold Store meetings approximately every 4 months at various locations. Notice of the meetings will be sent out through the RTP listserve.

RTP WEBSITE - [www.seattle.gov/police/rtp](http://www.seattle.gov/police/rtp)

RTP DETECTIVE – Any questions, or requests for the manual, other materials and listserve access should be directed to [chris.shean@seattle.gov](mailto:chris.shean@seattle.gov)