

BUSINESS RESOURCES GUIDE

GILBERT, ARIZONA

Abandoned vehicle:

If you notice an abandoned vehicle that has been parked in your lot, you can enter the license plate and/or VIN number of that vehicle into the State Attorney's databank at: www.theftaz.azag.gov to find out if it has been reported stolen, or you can call the **Gilbert Police non-emergency number at: (480)503-6500.**

Alarm User Permit for Businesses

All alarm systems in the Town of Gilbert are required to be registered with the **Alarm Coordinator at: (480)635-7459.** Registration provides information to police dispatch if and when the alarm is activated. An Alarm System User Permit form must be completed and appropriate fee paid upon installation of the alarm.

***Alarm Permit form**

***Alarm Brochure**

Backgrounds on Employees:

While we are not able to recommend any particular background investigative company, we do highly recommend that you complete a background search on individuals you might consider hiring. Even if you can not pay to have background checks completed on potential employees, there are free websites that may be utilized to gather basic information on possible employees.

Due to new legislation, verifying citizenship for employment through the Social Security Administration is vital to many employers. It is also important to make certain that the document that you are referring to is legitimate.

***Free websites for basic background checks**

***Instructions for verifying Social Security Number's**

***Documents that establish identity and employment eligibility**

***Guide to Selected U.S. Travel and Identity Documents**

Check and Money Order Scams:

Fake check or money order scams could cost your business thousands of dollars. Make sure you review and train employees about current trends and scams by reviewing websites such as: www.fakechecks.org or www.snopes.com

Check Acceptance Checklist:

Many problems can be reduced by following simple steps each time a check is accepted by you and your employees, however, if you do receive a bad check, the **Maricopa County Attorney's Office** can assist you with recovery and training by calling (602)372-7300 or on-line at: www.maricopacountyattorney.org

*** Accepting a Check**

Credit cards and receipts:

The Fair and Accurate Credit Transaction Act (FACTA) of 2003 www.ftc.gov, added new sections intended primarily to help consumers fight the growing crime of identity theft, privacy, limits on information sharing and new consumer rights to disclosure. ***Business Owners should note that prior to January 1, 2008, all credit and debit card machines must print receipts that do not include more than the last five digits of the consumers credit card number.***

Commercial Security/Burglary Prevention:

As part of a cooperative effort between law enforcement and the business community, the Gilbert Police Department is offering commercial security reviews by a uniformed, Crime Prevention Specialist, free-of-charge, in an effort to increase security and reduce the chances of victimization. **To schedule a free inspection of your facility, please call the Crime Prevention Unit at (480)635-7521.**

***Commercial Inspection Check Sheet**

Computer system security:

When consumers open an account or purchase a product from your business, it's very likely that they entrust their personal information to you as part of the process. The Gramm-Leach-Bliley Act and the Safeguards Rule, enforced by the Federal Trade Commission, require businesses to have a security plan in place. For information and current security notices, please visit the www.ftc.gov.

Counterfeit Currency:

The government has been adding advanced security features to our paper money to reduce counterfeiting over the past several years. To minimize your business loss by accepting counterfeit bills, it is important to know and discuss with your employees, some of these security features, which can be found by going onto the U.S. Bureau of Engraving and Printing at: www.moneyfactory.gov

***Know Your Money Information sheet**

Curfew:

Juveniles under 16 years of age: cannot be in, about or upon any place in the Town away from the property where the youth resides between the hours of 10 p.m. to 5 a.m.

Juveniles 16 and 17 years of age: cannot be in, about, or upon any place in the Town away from the property where the youth resides between the hours of 12 a.m. (midnight) to 5 a.m.

Of course, there are a few exceptions. Some of which include if the minor is:

- married and over 16 years of age
- traveling to or from employment
- involved in an emergency situation
- accompanied by his/her parent or guardian
- in the military.

To report curfew violations, please call the **Gilbert Police Department Non-Emergency line**: at **(480)503-6500**.

Graffiti and the Graffiti Ordinance:

If you witness someone doing graffiti, please call 9-1-1. If you notice graffiti in Gilbert, please call the Gilbert Police Department non-emergency line at: **(480)503-6500**. From the call, the police department will then begin its internal process that includes photographing and eliminating the damage. (Paint colors to cover graffiti are matched as best as possible by the Town.)

As a business owner it is also important to understand Gilbert's Anti-Graffiti Ordinance 42-32 that was adopted in 1998. This ordinance sets forth guidelines and remedies regarding the display and sale of aerosol paint containers and broad tip markers. In addition to requirement to restrict public access of said products, there are restrictions on the sale of certain items to individuals under the age of eighteen.

***Gilbert's Graffiti Ordinance**

Illegal drugs and identification:

Since there are several different types of drugs on the street, we have provided information sheets that describe some of the more common ones, including their names and visual descriptions.

***Drug information and identification**

Illegal drug sales:

The Gilbert Police Department has a unit of special detectives assigned to narcotics. If you feel that you know of potential problems with drug sales, the Gilbert Police Department has a **Narcotics Hotline** you can call at: **(480)635-7394**. Please be as detailed as possible when leaving your message. You can remain anonymous.

Reporting Suspicious Activity:

If you witness a crime occurring, please **contact 9-1-1** and follow the dispatcher's instructions. Giving a good suspect description is very important to a case and specific questions will be asked.

***Suspect description key**

Robbery Prevention and Instruction:

Robbery prevention begins with reducing opportunities; however, if you come face-to-face with an individual who is going to commit robbery, you should remain calm, cooperate, keep hands in plain sight and answer questions promptly. We have included in this information packet, a robbery kit with specific, yet simple instructions on what to do should you become a victim of robbery. Also included is a robbery prevention brochure for your review.

***Robbery Card Kit**

***Robbery Prevention Brochure**

Shoplifting:

Shoplifting is a crime that affects everyone. Business owners suffer in lost profits and the customers suffer by paying higher prices for merchandise to compensate for losses. In an effort to reduce your company's chances of falling victim, it is recommended that you better understand shoplifting and some of the things that you can do as a business owner to reduce your chances of being a victim.

***Shoplifting Information Sheet**

Speeding:

The Gilbert Police Department cannot enforce speeding issues on private roads or in private parking lots, but they are able to enforce and assist speeding issues occurring on a public street. Speeding issues on public roadways can be addressed by calling the Gilbert Police Traffic Hotline at **(480)635-7294**. This is a voice recorded message, so be as detailed as possible and do not forget to leave your name and phone number. From this information, the traffic unit will be able to determine enforcement efforts and/or other proactive enforcement.

Suspicious vehicle:

If you see a vehicle that looks suspicious, but is not involved in the act of committing a crime, please call the **non-emergency phone number (480)503-6500**. If you witness a crime occurring, please call **9-1-1** and follow the dispatcher's instructions. These instructions may also include providing a basic description of the vehicle.

***Vehicle Description key**

Theft , Vandalism and Criminal Damage:

If you are **witnessing** someone damaging or stealing someone's property, **please call 9-1-1**. If you notice damage that has already been done, or if you locate property that has been stolen, please report the incident using the non-emergency phone number of **(480)503-6500**.

Trespassing:

To enforce trespassing at a business location, the property owner and/or management must complete an "Authority to Arrest for Trespass" form as well as post the appropriate signage.

***Authority to Arrest for Trespass**

***Signage Examples**

Vehicle Thefts:

If you believe you are witnessing a vehicle being stolen, please **call 9-1-1**. The Gilbert Police Department has many prevention programs to reduce the chances of vehicle theft at business locations. Some of these programs include; the Watch Your Car Program, V.I.N. etching clinics and free steering lock distribution, and bait vehicle program signage. To schedule participation or host an event at your business location, please contact the **Crime Prevention Unit at: (480)503-6527**

Information on Arizona's Watch your Car Decal Program

Information on Gilbert's V.I.N. etching program found

Application for Bait Vehicle Signage found on page