**Pikes Peak Retail Security Association**
*(Decreasing level of shoplifting/citywide)*

*Description of problem:* Repeat shoplifts, thefts, and frauds being committed by the same individuals or groups. Retailers have no way to share information on repeat offenders.

SCAN: Information obtained from calls for service along with patrol officer experience show that the chronic or professional shoplifter is a large problem. Meetings with numerous local retailers show that they also feel this is a problem.

**ANALYSIS:** There are many individuals and groups that commit these crimes as a way of life. The victims include local merchants citywide. The individuals, who are arrested, are given a summons or taken to jail on other charges and only the victim is aware of the arrestee, and their method of operation. Other merchants in the area do not get to share this information because of lack of communication.

*Short Term Goal- To* start an organization, to share information about shoplifting rings

*Long Term Goal- To* keep organization going, to impact and reduce crime.

**RESPONSE:** Start an organization called "The Retail Security Association", "RSA". The RSA will include a sworn officer along with loss prevention officers and managers from local businesses. Meetings will occur every other month, to share and pass along information on the groups or individuals that are committing shoplifts, thefts, and frauds. Patrol officers and loss prevention personnel will provide information to the RSA.

**ASSESSMENT:** The year following the creation of the RSA there was a reduction of shoplifting calls for service in the Falcon Division by over 1/3 (1999=795, 2000=552).
There was one major shoplifting "ring" that was dismantled with the arrest of several key players.

The meetings were changed from once every two months, to once a month for more regular exchange of information. A division detective (William Owen), and an officer from another division (Isidro Santos) later assisted the original officer. After re-analyzing the project the officers realized that it would be of benefit to incorporate the usage of computers to use a format to exchange information over the Internet. Officers created a way to instantly exchange information between Law Enforcement and Retail Loss Prevention, as well as an exchange of information directly between Retail Stores using Yahoogroups. The exchange of information over the Internet is still ongoing.

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The creation of the RSA was successful in decreasing Long-term citywide shoplifting down 25% over a four-year period.
The initial problem was identified as shoplifts, thefts, and frauds that were being committed by repeat groups or individuals. Retailers had no system of communication to share information on the offenders or repeat offenders.

Officer Mike Anderson identified the problem as he was working a local retail mall for the Christmas season. He began noticing a pattern of crimes being committed by professional shoplifters. He identified them as professional shoplifters because they committed repeat shoplift of similar items or similar modus of operandi.

He also noticed that an individual could be served and released on a summons for shoplifting in one store, walk down the hall and commit another shoplift without the Loss Prevention personnel knowing. Another issue with this was that although they were stealing felonious amounts of property, each individual theft was a misdemeanor.

This project was selected because of the high number of calls for service, expenditure of officer time, and the individuals committing these shoplifts were also involved in other more serious crimes. (E.g. Narcotics, forgeries, burglaries, illegal pawns)

The information analyzed was from the number of calls for service relating to shoplifting at retail stores. Information on the arrestees was evaluated to see what other types of crimes they had been arrested for. The arrestee's were also checked in the CSPD pawn database (by Officer Regino Trujillo) to see how frequently they pawned items to local pawnshops. Many times the number of repeat items that they pawned were unusually high for the average person (e.g. Sale of multiple DVD players within a short period of time)
Analysis

The information used to analyze the problem was Officer's observation and the review of crime analysis statistics obtained from our crime analysis unit, there was also direct conversation with officers and retail loss prevention personnel.

This is an ongoing problem that had not ever been addressed using Problem Oriented Policing and had only been addressed with traditional policing. These crimes occur whenever a retail store was open, regardless of security measures, and takes place throughout the city at all retail locations.

The offender's underlying motivation in this problem was that it was an easy way to make money, or have items to trade for narcotics. These shoplifters would use the cash or property to buy narcotics and use proceeds for other illegal endeavors. The information reference the exchange of stolen property for narcotics was gathered through interviews with suspects arrested for shoplifting.

It was not very hard to motivate the victims to participate in the project. Their motivation to participate in the project was to prevent theft and other crimes in and around their store, which cause financial loss in both the loss of property and the loss of store employee's time.

Police motivation was to decrease crime and to decrease number of calls for service. Each call for service that is eliminated saves officer time, which could be used elsewhere. When interviewing suspects, there was a correlation between shoplifting and other crimes. The crimes that were associated with the shoplifters were forgery and methamphetamine production.
There has been an increase of methamphetamine labs from five in 1998 to over two hundred in 2002. Products that easily accessible in local stores are used in the methamphetamine lab, these are purchased or stolen.

Before this project started, loss prevention officer and law enforcement officer would serve and release offender without exchanging information with other stores. The results were that the suspects would be served and released on that offense, but would be free to go to another store and attempt to shoplift again.

The analysis revealed that the extent of the problem was the individuals were able to conduct this behavior throughout the city without being identified as someone who does this for a living. The individuals were no easier to identify even after being arrested for shoplifting numerous times.

Another issue was that these shoplifters were charged only for the individual misdemeanor thefts. There was no way at the time to connect the many thefts together, if they could be connect them they would equal a felonious quantity.

The problem was discussed with members of the retail community at the start of this project, with continued discussions on a monthly basis, and regularly over the Internet.

**Response**

The original solution considered was a typical traditional approach. The solution was to increase uniformed patrol of the mall. This idea was eliminated because of the low availability of manpower.
The initial effort was to meet with retailers to discuss potential repeat offenders. The many retail loss prevention personnel were very interested in the information provided by officers and other retail stores. After several meetings it was decided that they wanted to meet on an ongoing basis.

Because of the obvious connection between the shoplifting and methamphetamine production the Vice and Narcotics Unit provided training to the members about its production. This training was free of charge and assisted the members to identify obvious indicators of methamphetamine production.

The meetings were an effective way of sharing information. However, the officers decided that there was the need to have the information available on real time. Officers then decided that they needed to develop a more immediate form of communication.

As an ongoing enhancement to the program, in November 2000 the officers started providing the information through the E-groups Internet site, which later became Yahoo groups. This web site was designed so that officers and the RSA participants could post information that they and others could retrieve almost immediately. We also involved other Law enforcement agencies throughout the Front Range. There are currently 82 members of the Yahoo groups site.

The most important criteria for evaluation the officers wanted to use was the impact the project would have on the community. With the exchange of personal information belonging to suspected shoplifters, with non-policing entities, officers contacted Colorado Springs City Attorneys office and verified that the exchange would not be a liability for the police department. The cost was not significant. The meeting
room was provided by the police department, police officer time was provided by the police department and the usage of Yahoo groups was provided at no cost to either the department or the retail stores. The department normally allows for officers to use work time to work on POP projects, and they were also given time to assess the effectiveness of the projects.

The goal was to improve communication between the retailers, and between retailers and law enforcement. Law enforcement also wanted to identify professional shoplift rings, reduce the number of calls for service and effect other crimes associated with the shoplifting.

The resources that were available to included intelligence, crime analysis information, a criminal photo database and a computer with Internet access.

**Assessment**

Since the implementation of this project, communication between law enforcement officers and retail stores is at an all time high. Information gained from this communication has assisted in a decrease in calls for service. The arrest and conviction of professional shoplifters throughout the city, methamphetamine labs have also been discovered and shut down.

It was difficult to identify a way to assess the effectiveness of the program. Since the program dealt with shoplifting shoplift calls for service was used. The initial result of the meetings with retail was a reduction of 243 shoplifts calls for service in the Falcon Division (1999=795, 2000=552).
Now in its fifth year, the meetings now include 14 retail companies that include numerous individual stores throughout Colorado, as well as 8 different law enforcement agencies.

This is a 25% decrease of shoplifts city wide in a three year period. Using the shoplift calls for service, the citywide the changes were as follows:

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The method of evaluation was numbers of shoplifts citywide and the input by the retail store employees. There is an ongoing evaluation of the effectiveness of the problem solving effort, showing that the effort is still effective.

Retail loss prevention personnel, police officers and police department supervisors conducted the evaluation.

Throughout the five years there have been no problems in implementing the response plan. One of the issues that have effected the program was that the Detective Owen and Neighborhood Policing Officer Anderson left their specialized units and returned to patrol. This did not effect the overall program because they were allowed to continue their efforts as patrol level officers.
The other efforts that were used initially, during previous years, was the deployment of Neighborhood Policing Units into mall areas during the Christmas seasons. However, since project has been considered so successful what has occurred is that there have been enhancements to the program not other efforts. The original effort was the meetings of the mall loss prevention officers. With the success of the meetings within the mall, opening it up to outside businesses was the next step with the mall becoming its own entity. Then the Internet web group was developed; this part of the project opened the program for groups throughout the Front Range. Many of these groups also collaborated with their local police departments to start similar programs within their own jurisdiction.

Examples of the RSA success:

A shoplifting suspect left a store in Pueblo, Colorado driving a car with a U-haul attached to the back of it. The store was a member of the RSA and almost immediately put the information on the Internet. A member in Colorado Springs, who had read the information on the Internet, observed the car that matched the description an hour later in their parking lot and called the police. The suspects were monitored and were caught stealing in the Colorado Springs store. The information on the suspects was also given to the Pueblo Police Department.

After 2 major shoplifting rings were identified, members were able to keep track of the members. Groups of members would be seen in a store talking to each other on radios, and many of the individuals would be arrested for shoplifting. One group was a family who was all involved and was banned from many of stores in Colorado Springs. The group was found to be heavily involved in narcotics and was incarcerated for both
felonious theft and narcotic charges. Neither group has been seen at stores in Colorado Springs since then. Many minor groups have also been identified and are now easily recognized by RSA members.

All of the original goals were met. The additional benefits of locating methamphetamine labs, and discovering information on forgery suspects resulted from this project. The number of methamphetamine labs that have been found within the county, over 200, are in large part because of information provided to merchants by Colorado Springs Police Officers.

With the exchange of information between the retail employees and officers, we were able to obtain information on methamphetamine labs because shoplifters were being caught stealing ephedrine, which helped lead to labs using the information from the shoplifters, because the information was given to the Metro Vice and Narcotics unit. Photos and film footage of forgery suspects also lead to identification of repeat forgers.

The measured results were collected using crime analysis statistics and personal input from retail employees. The crime analysis statistics supported the conclusions, as well as information given by retail loss prevention.

There was not a concern about displacement because stores and police agencies along the Front Range are included in the project. This response will require continued effort due to the constant introduction of new shoplifters/shoplift rings.

**Agency and Officer Information**

The Colorado Springs Police Department has been in existence for 101 years. Community policing efforts began in the late 1960’s and was inculcated into the department in the early 1990’s. Since the early 1990’s all officers on CSPD have had
extensive problem solving training. Problem solving efforts are encouraged at all levels of the department. CSPD currently has forty-five Neighborhood Policing Unit Officers.

Although Neighborhood Policing Officer Anderson started this project, officers through the department benefit from the information. This problem-solving project was initially started at the Falcon Division of the Colorado Springs Police Department. Over the last several years it has been implemented citywide and also has been shared with numerous companies and police departments in Colorado.

Neighborhood Resource Officers initiated this program in the Neighborhood Policing Unit. Officers involved in the project have taken it into the patrol division, and all officers are encouraged to use problem solving on a regular basis. The initial project was documented on a CSPD standardized problem oriented policing project form.

Officer time, access to meeting space, and access to computer Internet services were committed to this project. The cost of this program has been limited to the cost of the employee's time from the police department and the community employees.

Officer Mike Anderson

Officer Mike Anderson has been on the Colorado Springs Police Department for eleven years. He has had experience as a Neighborhood Policing Unit and is now on Patrol at the Falcon Division. He has been selected to join the CSPD Airport Unit. At the time of the creation of RSA, Anderson was a Neighborhood Resource Officer for the Falcon Division.
Officer William Owen

Officer Owen has had over twenty years of policing experience. He has been on CSPD for eleven years. On CSPD he has been a Property Crime Detective, Theft of Auto Burglary Unit Detective, Crime Prevention Officer and is now at the Airport Unit.

Officer Isidro Santos

Officer Santos has been on CSPD for six years. He is assigned to the Gold Hill Neighborhood Policing Unit as a Neighborhood Resource Officer, Gold Hill Division. He has also instructed Community Policing Courses and Firearms Courses for the CSPD Training Academy.

Project Contact Person:

Officer Isidro Santos

Neighborhood Policing Officer

705 S. Nevada Ave

Colorado Springs, CO, 80903

(719) 444-7727

Fax (719) 634-0534

santosis@ci.colospgs.co.us
Welcome, sid_santos (sid_santos · santosis@ci.colospgs.co.us)

PikesPeakRSA · Pikes Peak Area Retail Security Association

Description

Category: Police and Law Enforcement
Retail Loss Prevention Professionals of the Pikes Peak Region sharing information and working together with Law Enforcement to make a difference.

Most Recent Messages

Apr 22  Two Questions - leelamer
To All, I have a couple of questions that maybe someone in the group may be abl

Apr 22  Reminder - Regular Meeting of Pikes Peak R.S.A. - PikesPeakRSA@yahoogroups.com
We would like to remind you of this upcoming event. Regular Meeting of Pikes Pe

Apr 14  Debit card scam - amundsjo
This was forwarded to me, but I thought it would be of interest to all. Thieves

Apr 3  BOLO - leelamer
To All, On the evening of 1 April 2003, at the 8th Street Wal-Mart the followin

Mar 15  BOLO - leelamer
On 03-15-03, Delores Janet RIVERA was arrested at the 8th Street Wal-Mart for T

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Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec
2003  3  10  13  4
2002  10  2  6  2  9  10  7  10  13  11  7  16
2001  30  22  44  17  18  17  12  4  14  18  18  9
2000  6  20

Group Email Addresses
Post  PikesPeakRSA@yahoogroups.com

http://groups.yahoo.com/group/PikesPeakRSA/  4/24/2003
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Messages

356-396 of 396 | Previous | Next | First | Last |

Subject Name/Email Yahoo! ID Date
B.O.L.O. Tim&Beila Fri 12/6/20
FW: HELP REQUEST Cathy kingrsa2001 Tue 12/10/2
BOLO leonard1lamer leclamer Wed 12/11/2
Shoplift Trend? John Amundson/CSPD amundsjo@cl.colospgs Fri 12/13/2
Shoplift Trend? leonard1lamer leclamer Mon 12/16/2

Invite 4 Colombian shoplifting
suspects linked to ring targeting Wal-Mart leclamer Fri 12/20/2

Counterfeit check ring
John Amundson/CSPD amundsjo@cl.colospgs amundsjo Tue 12/31/2
(no subject)
K.D.Cline CIS CLCA kade_c211@yahoo.com kade_c211 Tue 1/14/2
BOLO leonard1lamer leclamer Wed 2/5/20
BOLO leonard1lamer leclamer Thu 2/6/20
Shoplifting Sid Santos santosis@cl.colospgs.co.us sid_santos Tue 2/11/2
Yahoo groups site
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Yahoo groups site leonard1lamer leclamer Tue 2/11/2

http://groups.yahoo.com/group/PikesPeakRSA/messages

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PikesPeakRSA · Pikes Peak Area Retail Security Association

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<td><a href="http://www.consumer.gov/sentinel/idchart.htm">http://www.consumer.gov/sentinel/idchart.htm</a></td>
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Fugitive Location & Apprehension Group

http://groups.yahoo.com/group/PikesPeakRSA/links 4/24/2003
20 Most Wanted
http://www.cdpweb.state.co.us/cbi/20_most_wanted.htm
tikfly@hotmail.com Edit

Links
Lots Of Additional Links
http://www.geocities.com/cspdnlaw/links.html
penaltyshot13 Edit

National Crime Prevention Council
National Crime Prevention Information
http://www.ncpc.org
goldking13@hotmail.com Edit

National Loss Prevention Loss Prevention Information
http://www.nationallossprevention.com
pikertfy@hotmail.com Edit

Retail Loss Prevention Exchange
Loss Prevention Info-Employment-Message Board
http://www.RJFX.com
muskitefy Edit

Sherlock Ink
Fraud & Fingerprint needs - Touch print ink pads
http://www.sherlock.org
penaltyshot13 Edit

Shoplift Prevention (Cerritos California)
Shoplift prevention info
http://www.ci.cerritos.ca.us/ciyserv/publicsafety/shoplifting.html
goldking13@hotmail.com Edit

Shoplift Prevention (Concord California)
Shoplift prevention info
http://www.ecis.com/~noslo/shoplift.html
goldking13@hotmail.com Edit

Shoplift prevention (Washington State)
Shoplift prevention info
http://wscp.innw.com/Manuals/shoplift.html
goldking13@hotmail.com Edit

The House Of Con Games
On-Line Encyclopedia to Scams, Shams & Swindles
http://www.geocities.com/king_grifter
goldking13@hotmail.com Edit

The Worlds Most Wanted
Fugitives and Unsolved Crimes
http://www.mostwanted.org/
pikertfy@hotmail.com Edit

Transportation Security Administration
TSA Travel Tips, News, Employment Information,etc.
http://www.tsa.dot.gov/public/index.jsp
penaltyshot13 Edit

US Secret Service
Counterfeiting/most wanted/etc.
http://www.ustreas.gov/usss/
goldking13@hotmail.com Edit

USA.Com
Find People or Businesses
http://www.usa.com/info.usa/index.htm?nl=1
penaltyshot13 Edit

Yellow Pages
Phone Book - U.S. & U.K.
http://www.yell.com
penaltyshot13 Edit

Add Bookmark | Add Folder
## Members

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<tr>
<th>Members</th>
<th>Moderators</th>
<th>Pending</th>
<th>Bouncing</th>
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<tbody>
<tr>
<td>Invite Members</td>
<td>Add Members</td>
<td>Remove</td>
<td>Ban</td>
</tr>
</tbody>
</table>

### Email Address

- amundsj@ci.colospgs.co.us
- anderami@ci.colospgs.co.us
- barremia@ci.colospgs.co.us
- bmaneckrich@aol.com
- BnTakonom@aol.com
- bowsermonkey@msn.com
- BRAEBURN911@MSN.COM
- Brent.Jackson@Target.com
- buzzelst@ci.colospgs.co.us
- cahirl61@hotmail.com
- colbrookst@netzero.net
- cornelco@ci.colospgs.co.us
- cstrodca@aol.com
- cstost@kingsoopers.com
- currtye@ci.colospgs.co.us

### Message Delivery

- Daily Digest
- Individual Emails
- Individual Emails
- Individual Emails
- Individual Emails
- Individual Emails
- Individual Emails
- Individual Emails
- Individual Emails
- Individual Emails
- No Email
- Individual Emails
- Individual Emails
- No Email
- Individual Emails

---

**Welcome, sid_santos (sid_santos@ci.colospgs.co.us)**

**PikesPeakRSA - Pikes Peak Area Retail Security Association**

**Group Moderator [Edit My Membership]**

---

**YAHOO! Groups**

**Try it!**

Search: What's new?

---

http://groups.yahoo.com/group/PikesPeakRSA/members 4/24/2003
<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Delivery Options</th>
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<td>Mark Davis (Kmart)</td>
<td><a href="mailto:david4co@msn.com">david4co@msn.com</a></td>
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<tr>
<td><a href="mailto:Dgrimma@aol.com">Dgrimma@aol.com</a></td>
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<tr>
<td>driscrollo72</td>
<td><a href="mailto:driscro@ci.colospgs.co.us">driscro@ci.colospgs.co.us</a></td>
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<tr>
<td>Helohlavek</td>
<td><a href="mailto:eagleluv57@aol.com">eagleluv57@aol.com</a></td>
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<tr>
<td>Regina Strauss</td>
<td><a href="mailto:egstraus@msn.com">egstraus@msn.com</a></td>
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<td>Goldking13</td>
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</tr>
<tr>
<td>Bill Owen (M)</td>
<td><a href="mailto:happmi@ci.colospgs.co.us">happmi@ci.colospgs.co.us</a></td>
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<td><a href="mailto:James_Morgan@Target.com">James_Morgan@Target.com</a></td>
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<tr>
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<td><a href="mailto:jbuykin@ateigmart.com">jbuykin@ateigmart.com</a></td>
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<tr>
<td>JeffCastro80906 (M)</td>
<td><a href="mailto:jeffcastro@msn.com">jeffcastro@msn.com</a></td>
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<tr>
<td>Jenncampbell (23/F)</td>
<td><a href="mailto:jennycampbell@hotmail.com">jennycampbell@hotmail.com</a></td>
<td>Individual Emails</td>
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<tr>
<td>Jim Rose</td>
<td><a href="mailto:Jim_Rose@target.com">Jim_Rose@target.com</a></td>
<td>Individual Emails</td>
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<tr>
<td>Jeremy Juhl</td>
<td><a href="mailto:jjuhl@jcpenney.com">jjuhl@jcpenney.com</a></td>
<td>Individual Emails</td>
</tr>
</tbody>
</table>

Set all delivery options to: Last

1 - 30 of 82 | Previous | Next | First | Last |

Invite Members | Add Members | Remove | Ban | Download List | Export List


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http://groups.yahoo.com/group/PikesPeakRSA/members

4/24/2003
To All,

On the evening of 1 April 2003, at the 8th Street Wal-Mart the following subjects were in the store. Subject #1 purchased all (10) the bottles of iodine from the shelf and a bottle of Hect. Subject #2, after investigation, was discovered to have been price switching prices on Power Tools. Both subjects then left the store in a light green or blue 1980s Buick 4 door. License plate was CO. KBT9972, but the vehicle did not have a front license plate.

Subject #1: White Male, 5'11, 165 lbs., Short brown hair, in his late 30s or early 40s and wore glasses.

Subject #2: White Female, 5'6, 130 lbs., Shoulder length blond hair in he late 30s or early 40s. Had major dark rings under her eyes and was extremely nervous.

Lee Lamer, CPS
8th Street Wal-Mart
Welcome, sid_santos (sid_santos - santis@co.cloupsgs.co.us)

PikesPeakRSA - Pikes Peak Area Retail Security Association

Messages
Reply | Forward | View Source | Unwrap Lines | Delete | Remove Author

Message 390 of 396 | Previous | Next [ Up Thread ] Message Index

From: ☼ leonard lamer <leelamer@juno.com>
Date: Sat Mar 15, 2003 11:36 pm
Subject: BOLO

On 03-15-03, Delores Janet RIVERA was arrested at the 8th Street Wal-Mart for Trespassing and Theft of DVD Movies valued at $362.19. Rivera used a steak knife to open the DVD movies to remove the BAS tags. Rivera has been arrested at the 8th Street Wal-Mart 3 times for theft. Rivera is currently on probation. Rivera also stated that she steals to pay for her drug habit.

Description: Hispanic female, 5'4, 180lbs., Brown Hair, Brown Eyes.

Lee Lamer, CPS.
8th Street Wal-Mart

Attachment
Rivera, Delores Janet.JPG
Type: image/jpeg

Lee Lamer, CPS.
8th Street Wal-Mart