



Walmart Restorative Justice Program Arlington Police Department, Arlington, TX

**Presenters: Assistant Chief Kevin Kolbye
Sergeant Jakisha Jones**



Walmart Restorative Justice Historical Perspective



- Population = **381,597**
- **14,000** arrested per year





Walmart Restorative Justice Historical Perspective



- **Theft/Shoptlifting** = primary driver of crime rates
- **7,798** theft/shoplift calls citywide at retailers





Walmart Restorative Justice Historical Perspective



- Of 7,798 citywide CFS 2,442 **(31%)** calls occurred at 3 Walmart locations
- Similar concerns in US ref CFS at Walmart Stores
- Analysis over 4 year period was trending up



All Calls For Service (excludes ACC/DWI/T-Stops)	2012	2013	2014	2015 Jan-Apr	Total
4800 US 287 FW (WEST)	704	624	536	188	2,052
4801 S. Cooper St (SOUTH)	532	486	522	240	1,780
915 E. Randol Mill Rd (NORTH)	1,099	913	1,074	386	3,472
TOTAL	2,335	2,023	2,132	814	7,304

2,442 = 15%



Walmart Restorative Justice Historical Perspective



- Of the 2,442 CFS - estimated 1,133 **(45%)** result in arrest
- From 2014 approx. **8.1%** increase



Theft/Shoplifting Arrests	2012	2013	2014	2015 Jan-Apr	Total
4800 US 287 FW (WEST)	292	233	298	224	1047
4801 S. Cooper St (SOUTH)	145	158	225	301	829
915 E. Randol Mill Rd (NORTH)	518	433	557	570	2078
TOTAL	995	824	1080	1133	3954

+8.1%



Walmart Restorative Justice Historical Perspective



- Population = 381,597
- 14,000 arrested per year
- 7,798 theft/shoplifting calls citywide in APD
- Of citywide calls, 2,442 (31%) calls occurred at 3 Walmart locations
- 1,089 (45%) resulted in arrests
- **1,000s of officer hours**





Walmart Restorative Justice Enforcement Strategies



- Prior practices = offender detection & apprehension
- Traditional Approaches:
 - Foot and bike patrols
 - **Citizens on Patrol**
 - Decoy vehicles
 - Traffic enforcement details
 - **Sky watch tower**
 - Officer visibility
 - Communication with individual stores

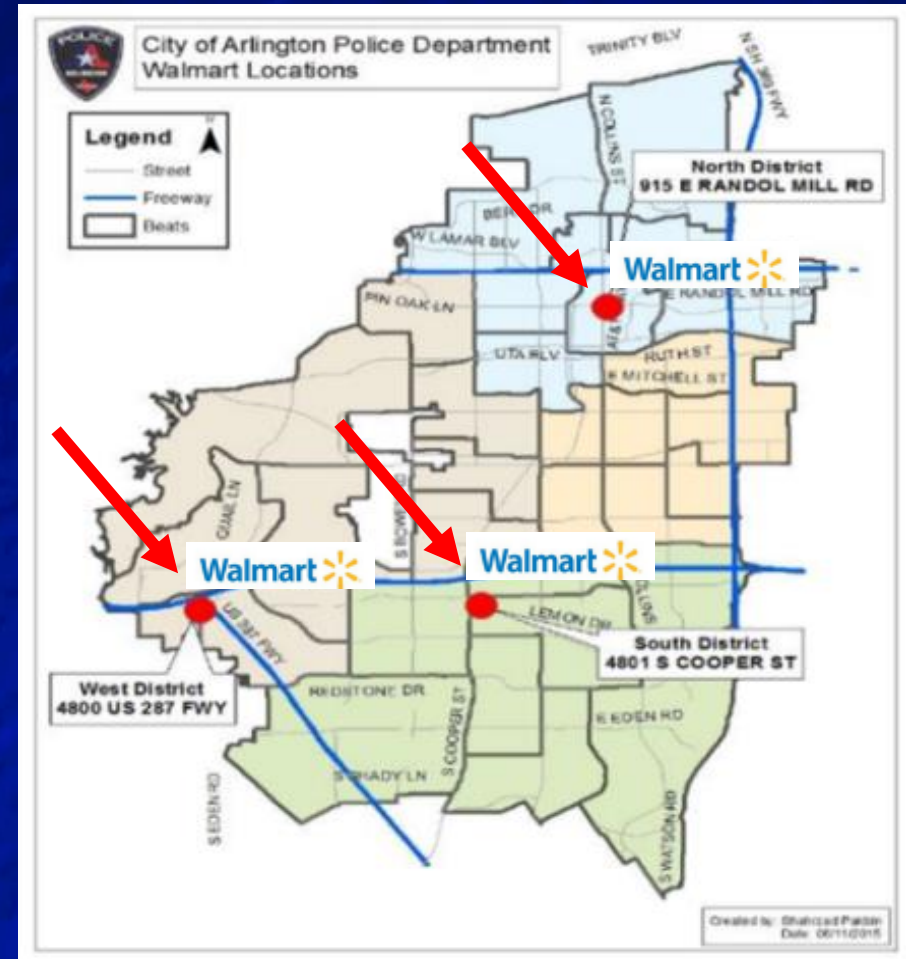




Walmart Restorative Justice Conventional Methods



- 3 Walmart locations = “**Hot Spots**”
- Arlington *drives* North Texas Tourism Industry
- Places unique emphasis on North District Walmart





Walmart Restorative Justice Population Perspective



- 14 million visitors frequent the Arlington entertainment tourism industry
- Over 200 events (AT&T Stadium/Globe Life Park)
- \$2 billion in revenue
- Walmart strategically located within a 100 yard walking distance



Six Flags Over Texas



Globe Life Park & AT&T Stadium



Hurricane Harbor



Walmart Restorative Justice Population Perspective



- 100,000s of visitors frequent:
 - Levitt Pavilion
 - Downtown Arlington
 - Lincoln Square Corridor
- Results in North Arlington Walmart location = **50%** of CFS





Walmart Restorative Justice Reactive Approach



- Conventional & Traditional response to loss prevention = **NOT EFFECTIVE!**
- In order to affect crime trend:
 - Change police department's approach
 - Change within all 3 Walmart stores



West District



South District



North District



Walmart Restorative Justice Proactive or Reactive Approach?



- August 2015:
 - Walmart AP Managers
 - Corrective Education Company(CEC)
 - Dr. Read Hayes
- Developed **“The 8 Step Approach”**
 - Philosophical Change
 - Target hardening factors



Walmart Restorative Justice “8 Step Approach”



Objectives

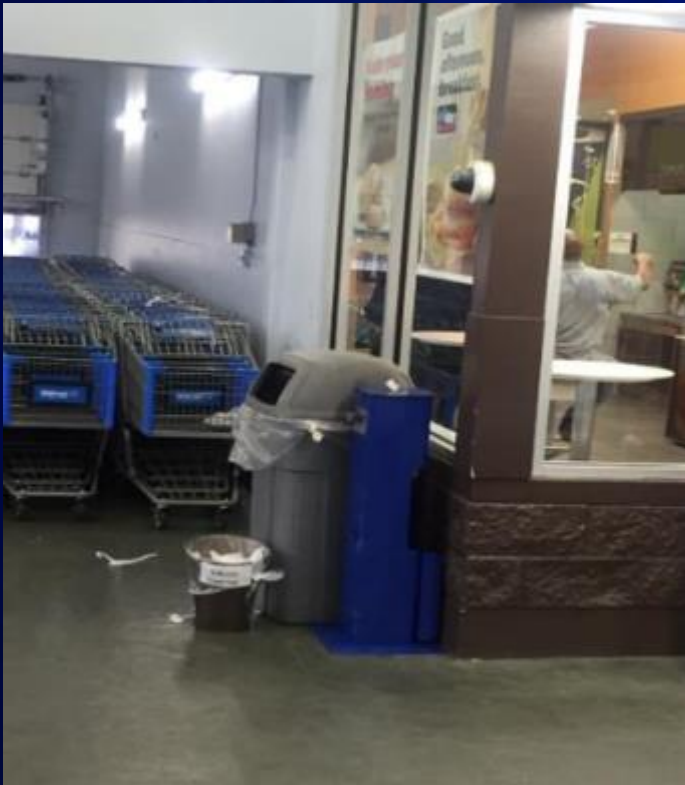
1. Reduce calls for service
2. Reduce overall arrests
3. Reduce manpower hours
4. Implement the “*First Time Offender Program*”
5. Capture the cost benefit analysis of money saved



Walmart Restorative Justice Step 1



- **“More at the Door Philosophy”**: Walmart reinstituted greeters





Walmart Restorative Justice Step 2



- The “Signs Do Matter”: Joint APD/Walmart signage





Walmart Restorative Justice Step 3



- Enhanced Public Monitoring (EPMs): 6" TV mirroring screens at face level





Walmart Restorative Justice Step 4



- Magnetic Sensors with overhead TV screens at the store exited notification of **“RECORDING IN PROCESS”**





Walmart Restorative Justice Step 5



- The utilization of Criminal Trespass Warnings (CT Warnings): Issue CT Warnings to repeat theft and shoplifting offenders.





Walmart Restorative Justice Step 6



■ “First Time Offender Program”





Walmart Restorative Justice Steps 7 & 8



- Arlington PD Marked Unit Deployment
- APD Officer Visibility





Walmart Restorative Justice Results Achieved



1. Reduce Calls for Service

Calls for Service – All Walmart Locations Theft/Shoplifting

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	Diff Calls	Additional Calls (excluding theft/shop)
Oct 2014- Jul 2015	108	94	127	157	74	110	93	94	87	91	109	108	1252		
Oct 2015- Jul 2016	73	67	69	74	55	53	57	59	58	51	52	43	711	-541	-130

Decrease = **-43.2%**



Walmart Restorative Justice Results Achieved



2. Reduce Overall Arrests

Calls for Service – All Walmart Locations

Theft/Shoplifting Arrests

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	Diff	% Change	Arrests Saved (excluding T/S)
Oct 2014- Jul 2015	59	56	80	89	48	68	54	57	55	66	60	41	733			
Oct 2015- Jul 2016	22	25	20	38	23	24	19	26	28	25	20	21	295	-438	-59.8%	-73

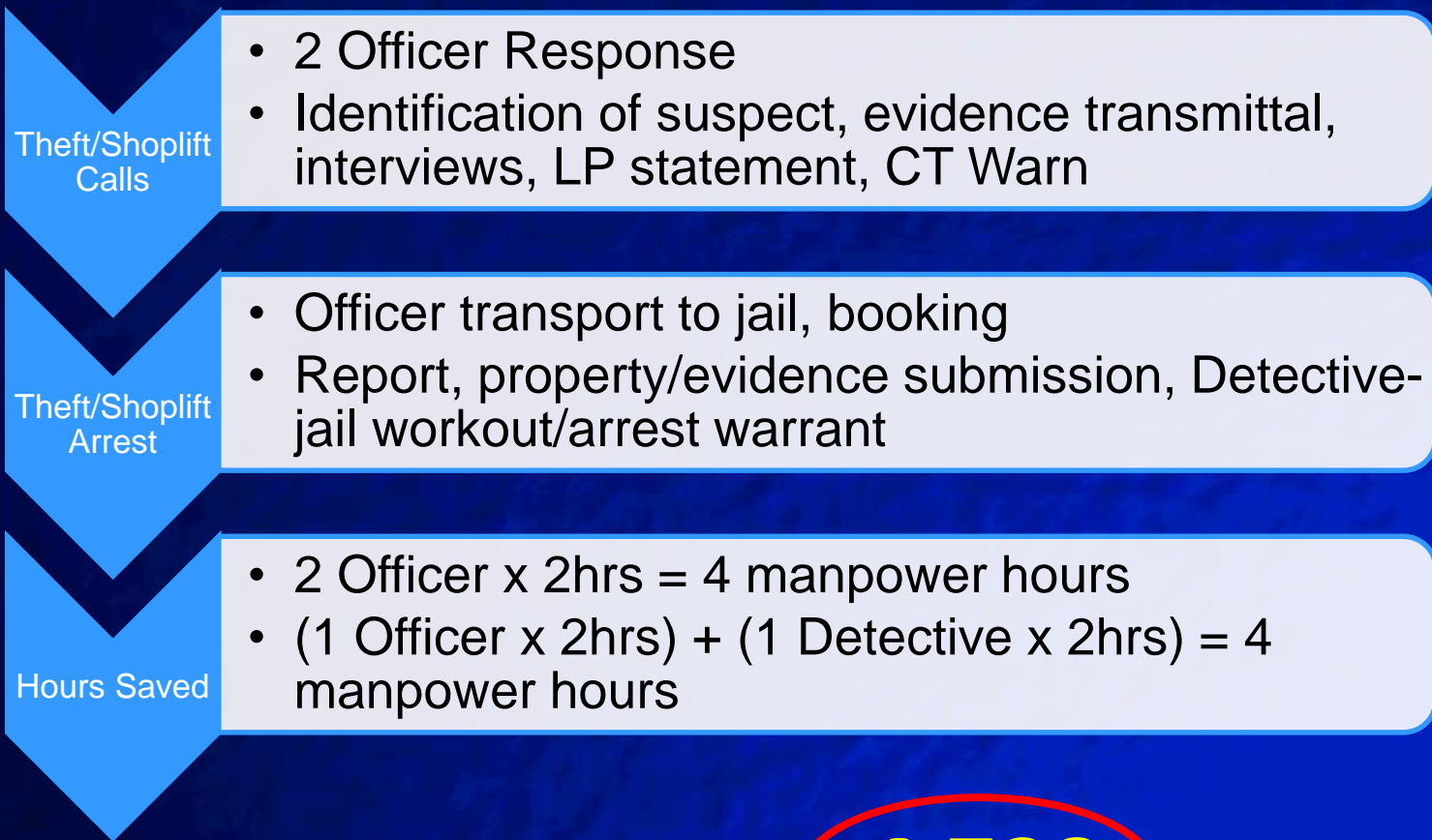
Decrease = **-59.8%**



Walmart Restorative Justice Results Achieved



3. Reduce Shoplift/Theft and Arrest Manpower Hours



Savings of **4,728** hours



Walmart Restorative Justice Results Achieved



4. “First Time Offender Program”

- Of **511** less arrests (shoplift & all offenses)
- **320** qualified and completed *“First Time Offender Program”*
- **63%** individuals were not engaged by PD
- Resulted in **191 (37%)** offenses = hardening of the target





Walmart Restorative Justice



It really opened my eyes to how other people can perceive things. Prior to that I just didn't understand the impact my actions had on others. It helped me to be more open and considerate and to think things through before I act. It felt like a warning and second chance. It was a really good avenue for me. ~ Karla

Well, The course was actually beneficial to me because I was a first time offender involved in a situation at a store that led to one thing to another that helped keep everything from going of my record. It helped me being a first time offender. I like the content that discussed how to have a successful life. It as very motivating and made me think. It really woke me up because I was put in certain situations where I wasn't really conscious of what I was doing, and it helped to wake me up.
~ Taylor



Walmart Restorative Justice Results Achieved



5. Cost Benefit/Savings

- Over 4,700 hours saved
- Avg. Officer Salary x 3.4 officers = \$218,000



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- Two men in dark suits are seated on silver metal stools on a stage. The man on the left is wearing a white shirt and a patterned tie, while the man on the right is wearing a light blue shirt. They are both looking towards the camera. The background features a dark curtain and a large, illuminated geometric structure made of blue and orange triangular frames. Two clear plastic water bottles are placed on the floor in front of the stools.
- **1,000 stores with program effective Oct. 1**
 - **Estimated 107,000 reduction in shoplifting/theft arrests**
 - **New hires of program participants**



Walmart Restorative Justice Conclusion



- Results far exceeded the expectations
- Celebrate Successes Internally & Externally
- Highlight through Social Media
- Established a blueprint (JC Penny's)
- Offer jobs to successful participants
- Law enforcement is only one component of solution



Walmart Restorative Justice

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