



**CONCLUDED
PROBLEM REPORT
PS-1**

Problem ID : 2

Reporting Division :C.I.D.

District: CITY WIDE

Neighbourhood:

Address:

Reg	Rank	Last Name	First Name
536	S/SGT	RICHARDSON	RAY
855	DET	MONTGOMERY	KEN

Key Description : SERVICE STATION ROBBERIES

Problem Description:

In 1991 Domo Gas Corp. stations were the victims of 16% of all commercial robberies in Edmonton. 15 of Domo's 17 stations were robbed at least once and one station was hit on 8 occasions. 51 robberies occurred in total with Domo suffering over \$70,000 in assets. Domo employees were being attacked during the robberies and in one case an 18 year old male was shot and seriously injured. In addition to this problem it was identified that internal thefts were hurting Domo significantly. In reviewing the files it became clear that Domo was a target for a reason and the reasons had to be eliminated.

Problem solving strategies and results :

This problem was inherited by S/Sgt. RICHARDSON and Det MONTGOMERY of the Armed Robbery Unit. A number of strategies were developed to deal with the problems.

It was the police position that tobacco products, especially cartons of cigarettes not be accessible throughout the night. Cigarettes were the robbers target and the incidents usually occurred during the night. Cash was placed in drop safes and out of reach of the criminal. Adding to the problem, the internal thefts appeared to be part of the risk of hiring unskilled labour for a minimum wage. In 1991 Domo recorded over 20 known thefts with losses exceeding \$40,000.

Understanding big business is the key to solving problems of this nature. Any successful business wishes to make as much profit as possible. Employee satisfaction and safety were not seen as major priorities. Therefore, Det. MONTGOMERY had to convince the company that the problem was serious and it could be remedied by taking certain measures. To do this, cost effective proposals were developed and the company concerns considered.

After lengthy negotiations and brainstorming sessions with Domo officials the company agreed to implement some practical measures. Any person now applying for employment with Domo must undergo a criminal record check conducted through EPS Security Clearance Detail. Domo set up an account with the police to eliminate the inconvenience of paying each record check individually. Det MONTGOMERY also recommended that a warning be attached to Domo applications for employment outlining the security clearance process. This would discourage the criminal from applying.

Cigarette cartons are now secured at night in specially constructed steel cabinets which are locked at a set time each day. The key is dropped into a floor safe along with any cash which exceeds the minimum amount employees carry. Also, new signs have been placed at each station clearly advising customers and would be robbers of the new practices.

Since these strategies have been implemented the results have been impressive. Internal thefts and related problems were virtually eliminated. Robberies were reassured to two and one attempt after a six month period had elapsed, and no Domo employee had been physically attacked.

Domo Corporation is making a video presentation that is to be available to all Domo employees. It will educate them about robbery occurrences and precautions they can take.

The Domo file will be monitored by Robbery Unit, who maintain an ongoing liaison with the company.