

# BUSINESS CRIME WATCH

BAY CITY DEPARTMENT OF PUBLIC SAFETY

JANUARY 2018

EDITION 3, VOLUME 1

## Welcome in 2018 with six New Year resolutions to improve leadership

The New Year brings promise, excitement and New Year's Resolutions. But this article isn't about losing weight, starting your exercise plan or one of the other common personal resolutions people make. Rather, this is a practical and timeless list of resolutions you can make as a small business owner to create more confidence for yourself, more engaged and happier employees and a more successful business.



While these small business tips don't impact profitability, sales, gross margin or other key factors, they will positively impact these important financial measures for as long as you are in business.

These resolutions are about your behaviors and habits and how they affect your employees and their productivity. Taken individually, they can make a difference in your results; collectively, they will change your level of business success forever.

### Six Resolutions for Small Business Management:

***Involve others in goal setting and planning.*** Yes, it is your business. Yes, it is your financial stake and you are the one taking the risk. And yet, your team members are invested in the business too. They spend their time, effort, and energy. Wouldn't you like them to be more personally invested in the success of the business? Let's put it this way: would you like your employees to think more like owners?

If so, you have to involve them in the goals and planning for the business, you have to drive employee engagement. You may set the overall direction, but let them be involved in the creation of the outcomes. Slowing down enough to involve them in this important work is a big key to greater involvement, commitment and success.

***Keep goals in front of yourself and everyone else.*** Have you ever set a goal only to later not remember exactly what it was? This resolution will keep that from ever happening again! Once goals are created, everyone needs to be reminded of them regularly. This isn't an exercise in micro-management or nagging. Rather, as a leader, you must help people keep their goal in mind and remind them of what success looks like -- which means employee motivation is key. There are dozens of ways to do this -- from using bulletin boards to regular conversations in team meetings. Find several that work for you and your team and implement them.

***Communicate more and in more ways.*** I wish I had a dollar for every leader who has said to me in an exasperated tone, "I don't understand, I sent them an email." As a leader, you must communicate key messages frequently. Which means you must complete the communication loop -- you must ensure that the message sent is received. Doing so, especially as your team grows, requires communicating more frequently and in different modes, so your message is heard and drives action.

***Talk less, talk later and listen more.*** At first this may seem contradictory to the last resolution. As with most complex things in life, balance is the key. In trying to make sure their point is made, or to stimulate a discussion,

leaders will often share all of their ideas and then ask the rest of the team for input. At that point it is often too late.

If your boss just spent ten minutes sharing their ideas, then asked for you input, how likely would you be to chime in? When you want the team's input and ideas, you must ask questions and shut up! Let the group share their ideas as a means of team building. Be patient and give them time. If they don't think of a key idea or piece of information, you can share it later in the conversation with greater effect. This approach also helps you listen better and be a better boss-- because it is hard to listen while you are talking!

**Focus feedback on the future.** You want people to improve. In almost every case, people *want* to improve and do great work. Yet most workplace feedback is focused on something that can't be changed -- the past. If you want to be a more effective coach to your team and help them make improvements in their skills and results, give them feedback, advice and wise counsel about what they can do next time. And be sure you regularly conduct employee performance reviews.

**Be a model.** Your team is watching and emulating you. Are your behaviors the ones you want them exhibiting? Are your attitude, work habits, and customer focus what you want them to exhibit? Looking at the attitudes and behaviors of your team is in part like looking in the mirror. If you like what you see, great! If not, look in the mirror more carefully and recognize that the source of your frustration with other's behavior likely starts with you.

These resolutions remind you that you are not just a business owner thinking about a new customer, or profit margin - you are also a leader. All of these small business tips, when put into practice, will make you a more effective leader and a more successful business owner too.

Like many New Year's resolutions, this list may seem a bit daunting. Remember that they don't necessarily require any special skills. They may require a change in mindset and most likely a change in habits. The effort involved is worth it -- for you, your team and ultimately your results.

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## Health & Safety Tips for the New Year

The New Year is a great time to start reviewing your health and safety processes. Do you need a quicker way to prepare your risk assessments, keep on top of changes in legislation, or encourage your workers to take responsibility for health and safety?

Here are some tips to get started.

### How was 2017?

Look at any incidents that occurred in 2017. Were they preventable? Have you taken action to make sure a similar incident won't happen again? Once you've identified risks you still face, you're in a good position to think of ways you can provide a safer workplace for your team.

### Create a health and safety culture

Creating a health and safety culture doesn't have to be a lot of work. It's all about making sure you and your staff understand that health and safety is everyone's job. For a better working environment it must be taken seriously by everyone in the business. There are 3 simple steps to achieving this:

**Communicate**

It may sound obvious but the first step to all staff feeling responsible for health and safety is to talk openly and consistently about the potential daily risks you all face. Plan regular team meetings to make sure health and safety is always on your agenda.

**Teach, don't preach!**

Regular training is key to improving health and safety awareness at work. Staff should be given specialist training for your industry when they join you, and ongoing training to keep up-to-date with best practice and legislation changes.

**Reward your staff**

Reward your team for good practice – such as preventing accidents, reporting near misses etc. This demonstrates that their attention to detail is appreciated and important to the company.

**Keep up-to-date with legislation**

Complying with legislation is key for companies of all sizes. It's easy to keep yourself up-to-date by signing up to specialist, online newsletters which are ideal for sharing with staff to keep the safety conversation going.

**Track your progress**

Keeping a close eye on your health and safety performance means that you can look back and see how you have improved. Records don't need to be complicated, making simple notes in a diary will show that processes are in place.

**Maintain your Health and Safety folder**

Filing your health and safety documents in one easy-to-reach folder will prevent you from losing important information. It's a good idea to keep the following items together: Risk Assessments, Safe Work Procedures, and records such as PPE issued and equipment inspection forms.

**Bay City Ordinance- Sec. 102-88. - Major Snow Event- Parking prohibitions**

- (a) *Parking prohibition.* No person shall park or allow to remain parked any vehicle on any portion of any roadway within any area designated within the city during a major snow event, or park or allow to remain parked any vehicle in violation of any parking restriction instituted as part of a declared major snow event as provided in this section. The registered owner of any such vehicle shall be responsible for the cost of removal.
- (b) *Definitions.* The following words, terms and phrases, when used in this section, shall have the meaning ascribed to them in this section, except where the context clearly indicates a different meaning:

*City manager* means the city manager for Bay City, or in his absence, his duly authorized representative.

*Roadway* means that portion of a street or highway improved, designed or ordinarily used for vehicular traffic, including portions designated or used for the parking of motor vehicles.

*Street or highway* means the entire width between the boundary lines of every way publicly maintained.

*Vehicle* means every device by which any person or property is or may be transported or moved upon a roadway.

(c) *Procedure for declaration of a major snow event:*

- (1) When the city manager finds, on the basis of falling snow, sleet, or freezing rain, or on the basis of a forecast by the U.S. Weather Bureau or other weather service that weather conditions will make it necessary that motor vehicle traffic be expedited and that parking on city streets will be prohibited or restricted for snow plowing or other purposes, the city manager shall put into effect a parking prohibition on parts or all of city streets by declaring a major snow event in the manner prescribed in this section.
- (2) When considering the issuance of a declaration of a major snow event under subsection (1), the city manager shall take into consideration the recommendations of the director of public safety and the director of public works or their duly authorized representatives.

(d) *Notice of major snow event.* The city manager, upon declaring a major snow event, shall request public announcement of such parking prohibitions and/or restrictions in the areas designated by means of broadcast and/or telecast from various commercial stations serving the city and on the public access channel of any cable television franchisee servicing the city, and he may cause such declaration to be further announced on the city website when feasible.

(e) *Record of major snow event.* The city manager shall prepare such declaration of major snow event and cause it to be posted in the city hall for such period of time as the major snow event regulations are in effect.

(f) *Removal of parked vehicles.* After the initial notice of a major snow event has been given as provided in this section, a motor vehicle parked on any roadway within any area designated shall be removed in accordance with the following schedule:

- (1) Within two hours for any motor vehicle parked on state trunk lines and streets designated as major streets by the city's street plan; and
- (2) Within eight hours for any motor vehicle parked on streets designated as local streets by the city's street plan.

(g) *Enforcement procedures:*

- (1) Members of the department of public safety are hereby authorized to remove or cause the removal and/or impounding of any vehicle that obstructs or otherwise impedes traffic on any street in the city. Such vehicle may be removed and conveyed by or under the direction of a member of the department of public safety by means of towing to a vehicle pound. The director of public safety is authorized to engage the services of any private vehicle towing operator to remove vehicles under the direction of a member of the department of public safety where the same are found in violation of this section.
- (2) Before the owner or person in charge of such vehicle shall be permitted to remove the same from the custody of the department of public safety, he shall furnish evidence of his identity and ownership; he shall sign a receipt for the vehicle and shall pay a fee to cover the cost of removal plus the cost of storage; and he shall pay an additional storage fee for each day the vehicle is stored in the vehicle pound in excess of the first 24 hours the vehicle is impounded.

(h) *Termination of major snow event.* Once in effect, a prohibition under this section shall remain in effect until terminated by notice given substantially in the same manner it was declared; provided, however, that any street area which has been cleared of snow and ice from curb to curb for the length of the entire block shall be automatically excluded from any parking restriction imposed by this section.

- (i) *Travel advisory.* The city manager may also issue a travel advisory during the period of the major snow event. The travel advisory shall urge extreme caution to those finding it necessary to travel during the course of a major snow event, so as not to interfere with snow removal or emergency vehicles.
- (j) *Relationship to other laws.* Any provision of this section which becomes effective by declaration of the director or upon the occurrence of certain weather conditions shall, while temporarily in effect, take precedence over conflicting provisions of law normally in effect, except that it shall not take precedent over provisions of law relating to traffic accidents, emergency travel of authorized emergency vehicles, or emergency traffic directions by a police officer. Nothing in this section shall be construed to permit parking at any time or place where it is forbidden by any other provision of law.
- (k) *Penalty.* In addition to liability for towing, storage, and any other impound fees related to the removal of a vehicle from a roadway during a declared major snow event, a person who violates a provision of this article shall be responsible for a municipal civil infraction punishable by a fine as a Class F violation, plus costs. Under this article, a repeat or subsequent offense is an offense that occurs within 12 months of a prior offense. These penalty provisions do not apply to subsection (i).

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## **BOARD AND COMMITTEE MEETINGS:**

Charter Commission Meeting **January 9, 2018, 7:00 PM - 8:30 PM**  
 Historic District Commission **January 10, 2018, 5:30 PM - 6:30 PM**  
 Planning Commission **January 17, 2018, 7:00 PM - 8:00 PM**  
 Finance Policy Meeting 1/2/18 @ 6:30 **January 2, 2018, 6:30 PM - 7:30 PM**  
 City Commission Meeting **January 2, 2018, 7:30 PM - 8:30 PM**  
 Finance Policy Meeting 1/16/18 @ 6:30 **January 16, 2018, 6:30 PM - 7:30 PM**  
 City Commission Meeting **January 16, 2018, 7:30 PM - 8:30 PM**  
 Special Finance Policy Meeting - Town Hall **January 29, 2018, 6:00 PM - 7:00 PM**

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## **DEPARTMENT OF PUBLIC SAFETY UPDATE**

During the month of December, the Bay City Department of Public Safety handled the following calls:

- Responded to or self-initiated 1543 law enforcement related incidents
- Responded to 63 fire related incidents
- Responded to 350 EMS calls
- Made 330 traffic stops
- Wrote 250 reports
- Took 78 traffic crash reports

For more information on what is happening in your neighborhood, go to [www.crimemapping.com](http://www.crimemapping.com)

### **December Reports:**

12/1- A retail fraud complaint was reported from an east side convenience store. Two females and a male entered the store. They asked for 4 packs of cigarettes and the clerk set them on the counter. The male then distracted the clerk and one of the females grabbed the cigarettes and ran out the door.

12/4- A retail fraud complaint was reported from a west side convenience store. The suspect is a known customer who was observed stealing food. The case is still under investigation.

12/8- A burglary was reported from an east side bar. The case is still under investigation.

12/9- A retail fraud complaint was reported from an east side dollar store. The suspect was a known customer and the business did not want to prosecute.

12/9- A retail fraud complaint was reported from a west side convenience store. A white female entered the store, grabbed a case of beer and two bags of Doritos and walked out of the store. The case is still under investigation.

12/14- A retail fraud complaint was reported from an east side dollar store. The suspect was identified from the security footage and the case was turned over to the prosecutor's office.

12/18- An embezzlement complaint was reported from an east side business. A former employee used the business credit card account to wire money to herself from Western Union. The case is still under investigation.

12/19- A retail fraud complaint was reported from a west side convenience store. The suspect was identified and the case was turned over to the prosecutor's office.

12/21- An armed robbery occurred at a west side convenience store. During the robbery, the suspected pointed a knife at the clerk. The suspect left the store and was briefly followed by an employee. Shortly after, the police arrived and were able to track the suspect down due to fresh snow. The suspect was arrested.

12/22- Police were in the process of investigating a larceny from auto complaint. During their investigation they discovered fresh tracks in the snow. Officers followed the tracks and discovered they lead up to an east side business. Officers discovered that a window had been smashed and the suspect entered the business. Officers continued tracking the suspect and located him hiding inside a garage. The suspect was arrested.

12/23- A fraud complaint was reported from an east side gas station. Two black females entered the store attempted to pay for two visa gift cards with a cash card. The cash card was unfamiliar to the clerk and the suspects were instructing the clerk how to process the sale. The gift cards were for large amounts of money and the suspects told the clerk that she needed to hit the cash key on the register for the transaction to work. The suspects were able to get the two visa gift cards and walk out of the store before the clerk and manager figured out the scam.

12/24- A retail fraud complaint was reported from an east side gas station. The suspect entered the store and grabbed two cases of beer. The suspect walked out of the store without paying for the beer. The clerk confronted the suspect outside of the store, but he still walked away without paying for the beer. The suspect was described as a black male, in his mid 30's, around 6'00", approximately 200lbs, with a short cut mustache and goatee.

