



**CONCLUDED  
PROBLEM REPORT  
PS-1**

**Problem ID : 74**

Reporting Division :DOWNTOWN

District:

Neighbourhood:

Address: CITY WIDE

Reg	Rank	Last Name	First Name
1267	DET	GUNN	GERALD

Key Description : REOCCURING MAC'S STORE ROBBERIES

**Problem Description:**

On 95Feb15, the 1994 year end report from Robbery Unit outlined a statistical breakdown of commercial robberies, totalling 289 for the year, determining 41 of 93 convenience store robberies represented by Mac's stores (44%). Second place statistic was 7-11 stores at 12% or 11 of 93.

For 1995 so far, 94 commercial robberies have been committed, Mac's was represented in 18 out of 37 of these \* numbers for convenience store robberies (49%). Robbery Unit assigned Det Gunn to initiate community based alternatives, the Detective worked with Silcorp Ltd. the parent company for Mac's stores to effectively reduce armed robberies by using increased community, corporate and police involvement while publicly educating Edmonton through media and corporate advertising.

Past armed robberies victimized Mac's stores and their clerks, particularly two who were slashed with knives inflicting injuries and hospital treatment. A group of three males are the suspects.

**Problem solving strategies and results :**

On 95Apr19, a media release included the upward trend in robberies and the preventative efforts being made by the EPS, these were positive articles and broadcasts although they targetted the weaknesses of the corporations involved.

On 95Apr20, Det Gunn and S/Sgt Shantz met with Mr. Chris Gilbert, Director of Employee Safety and Training for Silcorp Ltd to create a working relationship between the EPS and Silcorp Ltd. Afterwards, Mr. Gilbert was escorted to alt the "high risk" or "high incident" Mac's stores in the city. Mr. Gilbert completed physical security surveys and internal procedural reports uncovering not only physical problems with security due to design and lighting etc., but also a lack of adherence to cash handling techniques and policies regarding cigarette lock-up and inventory control. Measures and recommendations were compiled and reported.

Afterwards, Mr. Gilbert expressed his appreciation to the EPS for their assistance, having a Robbery Detective present during his evaluations lent considerable credibility to his critique, as were Det. Gunn's recommendations reinforced by his presence. On 95 Apr 24, Mr. Gilbert contacted Det Gunn informing him of the Executive meetings held to discuss the Edmonton situation and resulted in Silcorp committing to major changes for the Edmonton region. The Edmonton region was a first priority for security upgrading and store retrofitting. Effective 95 May 18, Silcorp will commence with a \$150,000 retrofitting program in 41 of its 50 Edmonton based Mac's stores, as well as scheduling a Mac's dealer/representative seminar held at the Mayfield Inn on 95 May 03. The seminar was attended by Det. Gunn, Mr. Gilbert, a VP Mr. Donald Hand, Alta District Mngr Joe Nemeth, all rgnl mgrs and all store dealers from the Edmonton area for a total of 117 attendees. Cst Glen Buchta from Crime Prevention Unit delivered a Robbery Prevention presentation, Mr. Gilbert outlined the upgrades Silcorp was delivering and the policies & procedures for these changes. Overall, the evening was extremely positive and showed a strong commitment by Silcorp and Mac's.

On 95 May 04, Crimestoppers filmed re-enactments of the most serious of the Mac's robberies, Silcorp Executives were invited to attend and the Crimestoppers Unit was well received by all Mac's employees who were very cooperative (airing may 15-19). Mac's is now negotiating to become a corporate partner in the Edmonton Crimestoppers program,

much like in Toronto (Sgt. Yohemas to liaise directly with Silcorp).

Changes and upgrades included:

- a 24 hr. time lapse video recorder and camera
  - 1 video monitor to be displayed publicly near an entrance to educate the public that observation and recording is occurring
  - 1 time locked cash dispensing unit
  - 1 time locked cigarette safe
  - 2 time locked safes for counter area (one drop safe, one misc. safe)
  - increase to 2 personal alarms from 1, increase to 4 from 2 for those stores currently running a gas bar or Subway outlet. Personal alarms are not used for robberies, only personal threat or injury when the phone is inaccessible.
  - computer upgrades to monitor entrances, exits, tills and storage areas
  - VCR units will be secured in custom made, tamper-proof metal cases in the rear of the stores to disallow access and tampering by unauthorized persons
  - Videotape quality will be maintained by regional directors, who every three months visit stores and will replace the tapes at a minimal cost to the dealer
  - new aggressive signage, large red and white signs placed in conspicuous areas alerting the public to video and security programs
  - light meter tests of store, upon completion, below acceptable level stores to be upgraded in and out
- \*note\* Mr. Gilbert expressed concern that resistance is anticipated from property owners and City of Edmonton Depts if trees or landscapings etc, affect views/lighting. This will be dealt with by the EPS turf members as a community project and should get full cooperation once discussed with city depts.
- revised robbery prevention manuals for all Mac's dealers and stores

Future steps include:

- Corporate involvement in Edm Crimestoppers program
- Silcorp allocated \$1000 to additional projects undertaken by Robbery Unit, researched by Gunn
- Media involvement, joint release by Silcorp and Robbery Unit highlighting the liaison between EPS and the corporate industry, and crime prevention measures, delivering "police perspective" to Silcorp's endeavours
- Silcorp is currently designing a cigarette dispersal unit allowing removal of a single package of cigarettes at a time, eliminating the "scoop and run" aspect of robberies

Conclusion - Excellent professional working relationship has been fostered between the EPS and Silcorp, supported by executive to involve community based policing initiatives and philosophy of working together as a team. Advancements made will yield positive results by way of a reduction in armed robberies, increase apprehension rates and a safer working environment for its employees while the working relationship between Robbery Unit and Mac's stores.