

# ***NETWORK REFERENCE GUIDE FOR SAN ANTONIO***



***DEVELOPED BY:***



**This reference guide was written, published and copy written by the Hotel Association of Greater Dallas. This manual and the Dallas Hotel Security Network program has been adapted for use in the San Antonio area as a partnership with and the approval of the Hotel Association of Greater Dallas.**

## ACKNOWLEDGEMENTS

**The Hotel Security Network was originally established between the Dallas Police Department and the Hotel Association of Greater Dallas and is under copyright by the Hotel Association of Greater Dallas. The hospitality industry seeks to foster hotel and guest security in cooperation with area law enforcement and provides this information for safety and security purposes. Please use all HSN materials for reference only following appropriate legal guidelines as necessary.**

### Further acknowledgement:

This document was developed by the Dallas Police Department's Northwest Interactive Community Policing and Crime Prevention Units to meet the special needs of the Hotel / Motel Industry. Much of the information in this reference guide is taken from a similar document, which was provided to us by the Austin Police Department. We thank Senior Police Officer Scott Stephens for his graciousness in allowing us to use the information provided.

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### **For SAN ANTONIO:**

If further assistance is needed in explaining information in this Reference Guide you may contact the San Antonio Police Department and speak to a member of the Crime Prevention Unit.

**SAFFE (San Antonio Fear Free Environment) – Community Policing Unit**  
[Specific phone numbers will be found inside this manual.]

**Main SAPD phone number: 207-SAPD (7273) (non-emergency calls)**

**911 – Emergency Calls    311 – City Services (only)    Website: [www.sanantonio.gov/sapd](http://www.sanantonio.gov/sapd)**

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## INTRODUCTION

This informational booklet will give the innkeeper the following tools: recognition of the warning signs of criminal activity, methods to stop guests from being a victim and a guideline to work effectively with the San Antonio Police Department.

The San Antonio Police Department recognizes that all properties are different, and therefore require special crime prevention techniques. Many of the following ideas make good sense for any establishment, while some may be appropriate for only the establishments with a history of problems. The booklet was designed for you to use and inspire ideas to protect your property. This is why we ask you from the remote bed and breakfast to the largest hotel within the city to review all the information and encourage you to implement those techniques that are best suited for your hotel.

**The San Antonio Police Department's SAFFE (San Antonio Fear Free Environment) officers are assigned to each of the six substations. These officers are the core of the SAPD's community policing effort.** They have many relatively new law enforcement techniques to address and reduce the crime risk for the hotel industry in San Antonio. They are dedicated to assisting each property Owner and General Manager in the implementation of these ideas. Remember one bad guest and/or neighbor can repel many good guests.

## CRIME IN HOTELS/MOTELS

**CRIME PREVENTION IS THE ANTICIPATION, RECOGNITION, AND APPRAISAL OF A CRIME RISK AND THE INITIATION OF ACTION TO REMOVE OR REDUCE IT.** When considering the elements of crime: ability, opportunity and desire, the element that is the easiest to affect crime on our properties is opportunity.

Research of court documents on hotel and motel cases show that the courts have held management responsible for failure to exercise reasonable care in making their premises safe for guests (they did not remove the opportunity). The term found prevalent in most cases was “reasonably safe,” and it appears the duty of the hotel/motel business is breached in the following ways:

1. The business creates a dangerous condition and fails to correct it when made aware of the condition.
2. The business, with the exercise of reasonable care, should have knowledge of a dangerous condition and fails to warn of it.

In a 1980’s court case, a hotel was found negligent for failure to provide adequate lighting that resulted in an abduction, rape, and robbery that began on hotel property. The law does not make the business operator a guarantor of his guests’ safety, but it does maintain that he should take reasonable precautions within his power. Some property managers prefer not to warn of criminal episodes on or near their properties for fear of losing business. A recent decision in Federal Court involving a rape case held that criminal conduct in the vicinity of a particular hotel is relevant to the determination of foreseeability of criminal conduct to other area hotels.

Tracking crime on your property and crime trends in your neighborhood may accomplish this. The San Antonio Police Department has crime analysts at each station that prepare crime reports for their area. These reports are provided at no charge to crime watch groups. It is no longer enough to just keep track of crime at your property, you should be aware of your competitor crime problems and neighborhood crime problems. When criminals find one hotel property lucrative, they could soon be looking for new conquests at your property. We urge you to consider the appropriate crime prevention techniques presented in this reference guide to add to your property’s security. If every property in your city would commit to additional crime prevention measures, your city could have a great reputation for safety that would increase travel to it.

**HELPFUL CITY NUMBERS – San Antonio and surrounding area**

Airport (San Antonio International)	
Aviation Department.....	207-3450
Airport Parking .....	207-3465
Alamodome.....	207-3751
Animal Bite Reporting (24 hours) .....	311
Pickup of dead animals .....	311
Central Office .....	207-6650
Streets & Roads (Public Works Department)	
Street Maintenance .....	359-3100
Weekends & Holidays .....	359-3110
Brush Pickup.....	311
Bureau of Alcohol, Tobacco & Firearms.....	805-2727
Certified Crisis Center .....	784-2433
City Clerk’s Office.....	207-7254
City Hall.....	207-7080
City Council (switchboard).....	207-7040
City Public Service Emergency (24 hours).....	353-4357
City Properties (Asset Management Department) .....	207-7114
City Auditor .....	207-8420
City Attorney’s Office .....	207-8940
Convention & Visitor’s Bureau .....	207-6700
Convention Facilities .....	207-8500
Customer Service .....	207-3312
<b>Or</b> .....	311
Chug holes, pot holes, blocked streets .....	311
Code Compliance.....	207-8200
<b>Or</b> .....	311
Drug Enforcement Administration .....	442-5600
Economic Development.....	207-6440
Emergency Medical Service – Non Emergency Numbers	
Alamo Heights EMS.....	824-1281
American Medical Response .....	927-5555
Converse EMS .....	658-8900
Kirby EMS .....	661-2612
Leon Valley EMS .....	684-3219
Lytle Valley EMS .....	1-830-772-3149
SAFES EMS .....	658-6678
San Antonio EMS .....	207-7744
FBI (Federal Bureau of Investigation).....	225-6741
Noise control.....	311
Fire Department (central office) .....	207-8400
Health Department .....	207-8731

**Helpful Numbers Continued**

Housing & Community Development Department .....	207-6600
International Affairs .....	207-6600
<b>Law Enforcement Agencies – San Antonio and Surrounding Areas</b>	
Alamo Heights Police .....	822-3321
Balcones Heights Police .....	735-6244
Bexar County Sheriff .....	270-6000
Castle Hills Police.....	342-2341
Converse Police .....	658-2322
Elmendorf Police .....	270-6000
Fair Oaks Ranch Police.....	698-0990
Gray Forest Police .....	684-1011
Helotes Police .....	695-3087
Hill Country Village Police .....	270-6000
Hollywood Park Police .....	494-3575
Kirby Police .....	661-8515
Leon Valley Police.....	684-3215
Live Oak Police .....	653-0033
Lytle Police .....	1-830-772-3149
Olmos Park Police.....	822-2000
San Antonio Police Department .....	207-7273
Schertz Police .....	658-5321
Selma Police.....	653-0033
Shavano Police.....	804-0110
Somerset Police.....	622-5611
Terrell Hill Police .....	824-1009
Universal City Police .....	658-5355
Windcrest Police .....	655-2666
Mayor’s Office.....	207-7080
Municipal Court.....	207-7710
Parks & Recreation Department .....	207-8480
Police Department (Chief’s Office).....	207-7360
Poison Center .....	1-800-222-1222
Public Works .....	207-8025
Street Lighting .....	207-8075
Texas Department of Public Safety .....	531-2200
Texas Abuse Hotline.....	1-800-252-5400
Texas Runaway Hotline.....	1-800-580-4357
US Border Patrol.....	1-800-343-1994
US Customs Special Agent in Charge .....	308-4561
US Marshall .....	472-6646
US Secret Service .....	472-6175
Water – San Antonio Water System .....	704-7297



### **ENVIROMENTAL DESIGN**

The physical appearance of your hotel or motel can make a big difference in your ability to prevent illegal activity. Many of the elements that make your business attractive to desirable guests will also discourage problem guests. In general, any steps that show you care about the premises and watch for trouble will help. **Call the San Antonio Police Department 207-7273 assistance in this area.**

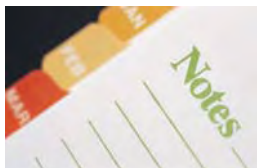
### **VISIBILITY AND ACCESS**

Let troublemakers know they will be seen:

- **Install outdoor lighting and remove “hiding places”.** Problem behavior is more likely to occur in areas that are dark or dimly lit or where opportunity to hide are plentiful. Security lighting is the most cost effective psychological deterrent to nighttime criminal behavior. Brighten up parking lots, sidewalks, hallways, and alleys.
- **Trim trees and shrubs for crime prevention.** Keep bushes and shrubs trimmed to allow for a band of visibility across your property. The recommended height for shrubs is no higher than three feet and trees cut up from the ground six to seven feet. This visibility helps to protect your guests and allow the criminal to be seen.
- **Control traffic flow and access.** If you are having a problem controlling access to the grounds around the building, consider blocking some parking exits, adding fencing, and rerouting traffic so all automobile and foot traffic coming and going must pass within view of the office. For fencing, use cyclone type fences, wrought iron, or other see-through barriers.

If more control is needed, issue parking permits to guests and registered visitors, dated for the length of stay. Post signs forbidding cars without permits to use the motel parking lot and be consistent in having violators towed away. **Remember, it is your parking lot, not a public lot.**

- **Control and monitor building entrances.** The fewer building entrances, the easier they are to monitor. If your building has public hallways and common areas, channel guests through the fewest entry points possible. For required fire exits, make them “exit only” doors and consider converting them to alarm doors, suitable for emergency use only. Ideally, the entrances that remain should be visible from the office, or monitor by closed circuit TV as described in the following paragraph.
- **Install a video monitoring system** that, at a minimum, covers the registration area. A monitoring system provides a video record should an incident occur. It also acts as a deterrent - people contemplating illegal activity are less likely to use your premises if they know you have their pictures. In addition, some innkeepers use video monitoring to look at potential guests before meeting them in the registration area. Some place sign near the monitor that state: “For your protection and ours, guest registration may be videotaped”.



### **Reminder**

Super VHS video is the minimum needed to allow video enhancement for prosecution of the suspect. Change video tapes frequently to provide the best possible picture.

### **APPEARANCE AND MAINTENANCE**

A building that looks cared for will not only attract good customers - it will also discourage many who are involved in illegal activity. Any changes that help communicate "safe, quiet, and clean" may further protect the premises.

- **Keep the exterior looking clean and fresh.** Add a new coat of paint, keep garden strips well tended, and pick up litter regularly.
- **Maintain rooms.** Assure that guest rooms appear clean and well maintained. Poor maintenance of rooms will not only harm repeat business from good customers; it will also tell bad customers that standards are low.
- **Remove graffiti.** Graffiti may be the random work of a juvenile delinquent, or the work of a gang member marking territory. Regardless, it serves as an invitation for more problems, remove it or paint over it immediately. Remove it again if it reappears do not let it become an eyesore. If there seems to be a lot of gang activity in your neighborhood and the amount of gang graffiti has greatly increased, consider reporting this to the Police Department 207-7273 before you paint over it. Graffiti is often a news source of the streets. Phoning 311 or Keep SA Beautiful 207-6460 is also a reporting source.
- **Repair vandalism.** As with graffiti, an important part of discouraging vandalism is to repair the problem fast. If the vandalism appears directly against you personally, advise the SAPD immediately and discuss additional approaches to addressing the situation. Additional patrol officer attention is given to areas where there is an increase in the crime rate, your report of vandalism provides a more accurate picture of what is going on in your neighborhood. Remember if your property looks like you respect and care for it others will also respect it, but if you show that you do not care for your property your neighbors certainly will not.

### **ADVERTISING**

Marketing themes can enhance, or undermine, the lodging's appeal. Evaluating the way you advertise the lodging is every bit as important as evaluating your standards for monitoring, access control, appearance, and maintenance. A hotel may suffer from too few good customers because its advertising message is not effective, because the message is weak compared to the competition's, or even because the message is attractive to those involved in illegal activity. Just as every aspect of your business's appearance should communicate "clean, safe, and comfortable," so should your advertising.

## **CRIME PREVENTION TIPS FOR HOTELS/MOTELS**

- 1. Be sure any closed circuit TV cameras in public protect guest's names and room numbers. Don't give them out and don't announce them aloud.**
- 2. Remove room numbers from all guestroom keys.**
- 3. Have a written key control plan. Make sure it identifies who in your operation has keys and how many you will allow to be lost before changing the locks.**
- 4. Have two locks on all connecting room doors and sliding doors.**
- 5. Have security chains or bars and peepholes on all guestroom doors.**
- 6. Restrict the opening of guestroom windows.**
- 7. Make sure telephones in all guestrooms allow people to call 911 without depositing money.**
- 8. Take immediate action on security maintenance work orders.**
- 9. Check to be certain all inside and outside areas are adequately lit.**
- 10. Do thorough background checks on new hires.**
- 11. Areas are monitored 24 hours a day.**
- 12. Restrict exercise facilities to guests only. Also, make sure the exercise room has a window and an emergency alarm or a house phone.**
- 13. Read the innkeeper's liability law for Texas, and post it on guestroom and meeting room doors.**
- 14. Maintain a good liaison with local police.**



This list appeared in the August 1994 Hospitality Law Publication, presented by Thomas Davis of Hospitality Risk Controls, Inc., as a way to prevent the likelihood of a lawsuit and to help defend yourself in court if your property is sued. Hospitality Law is published by Magna Publications, Inc. 2718 Dryden Drive, Madison, WI. 800-433-0499.

The following information has been added to the San Antonio Hotel Network Security manual and is reprinted in its entirety from the San Antonio Police Department's website:

**BAT-NET is a Business Crime Alert Program Provided by the San Antonio Police Department for Businesses in the San Antonio Area.**

**WHAT IS BAT-NET**

**BAT-NET** is an acronym for **Businesses Against Theft Network**. Originally focusing on shoplifting and internal theft problems of businesses, BAT-NET has now expanded to include all crimes that affect both large and small businesses in San Antonio. These include robbery, fraud & scams, hot checks, embezzlement, property loss, and a wide range of business-related crimes.

BAT-NET provides two Crime Prevention Activities:

**FIRST** : The **BAT-NET Web Page** provides Basic Business Crime Prevention Information and frequent Business Crime Alerts, available for all businesses and the general public to view and utilize.

**SECOND** : For **BAT-NET Members** who have provided e-mail contact information to SAPD, BAT-NET provides two-way communication between the police and the businesses concerning current business crime alerts, suspect descriptions and photos, BAT-NET meetings, and other messages of interest.

Through Meetings, Classes, and a special BAT-NET E-MAIL network, police officers can notify BAT-NET Members about Known Theft Rings, Ring Method of Operation, Known Criminals Targeting Businesses, plus information on Anti-Theft/Anti-Crime Programs and Activities, and on Successful Crime Prevention Techniques used by other businesses.

**WHO SHOULD JOIN BAT-NET ?**

The BAT-NET Program is FREE and open to San Antonio Business Loss Prevention representatives (larger businesses), business owners and operators (smaller businesses), school district police officers, other local law enforcement officers, SAPD officers, and VIP personnel assigned to this project.

**BENEFITS TO BAT-NET MEMBERS** Businesses and loss prevention representatives who are members of BAT-NET receive the following benefits:

- **Notification by e-mail of current business crime alerts.**
- **Descriptions and photos, by e-mail, of business crime suspects.**
- **E-mail link to BAT-NET police officers, to file crime alerts.**
- **Notification of BAT-NET meetings or special projects.**
- **A forum to express business crime-prevention needs.**
- **A forum to promote "Appropriate Sentencing" for offenders.**
- **An opportunity to improve liaison with the Bexar County District Attorney's Office.**
- **An opportunity to network with others with similar interests and concerns.**

- This listing was copied from the SAPD website on 05/01/08

SPECIAL CONTACTS	NAME	PHONE #s
<b>SAPD KEY POINT OF CONTACT</b>	<b>CAPT. STANLEY BIEDRZYCKI</b>	<b>210-207-7425</b>
<b>Forgery</b>	<b>Sgt. Martin Landgraf</b>	<b>210-207-7500</b>
<b>Special Crimes, Fraud</b>	<b>Lt. Quenton Lashbrook</b>	<b>210-207-4481</b>
<b>Video Investigations</b>	<b>Det. Mike Kubena</b>	<b>210-207-7675</b>

SUBSTATION	CONTACTS	PHONE #s
<b>PRUE</b>	<b>Sgt. Rick Castillon</b>	<b>210-207-8326</b>
	<b>Det. D. Felux</b>	<b>210-207-8326</b>
	<b>Det. W. White</b>	<b>210-207-8326</b>
	<b>Off. Arthur Struxness</b>	<b>210-207-7169</b>
<b>CENTRAL</b>	<b>Sgt. Jeff Ward</b>	<b>210-207-7990</b>
	<b>Det. Keith Kurtz</b>	<b>210-207-7697</b>
	<b>Det. Johnny Rios</b>	<b>210-207-4170</b>
<b>EAST</b>	<b>Sgt. Gary Pelfrey</b>	<b>210-207-7781</b>
	<b>Det. Keith Alfaro</b>	<b>210-207-7781</b>
	<b>Det. Allen Johnson</b>	<b>210-207-7781</b>
	<b>Off. W. Herring</b>	<b>210-207-6082</b>
<b>NORTH</b>	<b>Sgt. Roland Casias</b>	<b>210-207-7601</b>
	<b>Det. Chris Blowers</b>	<b>210-207-7601</b>
	<b>Det. Gerald Marple</b>	<b>210-207-7601</b>
<b>SOUTH</b>	<b>Sgt. James Conn</b>	<b>210-207-7184</b>
	<b>Det. P. Porter</b>	<b>210-207-7646</b>
	<b>Det. R. Carey</b>	<b>210-207-7708</b>
	<b>Off. L. Garcia</b>	<b>210-207-8964</b>
	<b>Sgt. D. Alonzo</b>	<b>210-207-7633</b>
	<b>Det. Harold Sipple</b>	<b>210-207-4109</b>
	<b>Det. Anastasia Anders</b>	<b>210-207-4111</b>
	<b>210-207-7702</b>	

## **BAT-NET CRIME PREVENTION TIPS**

**BUSINESS CRIME PREVENTION SURVEYS** The San Antonio Police Department can perform a FREE Business Crime Prevention Survey on your business, and alert you to some potential problems and risks you may not know are there. Surveys are done by appointment. Call the Crime Prevention or SAFFE Office at the SAPD Substation that serves your business.

**VIDEO SYSTEMS** An important tool that business loss prevention representatives can use is a video system. Although a video system is a substantial investment, these systems provide a witness that always testifies the same way without any bias or prejudice. When maintained and positioned properly, video systems can provide businesses with the opportunity to monitor employees for evaluation and training, discourage internal theft, and reassure employees that the business is honestly concerned for their safety by preventing crime. If you are interested in having your business evaluated for a video security system, the San Antonio Police Department **VIDEO INVESTIGATIONS UNIT** can schedule such a survey and offer suggestions for video equipment placement and maintenance. PLEASE CALL : Det. Mike Kubena or Det. Mike McInnis at the Video Investigations Unit, 210-207-7675.

**Please review DIGITAL RECORDER GUIDELINES for information on the qualities to look for in surveillance camera and recording equipment, plus Comparative Photos of VHS and DIGITAL.**

**HOT CHECKS** The **BEXAR COUNTY HOT CHECK SECTION** is available to assist businesses with NSF checks, account-closed checks and stop-payment checks. PLEASE CALL : 210-335-2415 to have a "merchant package" sent to your business.

**More information on the DA's Hot Check Section is available at: DA'S OFFICE - HOT CHECK SECTION**

**SCAM-NET** Scam and con artists prey on the elderly, the young, the poor, the rich AND ON BUSINESSES!. The San Antonio Police Department web page features a special SCAM-NET page that contains basic information on avoiding scams, as well as periodic Scam Alerts and photos of active scam artists. Businesses should become familiar with the information contained in

SCAM-NET.

PHONE DIRECTORY

ROBBERY AND PROPERTY CRIMES DETECTIVES (at substations)					
CENTRAL	207-7990	EAST	207-8854	NORTH	207-7601
PRUE	207-8326	SOUTH	207-7184	WEST	207-8299
CRIME PREVENTION (SAFFE) OFFICERS (at substations)					
CENTRAL	207-7413	EAST	207-7566	NORTH	207-8350
PRUE	207-7169	SOUTH	207-8964	WEST	207-7421
ADDITIONAL USEFUL NUMBERS					
VIDEO INVESTIGATIONS	207-7675	FINANCIAL CRIMES	207-7451	ROBBERY DETECTIVES	All at Subs: Call Appropriate Substation
NARCOTICS UNIT	207-2470	VICE UNIT	207-2370		

(Updated 05/01/08)

**BAT-NET BROCHURE**

A printable (PDF) BAT-NET BROCHURE is available on the SAPD website and is available for use by BAT-NET members, law enforcement, business groups, community groups, etc., to provide hard-copy information about BAT-NET to the business community.

**FORGED CHECK FORMS**

Forms to use in filing Forged Check Reports are now available on the SAPD website.

● **FORGED CHECK FORM (PDF)**

● **FORGED CHECK FORM (MSWord)**

To prepare a Forged Check Form for submission to the SAPD Forgery Detail, you may use either of two formats:

**PDF :** Print out the Form in PDF format, type or hand write in the requested information, staple the check to the form, and submit to the SAPD Forgery Detail.

**MS Word :** Bring this Form up in your web browser, type in the appropriate information in the shaded blanks, then print out the completed form, attach the check, and submit to SAPD Forgery Detail. This format allows you to use your computer to fill out the form before printing.

San Antonio Police Department

**H.E.A.T.**  
Help End Auto Theft



## **SAPD Expands its Anti-Auto Theft Program**

The San Antonio Police Department has a special detail within its Vehicle Crimes Unit called **REACT (Regional Auto Crimes Team)**. This detail focuses on regional auto theft, particularly large scale or organized auto theft operations. In conjunction with this, the

San Antonio Police Department has expanded its auto theft prevention program to participate in the state-wide vehicle registration program called **HEAT (Help End Auto Theft)**. The HEAT decal replaces the previously-used ACT (Arrest Car Thieves) decal.

## **Advantages of the HEAT Program**

Vehicles displaying the HEAT decal on the front windshield and rear window are clearly identifiable to law enforcement officers throughout the state as being registered in this anti-auto-theft program. Registration in HEAT and displaying the decals means the vehicle owner gives permission to any law enforcement officer to stop the vehicle between the hours of 1:00 am and 5:00 am, to identify the driver as one of the persons registered by the owner as having permission to drive the vehicle.

If a HEAT-stickered vehicle is stopped by a law enforcement officer at 3:00 am and the vehicle operator or occupant is NOT one of the drivers listed on the HEAT registration, the officer will then check further to see if the vehicle has been stolen. In some cases, officers have stopped vehicles with the HEAT decal, discovered an unauthorized person was driving, contacted the registered owner who, only then, learned the vehicle was missing and had been stolen. More than one Texas officer has called an owner in the middle of the night, only to have the owner insist his vehicle was "in the driveway", when, in fact, the vehicle and the car thief were with the officer.

## Registering Your Vehicle with HEAT

San Antonio residents can register their vehicles with the HEAT program in one of three ways:

1. If your vehicle is currently registered with ACT (and has visible decals), please take the vehicle to any SAPD substation and the new HEAT stickers can be applied. (PLEASE call the substation first to see what time is best to bring your car.)
2. If your vehicle is NOT registered with ACT you can still get the HEAT stickers at the substations, but you must bring your vehicle, proof of ownership (title, registration) and a list of authorized drivers to complete the registration. (Again, please call the substation first.)
3. **ON-LINE REGISTRATION** : You may register your vehicle in the HEAT program ON-LINE, by using the special on-line enrollment form available on the SAPD website.

Website:

<http://www.sanantonio.gov/sapd/heat.htm>





## **OPERATION IDENTIFICATION**

**Operation Indentation** (Operation ID) is a program in which citizens and businesses may permanently mark their valuables with an identification number, generally a Texas driver's license number. The program involves engraving the property, preparing an inventory list that it kept in a safe place and can be shared with the San Antonio Police Department and placing decals on your doors and windows.

The program is designed to:

- ◆ Discourage the activities of burglars and thieves by marking your possessions and placing decals on your windows
- ◆ Aid in the return of found or recovered stolen property to the owner.
- ◆ Prevent burglars from fencing stolen property
- ◆ Assist in apprehending and convicting criminals caught with marked property.

## **PROCEDURES**

- Engravers and registration cards can be obtained free of charge from all San Antonio Police substations. Engravers also may be purchased at most home improvement centers.
- Property should be marked on permanent, non-removable parts in a place that can be seen without dismantling the object. Use the engraver to etch the letters "P.I." and property identification number on the object.
- Prepare inventory listing of valuable property in your home, including serial numbers if applicable. Photograph items that cannot be easily marked. Keep these documents in a safe place.
- Place operation ID decals in prominent places on your window and doors. Be sure to mark all new property as it is acquired and update your inventory list. Complete and mail a new registration card whenever you move or change telephone numbers.

## WEEKLY GUESTS

### APPLICATION FOR TENANCY

Registration of weekly guest should include additional steps over those taken for the short term, nightly guest. This is important because long term guests may change from “transient occupants” (lodging guests) to “tenants” (renters) protected by the rights of landlord/tenant law. A “transient occupant” who refuses to leave after not paying or breaking another significant rule may be removed by arrest for Criminal Trespassing. However, a “tenant” who does the same thing may be removed only through the longer process of eviction (most frequently, a 3-day (72-hour) notice for nonpayment of rent).



In general, guests staying past 30 days are permanent residents. The definition of permanent resident is provided by Vernon’s Texas Statutes and Codes Annotated Tax Code, § 156.101, by stating *“This chapter does not impose a tax on a person who has the right to use or possess a room in a hotel for at least 30 consecutive days, so long as there is no interruption of payment for the period.”*

It is particularly important that weekly guests are screened carefully. For those guests who wish to become tenants, a more complete rental application should be used.

In addition to the registration steps described above:

- ◆ At minimum:
  - Take a complete application for each person not related by marriage.
  - Record Social Security numbers, or if not a U.S. Citizen, numbers from other official documentation, such as a “green” card, driver’s license, or passport.
  - Attach a photocopy of ID to the record of every weekly guest.
- ◆ If you desire, you may screen week-to-week applicants much the way landlords do for month-to-month rentals. Include the following steps:
  - Record names, address, and phone number of past two landlords.
  - Find out about income/employment history for the past six months -both amount and source. Get address, phone number, and name of supervisor or other officials for verification. If self-employed, ask for proof, such as client references, or even tax returns or bank records.
  - Record bank, credit, and loan references, if any.
  - If you wish, collect a small fee to cover the direct cost of a credit check. For weekly rentals, the primary purpose of the credit check is to find out quickly if the names match the social security number, home address, and date of birth. In addition, you could also choose to turn down applicants with severe credit problems. After you run the credit report, attach it to the record as well.
  - Request a criminal history check.

Once you have collected the above, run a credit check, contact previous landlords, and verify income.

### **RENTAL AGREEMENTS**

As the previous section describes, when you accept a long term weekly tenant you are effectively a landlord, not an innkeeper. For landlord/tenant situations, a written rental agreement can be an effective tool to protect the rights of both parties. *For example, by using a correctly worded weekly rental agreement a landlord will have the right to serve a 10-day no-cause termination notice. For some weekly rentals not covered by an agreement, a landlord would have to serve a 30-day no-cause notice instead of the 10-day.*



There are a variety of other provisions that an effective weekly rental agreement could have as well. Many can be taken directly from standard monthly agreements -for example you might add prohibitions against subleasing and clarify that only those on the rental agreement may occupy the unit.

### **EVICCTIONS**

*In Texas, an eviction is a civil suit filed to regain possession of rental property.*

There is essentially no difference in the procedures for filing an eviction in a hotel/motel and any other rental property. There are two types of evictions commonly used, a 3-day notice for possession for a listed cause, and a 30-day notice for possession when no lease is currently in effect. Both of these evictions take approximately the same amount of calendar days to complete, as the three day notice is only the beginning of a process that can take up to several weeks dependant upon the availability of your tenant to be served with papers, the level of cooperation of your tenant, Justice of Peace Court Dockets and the complete documentation of your case available to the court.

The three day notice is issued for a cause such as:

1. Non payment of rent.
2. Violation of quiet enjoyment, criminal activity, or any other provision of your lease.

*Note:* It is important to have a rental agreement that is legally binding that prohibits criminal activity so quick action can be taken when necessary.

The thirty day notice is issued in situations such as:

1. Tenant refusal to accept your proposed changes to lease.
2. The landlords desire for repossession for any reason after a lease has expired.

**“YES, BUT CAN I TURN THEM DOWN?”**

Lodging operators are sometimes confused over how much right they have to turn down guests. A few even believe that civil rights laws require them to accept anyone who registers.



In Texas, it is illegal to discriminate in housing, employment, or public accommodations on the basis of race, religion, color, sex, marital status, familial status (children), national origin, age (if the person is 15 years of age or older), mental or physical disability, sexual orientation, or source of income. The sole purpose of the law is to prevent discrimination on the basis of a person’s membership in a protected class. Our laws are supportive of the hotelier who prohibits admission of guest who break house rules or display a clear criminal intent.

One question that many innkeepers have is “How old does someone have to be to legally rent a room”? The response to this question lies in your policy. Legally there is no minimum age required to be able to rent a room, but only those who are 18 or older are contractually responsible for anything that might happen while they are your guest.

The key is to begin with fair rules and then apply them equally to all people. If your rules are fair and you apply them consistently, your procedure will be appropriate. For example, you may have a rule that requires all guests to show photo ID at registration, and you may refuse service to those who do not. The practice becomes illegal when you apply the rule inconsistently - requiring photo ID from one person but not from another.

By setting fair guidelines and applying them equally to everyone, you can retain full and appropriate control over who stays at your establishment and who does not.



## **HOUSE RULES**

Innkeepers who have had difficulty with illegal activity have reduced the problem by enforcing rules similar to those listed below. Some restrictions are not appropriate for every lodging - for example, some innkeepers will not need to implement the visitor registration requirement, while others will rarely use a weekly guest policy. Select those rules that fit your approach and level of need, tailor them to your establishment, add checkout guidelines and other policies, and have them reviewed by legal counsel if necessary. Once you select your rules, post them clearly in the office and in every room.

*Note: If you are going to use the visitor registration rule, you will need a visitor sign-in process that includes showing photo ID to the manager. Then, if guests have unregistered visitors, inform them of the broken house rule, and depending on the severity of the problem, require that the visitor leave or that the guest check out. Generally, people involved in illegal activity would rather leave than end up speaking to an officer. If the problem happens soon after guests move in, you might offer their money back. By returning payment, you remove a significant argument for holding onto the room. Of course, if criminal activity is apparent, or if you are concerned for your safety, contact your ICP officers for help.*

### **HOUSE RULES (Examples)**

To our valued guests: To assure your peace and safety, we have the following policies. Your participation is appreciated - it helps assure a safe and restful stay for everyone.

- 1. For your safety and protection, all guests and their visitors must register at the office before entering the premises.*
- 2. At registration, each guest is required to show two pieces of ID, one of which must be a driver's license or State ID.*
- 3. We will need to verify your license plate number, so please park near the registration area when signing in.*
- 4. Only cars that have been registered may be parked in the hotel lot. A parking permit will be issued along with your room key. Please display the permit on the dashboard. Cars without permits will be towed at the owner's expense.*
- 5. No visitors are permitted after (time). (Managers who use a visitor limit generally set a cut-off at some point between 10:00 p.m. and midnight.)*
- 6. We reserve the right to verify information provided at registration and require immediate checkout if false information is provided.*
- 7. Illegal activity of any kind will not be tolerated and will be reported immediately to the police. We also reserve the right to allow local law enforcement access, upon request, to registration records and/or lists of visitors to each room.*
- 8. Regarding long term guests: When the option to rent weekly is available, additional regulations apply. Copies of our weekly rental criteria and rental agreements are available on request (or are*

*posted at specified location in the office). Please note:*

- ◆ *Guests who do not have another residence or business address and wish to stay longer than five days must fill out an application for weekly rental. Management will then verify application information and conduct standard screening procedures. If you are accepted, you will be required to sign a week-to-week rental agreement. A copy of the rental agreement is available on request. If you are not accepted, you will be required to vacate no later than the seventh day.*

## **HOUSE RULES**

### **LONG TERM GUESTS**

- ◆ All other guests who wish to stay longer than three weeks must fill out an application no later than the 21<sup>st</sup> day. We will then verify application information and conduct a credit check. If you are accepted for tenancy, you will be required to sign a week-to-week rental agreement. A copy of the rental agreement is available on request. If you are not accepted, you will be required to vacate no later than the 28<sup>th</sup> day.

## **SAMPLE HOUSE RULES**

*IT IS RECOMMENDED THAT THESE RULES BE CUSTOMIZED FOR EACH PROPERTY*

Below you will find some helpful information to make your stay more enjoyable.

The management reserves the right to refuse service to anyone.

Check out time is 11:00 A.M.

All rooms are to be paid in advance and occupied by registered guest.

Please keep noise to a minimum for the comfort of other guests.

No refunds except for medical emergencies.

Any illegal drugs found in the room will be turned over to authorities for prosecution.

PLEASE! NO SMOKING IN BED (This is a violation of law in some states).

To make local phone calls...

To make long distance phone calls...

Ice is available in limited quantities at...

The TV's have cable converters; use the slide switch to change the channel.

When leaving, please leave the key on the desk or in the key drop at the front office.  
Please turn off lights and lock the door.

Regarding items that you unintentionally leave behind upon your departure, we will make every effort to return any item to your address given during check in.

We hope your stay will be an enjoyable one and that you will come and stay with us again. If we can be of any help please call the front desk. (0)

Thank you,  
The Management



OPTION #2

Dear Guest:

On behalf of the management and staff, thank you for choosing the (YOUR HOTEL) Hotel. We hope that your stay will be comfortable and most enjoyable. As we want all of our guests to enjoy their stay with us, we strictly enforce a NO PARTY POLICY to insure a quiet and pleasant stay for everyone. We know that not all of our guests will have parties in their rooms, however, we ask that each guest please sign an acknowledgment to indicate that they do understand this policy.

I, \_\_\_\_\_, understand the (YOUR HOTEL) Hotel has a no party policy and I realize that if I am asked to check out because of a party, that no refund will be given to me. I also understand that I am liable for any damages incurred in my room.

Guest Signature \_\_\_\_\_

Date \_\_\_\_\_ Room Number \_\_\_\_\_

**RECOMMENDED CRITERIA FOR EXCLUSION OF PERSON FROM PREMISES**

Management will direct the individuals to leave and not return to the premises if that person participates in any of the following behavior. When a guest violates any of these provisions his right to occupy premises is terminated as based on hotel policy.



1. Makes unreasonable noise.
2. Engages in fighting or in violent and threatening behavior.
3. Engages in any activity that constitutes a criminal offense.
4. Engages in any activity involving firearms or illegal drugs.
5. Damages, defaces or destroys any property belonging to the hotel.
6. Substantially interferes with any right, comfort, or convenience of any guest.
7. Drives a vehicle in a careless or reckless manner on hotel property.
8. Invites a person into his room who he knows has been barred from the premises.
9. Litters on premises.

*When you follow the above recommendations, you are sending the signal to the criminal element that you are taking responsibility for your property and will not tolerate criminals taking advantage of your business.*

### REGISTRATION

Once you set your policy for registration, follow it. Some ideas may seem difficult or awkward to carry out, but with practice the process will become second nature.



- **Use an interview format** - Instead of having the guest fill out the paperwork, ask the question and fill in the answers yourself. This will allow the manager to notice discrepancies more easily (such as difficulty remembering a middle name, or a date of birth). Once the manager fills in the response for all questions on the form, have the guest review the information and sign it.
- **Ask for two pieces of ID from each adult** - Make sure that you see at least one photo ID per adult. Examples include: State issued driver's license or ID, military ID, Passport, or INS Green Card. The second piece of ID could be a credit card, a social security card, or another commonly carried type of identification. Take a moment to look at the photo and see if it matches the person. Check the address and see if it matches the information on the registration form. When the guest signs the registration form, see if the signatures match.
- **The innkeeper**, not the guest, should record the driver's license or other ID numbers onto the registration form. The registration form should have a place for the manager to initial, showing the type of ID and that the ID has been checked.
- **If there have been significant problems with illegal activity**, keep photocopies of all ID with the registration card. Also, attach a business card if the guest has one.
- **Ask how many people will be staying in the room.** Record that information on the registration form. With the information recorded, you will be in a better position to show that a rule has been broken if the guest moves in another individual.
- **Visually check, and then record, license plate numbers of guest vehicles.** If the vehicle is parked well away from the office area, ask the guest to pull the car around so you can verify the license and make of the car.
- **Ask guests if they are expecting visitors.** If yes, explain visitor rules you have set.
- **Watch for warning signs** - Some indicators of illegal activity are listed in the section on WARNING SIGNS. If such signs are present:
  1. Take particular care to communicate your house rules.
  2. Assign highly visible rooms to suspicious people.
  3. If you suspect they have brought an illegal guest, watch as they move in.
  4. If you observe clear signs of criminal intent, refuse service!

5. **Use a comprehensive application form.** At minimum, application forms should include:

**Full name, home address, and date of birth, all verified by Federal, State, or Military ID.**

**Names of all other people planning to occupy the room verified by ID.**

**Home phone number.**

**Drivers license or other photo ID number.**

**Name, address, and phone number of employer, if any.**

**Name and phone of a person to call in case of emergency.**

**Above the signature line, language should indicate that the undersigned has reviewed the information on the form, vouches for its accuracy, recognizes that the hotel/motel is not their residence, understands that further application is required to become a tenant or to stay past a set number of days, understands that providing false information is grounds for immediate checkout and, if not willing to leave; arrested for trespassing. Wording should grant permission to verify the information through consumer reporting agencies in those cases where the registrant is applying for weekly rental.**

**Key control after check-in.** In situations where guests misplace a room key or provide their key to another person and arrive at the registration desk to obtain another key, your policies must be sufficient to protect the registered guest. Identification must be requested and documented from the guest seeking another key to protect against allowing entry to anyone who is not listed on the registration form.

**WARNING SIGNS of CRIMINAL ACTIVITY**

As you review the following list, keep in mind that many items are not significant unless seen in conjunction with others.



**AT REGISTRATION**

- Registrants who park their vehicles well away from the office area. If you are suspicious, request that they pull the car around so you can verify the plate number.
- Walk-in guests who appear to have no vehicle.
- Guests, who list a local address at registration, yet indicate a desire to stay for many days.
- Guests who give a post office box as their street address. Note that this applies more to urban addresses than to rural locations - in some rural areas a post office box is the only address of the residence.
- Incomplete or unreadable information provided on the registration card, such as insubstantial address or illegible writing.
- Lack of picture ID and/or stories about lost ID. Also, one member of a couple may show ID, while other refuses.
- Guests who arrive in a car but can't produce a driver's license.
- Inconsistencies between ID and registration information, such as different dates of birth or home addresses.
- Requests for specific units, particularly ones that are out of the way or difficult to see from the office.
- A willingness to pay for multiple nights in advance, particularly in cash.
- Evidence of large amounts of cash.
- Pagers and cellular phones used by people who otherwise appear to be of low economic status.
- Guests moving a large number of items into the room - particularly large trunks or other bulky containers. Or guests moving no luggage at all into the room.
- Physical and/or behavior signs that indicate significant intoxication or drug influence.

## **WARNING SIGNS of CRIMINAL ACTIVITY**

As you review the following list, keep in mind that many items are not significant unless seen in conjunction with others.



### **AFTER MOVE-IN**

- High visitor traffic - cars and pedestrians stopping for brief periods. May indicate a drug dealing operation.
- A steady pattern of male visitors who stay for a short while may indicate prostitution. Many phone calls - incoming or outgoing - particularly if late at night.
- Calls made to front desk to verify occupancy of room.
- Refusal of maid service, or request to cancel service for the duration of the stay. Some hotels have a company policy on refusal of service that can help protect property and provide valuable insight into what your property is being used for.
- Consistent request for room service to be left outside the door, rather than brought into the room.
- Guests who check in and stay for only a few hours.
- Visitors who are not familiar with the guest they are visiting. For example: may know guest's first name but not last name.
- Visitors bringing "valuables" into the room - televisions, VCRs, cameras - and leaving empty handed.
- Odd car behavior - visitors parking a few blocks away and walking up, visitors sitting in the car for a while after leaving or leaving one person in the car while the other visits.
- Suspicious room odors that you associate with drug use.
- Wet towels rolled up and placed around the doors and windows.
- "Lookouts" who hang out near the room during heavy traffic hours.
- Extra efforts made to cover windows or reinforce room doors.
- Makeshift alarms installed on room doors.

Quantities of balloons or small “Ziplock” plastic bags - the type jewelry beads are sometimes kept in.

- Sophisticated weighing scales - accurate to gram weights and smaller.
- “Outlaw” motorcycle gang activity.
- Firearms, particularly assault weapons and those that have been modified for concealment, such as sawed off shotguns.
- Various obvious signs such as exchanges of small packets for cash, known prostitutes or pimps visiting guestrooms, people using drugs while sitting in their cars, syringes and other drug paraphernalia lying about.

***If you believe any illegal activity may be occurring, call 911 immediately.***



### **WORKING WITH POLICE**

Ideally, managers who pursue the recommendations of the preceding sections will rarely need to take more severe action. But for lodging that is used frequently by guests involved in illegal activity, you will need to take additional steps. If you need police assistance, keep in mind:

- **The earlier the better.** Never hesitate to call the police if you are suspicious about someone or something. Ask for an SAFFE officer to come by so you can discuss your concerns with him.
- **Try to become familiar with the officers who work your area.** A one-on-one relationship with your SAFFE and Patrol officers goes a long way to assure effective information sharing.
- **If problems accelerate, ask for more help.** The San Antonio Police Department has developed an approach for working with innkeepers to stop chronic criminal activity. Contact your SAFFE officer's or the substation and describe your problem.



### **HOTEL/MOTEL NARCOTIC TRAFFICKING**

Over the past several years our area has been plagued by an influx of persons associated with various narcotics activities which include the smuggling of large amounts of narcotics by drug dealers. These dealers are using hotel/motel for their illicit activity. Our intention is to work with your business and employees in a cooperative effort to detect these dealers.

### **NARCOTICS TRAFFICKING BEHAVIOR**

- Walk in guest. (no reservation)
- Reluctant to show I.D. (may use someone else's)
- Pays for the room with cash. May show a large amount of cash.
- Give false information regarding themselves or their vehicles.
- Request a secluded room or adjoining room.
- Checks in without luggage or unusual packages, (boxes or trash bags, etc...)
- Unusual telephone traffic.
- Makes request for unusual items: rubber bands, money wraps, bags, duct tape, etc...
- Narcotic paraphernalia left in the room.
- Observe guest with weapons.
- Refuses housekeeping.
- Has "Do Not Disturb" sign on door at all times even when the room is unoccupied.
- Constantly carrying briefcase, purse and/or packages wherever they go.
- Uses the same cab driver all day. (Cab driver in the lobby/parking lot, sitting idle)
- Many visitors to the room who stay a short time then leave.
- Use cellular phone and/or pay phone. (Never uses telephone in the room).
- Incoming calls, but caller doesn't know the name of guest. (Caller may be returning pager call)

Once certain narcotics trafficking behaviors are noticed contact the Narcotics Division (207-2470), even if the guests have already checked out. Legitimate guests may exhibit some or all of these behaviors.

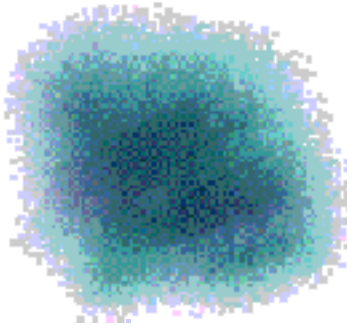
While drug trafficking and prostitution are the most common type of criminal activity in lodging

property, methamphetamine labs are the most dangerous. Meth “cooks” can set up an operation and manufacture the drug in as little as 12 hours. Because of the privacy and motel and hotel rooms offer, some cooks prefer them for making their product. In addition to the warning signs described in the previous section, watch for:

### **DRUG LAB BEHAVIOR**

- Vans or pickups loaded with trunks, chemical containers, or basic chemistry paraphernalia - glassware, rubber tubing, heating appliances, or other related items.
- A strong cat urine/ammonia smell, or a sweet heavy perfume smell - may indicate usage of the amalgam process for methamphetamine production.
- Water running in bathrooms or kitchen facilities for long periods.
- The odor of ether, chloroform, or other chemicals not typically associated with a guestroom.
- The presence of flasks, beakers, and rubber tubing consistent with high school chemistry classes.

If you believe a room has been used as a lab, stay out of it and contact local law enforcement by dialing 911. If you find yourself in a lab site, resist temptations to touch, smell, or investigate in any way. Leave immediately. Wash your face and hands, then shower off as soon as possible. If you are suffering ill health because of contact with such a room, contact a local emergency room or a poison control center.



### **PROSTITUTION**

In the City of San Antonio prostitution is wide spread to meet the demands of their clientele. Prostitution is an insignificant offense for the mere fact this involves individuals who are consenting to the act of sex. However, the things that surround prostitution are not insignificant. Things that accompany prostitution are pimps intimidating girls into prostitution, theft, burglary, criminal mischief, child pornography, robbery, runaways, and even murders.

#### **Recommended things to do once a prostitute is identified:**

- Attempt to get a valid Driver's license or I.D. card.
- Once you have established a good I.D. pass the information onto your Manager or security officer so this information can be passed on to the other Hotels through the fax network.
- If you are unable to obtain good I.D. get as much information as possible and pass it onto your manager or security officer so it can be passed on to the other Hotels through the fax network.
- If possible refuse known prostitutes a room since they provide an unsafe environment.

Contact the Vice Divisio at 207-2370

Or a SAFFE officer:

Central Service Area	207-7413	East Service Area	207-7566
North Service Area	207-8350	Prue Service Area	207-7169
South Service Area	207-8964	West Service Area	207-7421

## TRESPASSING

To control problem behavior at your property, there may be times when you need to exclude a visitor from the premises. In the State of Texas this problem is most effectively handled by applying the criminal trespassing statute of the Texas Penal Code. Texas Penal Code 30.05 defines Criminal Trespass as:



*A person commits criminal trespass when he enters or remains on property or in a building of another without effective consent and the person had notice that entry was forbidden or received notice to depart but failed to do so.*

To further explain the statute the term “notice” needs clarification. There are several methods of notice that are acceptable under Texas Penal Code Section 30.05 (b)(2):

- Oral or written communication by the owner or by someone with authority to act for the owner.
- Fencing or other enclosure that is obviously designed to exclude intruders.
- A sign or signs posted on the property or at the entrance to the building placed so that it will be reasonably likely to come to the attention of intruders, indicating that entry is forbidden.
- The placement of identifying purple paint marks on trees or posts on the property, provided that the marks are:
  1. *Vertical lines of not less than eight inches in length and not less than one inch in width;*
  2. *Placed so that the bottom of the mark is not less than three feet from the ground or more than five feet from the ground; and*
  3. *Placed at locations that are readily visible to any person approaching the property and no more than 100 feet apart on forestland or 1000 feet apart on land other than forestland.*

A. If you have an individual whom you **DO NOT** want on the property call 911. An officer will be dispatched to your location (**YOU MAY NOT HOLD THAT INDIVIDUAL UNTIL THE POLICE GET THERE**).

B. When the officer arrives at the location, and if the individual is still there:

- A verbal criminal trespass warning will be given by a representative of the property in the presence of the officer.
  - If the individual leaves the representative will be given a Criminal Trespass warning card (see Figure 1).
  - The Criminal Trespass warning is valid for 60 days from the date it was issued. In the event a photo was taken of the individual the Criminal Trespass warning would be valid 6 months from the date it was issued. The business has the responsibility of holding this evidence.
- ❑ If the individual returns to the location within the next 60 days or 6 months with a photo of this individual call 911. **DO NOT** hold the individual. Once the officers arrive and the individual is still

there he may be arrested for the violation. The officer will need to see the valid Criminal Trespass warning card since it has the required information on the card to place the individual in jail.

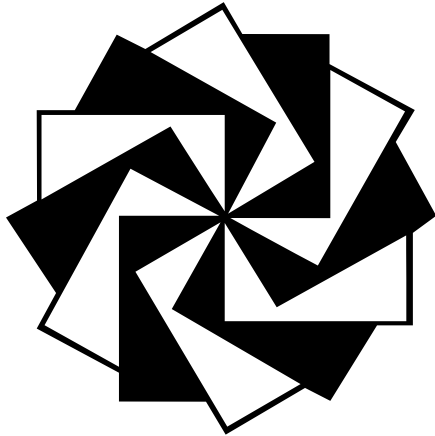
*Police officers may make an immediate arrest for Criminal Trespass when any of the following criteria are met:*

- 1. The person is currently on your premises, has been asked by you and in the presence of the police officers to leave the premises and is refusing to leave.*
- 2. The person has been previously warned, and that warning documented with a report and the suspect is currently in the officer's presence.*

***Or***

- 3. The person has an outstanding warrant that is the result of you initiating a complaint with municipal court or a police officer filing charges for trespassing and a judge has issued a warrant.*
- ***Document the incident.*** Whether an incident requires police help or not, keep an incident log of any problem behavior. The log can become valuable for working with police, prosecutors, and neighbors to determine the scope of problems and your efforts to address those problems. Maintain a list of people who have been barred from the property. Make sure all employees understand which people are barred.

This system will work to your advantage under most situations; however, a problem can exist when a guest invites a warned person to their room. In these situations the warned person may enter the property and go directly to the room of the guest and may not loiter in common areas. This situation is common in prostitution areas, and the only remedy is the posting of a notice that you have the right to exclude guests based on company policy. In most situations this will mean the registered hotel guest will also be asked by you to leave. An action as drastic as this will most likely be used only in problem areas.



## **CIVIL DISORDERS**

American society allows more freedom of expression than any other nation. These forms of expression can appear anywhere in society. Some types of expression are beneficial to society; some intrude on rights of others and are illegal. Government can place limitations on expression when it takes the form of public demonstrations. Authorities can regulate public speech and the right to protest or demonstrate to reasonable times, places, and by reasonable methods. The police regulate illegal forms of expression to ensure that forms of expression comply with laws set by society.

Specifically, in Texas Law the forms of expression that are illegal according to the Texas Penal Code are as follows:

### **Texas Penal Code 42.05 defines Disrupting meeting or procession as:**

*A person commits an offense under Texas law if with intent to prevent or disrupt a lawful meeting procession, or gathering, he obstructs or interferes with the meeting by physical action or verbal utterance.*

### **Texas Penal Code 42.03 defines Obstructing highway or other passageway as:**

*An offense is committed regardless of the means of obstruction or if the obstruction results from one person or others and the person refuses reasonable request to move by an officer or person in charge of the premises. (This includes streets, sidewalks, railway, waterway, elevator, aisle, hallway, entrance or exit to which the public has access.)*

### **Texas Penal Code 42.02 defines Riot as:**

*A person commits an offense when the assemblage of seven or more persons resulting in conduct which:*

- a. Creates an immediate danger of damage to property or injury to persons.*
- b. Substantially obstructs law enforcement or other governmental functions or services.*
- c. By force or threat of force or physical action that deprives any person of a legal right or disturbs any person in the enjoyment of a legal right.*

***Demonstrators do not have the right to trespass onto private property to protest or to engage in conduct that violates the law. When free expression becomes illegal conduct, it can and should be restricted.***

If you are faced with a protest or demonstration on your property and you are concerned about your ability to maintain order with the group you may seek an injunction or “Temporary Restraining Order” against the demonstration. A district court judge from your county issues this type of injunction and can order any range of limitations from guidelines that you request for a peaceful demonstration to denying the group right to demonstrate. Hotel property is private property and is not considered a public forum area for freedom of speech activity. People have the right to protest on public property but this does not include your parking lot or any privately owned buildings.

Media - from a legal standpoint the media does not have any extra right to access any area of private property just because a public event is happening on premises. You may decide to allow them access, but this is your choice.

***What does the Police Department need from you when a demonstration is about to occur on your property?***

1. Notify the SAPD Dispatch at 207-7273 or any SAFFE officer and inform them of any pending protest or demonstration.
2. If you are aware of any controversial guest you may also call to ensure they are aware of possible problems.
3. Discuss with hotel management your concerns and priorities to develop a policy for limitations that will be followed throughout the incident to avoid any changes in plans after police have begun enforcement.
4. Be prepared to provide law enforcement with a staging area away from the demonstration area for officer briefing and response organization.

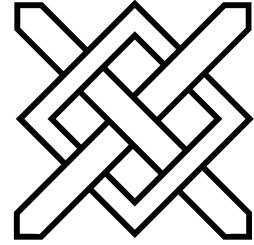
*Keep in mind that sidewalks may be used as areas for protest but the demonstration may not block sidewalks. Generally, the area inside the sidewalk is the area considered defensible space when considering the rights and security of your employees and guests.*

## ROBBERY PROCEDURES

Texas Penal Code 29.02 defines Robbery as:

*A person commits an offense if, in the course of committing theft as defined in Chapter 31 and with intent to obtain or maintain control of the property, he:*

- (a) Intentionally, knowingly, or recklessly causes bodily injury to another; or*
- (b) Intentionally or knowingly threatens or places another in fear of imminent bodily injury or death.*



Robbery prevention begins outside your business as potential suspects' shop for an easy target. Suspects will be looking for a lobby area that cannot be seen from the street and other view obstructions that will allow the suspect to get inside and away with only the slightest chance of being observed.

Lighting of the entrance area, lobby area, and parking lot is important for several reasons:

1. Security lighting is the most cost effective psychological deterrent to nighttime criminal activity. Most criminals do not want to be seen or recognized.
2. Your guests feel safer in properly lighted areas and will be safer in doing routine functions associated with checking in and out of rooms.
3. Your employees' ability to see and recognize potentially hazardous situations and react promptly is critical to your guests' and employees' safety.

Door security and limiting access points at night are important to reducing the opportunity for your property to be selected as a robbery target. Many businesses are limiting access at a certain hour such as 10:00 PM., when staffing is reduced to a minimum, so employees only have to watch one door. All employees are encouraged to look at and acknowledge everyone who enters the lobby area and look people in the eye to let them know that they have been noticed. Often criminals casing a potential target will walk in the lobby area several times to get a "feel" for the business and see how much attention the clerks are paying to guest. There are no stereotypical robbers so anyone could be "shopping" your business as the next target.

## DURING THE ROBBERY

- **DO NOT PANIC**- Instead try to focus on the robber's request and on obtaining a description.
- **FOLLOW THE ROBBER'S DIRECTIONS**, but do not volunteer more than he asks for.
- **ACTIVATE THE ALARM** as soon as you can safely do so, but avoid any action that will increase danger to you or another customer.
- **DO NOT STARE AT THE ROBBER**, but if possible observe his actions and appearance. (Observe his clothing, facial features, hair, shoes, tattoos, weapons if displayed, and locations that the robber is touching.)

- **RESIST EVERY EFFORT TO BE TAKEN AS A HOSTAGE.** A clerk is in grave danger whenever forced to leave with the robbery suspect.
- **HAND OVER CASH AS A SINGLE PILE-** attempt to put the cash in a bag or container to hide any bait packs that should be included.
- **NOTICE A HEIGHT REFERENCE MARK** as the robber leaves the lobby areas.
- **GET A VEHICLE DESCRIPTION** and direction of travel as the suspect flees, if possible.
- **CALL 911 (*FIRST*)**, before you call your mom, the manager, and other friends.

### **AFTER THE ROBBERY**

Police officers are aware that being robbed is one of the most traumatic incidents that you can be involved in; however, as the person in charge of this business, there are some important actions that you must make after the robbery.

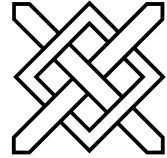
1. Close and lock the lobby and ask all witness to remain until police arrive.
2. Write down your description of the suspects. (Avoid getting a collaboration of descriptions from witnessed as someone might suggest and convince you of an incorrect feature.)
3. Try to remember exactly what the robber said and how he or she acted during the incident. This will include what hand the weapon was held in and any mannerism displayed during the incident. This is important in associating your robbery with other similar crimes and suspects from police files.

Depending upon available manpower, the robbery investigation could take up to one hour, or longer when the suspect is captured shortly after the incident. Your patience and assistance with the criminal investigation process are important to the prosecution of these suspects and the prevention of further incidents.

**HELP PROTECT THE CRIME SCENE.** Preserve areas that the suspect might have touched for fingerprinting counter tops, cash drawers, entry and exit doors. Just as the robbery interrupted normal business, your business must be closed temporarily during the investigation. Have your clerk lock doors and prepare signs for the entry doors that state “Office temporarily closed” and place these signs in noticeable areas.

## **HOMICIDE/SUICIDE/NATURAL DEATH**

The San Antonio Police Department treats all found bodies as a Homicide. In the event there is a body discovered on property call 911 and the Police and Fire Departments will respond immediately to the location.



- Make sure employees do not contaminate the crime scene by walking through it and disturbing evidence. (SEE CRIME SCENE CHAPTER)
- Once 911 is called the Police and Paramedics will respond to the location to evaluate the situation. The responding officer will take control of the crime scene. The officer will start evaluating the crime scene to determine the cause of death. After evaluating the scene the officer with the assistance of a supervisor and the homicide detective will determine the offense class. (MURDER, INVOLUNTARY MANSLAUGHTER, CRIMINAL NEGLIGENCE HOMICIDE, SUICIDE, OR NATURAL DEATH).
- At this time the hotel may be called to assist the Officers and Detectives in identifying the individual.
- The Detectives will take the necessary evidence at the scene. The hotel then has the responsibility to gather the remaining personal effects and either keep them or try and find a relative to retrieve them. The Detective may possibly assist you in distributing these effects.
- As a follow-up to the investigation the Detectives might ask for information on telephone traffic, foot traffic, or the information on the vehicle that he/she might be driving.
- In the event your Hotel is a location for a suicide it will be the Hotels responsibility to clean the location after the Detectives have completely examined the crime scene. In the past there has been a Federal Grant to assist businesses in the cost of the clean-up. Ask the Detective if this is still in affect.

## **BURGLARY OF VEHICLES**

When a vehicle burglary occurs on your property, the vehicle's owner is not the only victim. You are also a victim because this type of crime gives your property a bad reputation. Texas Penal Code defines a burglary of a vehicle as follows:



Texas Penal Code 30.04 defines Burglary of Vehicle as:

*A person commits an offense if, without the effective consent of the owner, he breaks into or enters a vehicle or any part of a vehicle with intent to commit any felony or theft.*

Vehicle burglary is a crime of opportunity. Good lighting in your parking lot is the most cost effective psychological deterrent to nighttime criminal activity. In recent interviews with detectives who work on burglary of vehicle cases, we have put together recommendations to make your property a harder target.

- 1. Make sure your car is locked. Thieves prefer entering cars without breaking glass, but if your valuables are in plain view they do not mind breaking your glass.*
- 2. Do not leave valuables in plain view in your car for thieves to see. This includes clothing, mail, radar detectors, luggage, and music accessories.*
- 3. Select your parking spot carefully. Thieves will normally park within 50 feet of a target vehicle. Park close to your destination in a well-lit area. Avoid parking next to large vehicle.*
- 4. Car alarms with visible signs of protection are a deterrent.*

When a vehicle is broken into on your property, we recommend that your guest call the police as soon after the crime as possible. The investigating officer will need the model name and serial number from stolen items. If this information is not available, it should be called in and added to the report later. Failure to provide these numbers will add to the stacks of recovered stolen items in police property rooms when your property is recovered. It is also important that fingerprint evidence is preserved and collected from crime scenes, as this is still the best form of associating a thief with a crime and property. You can help preserve fingerprint evidence by not allowing the touched item to get dirty, wet, wiped clean or handled by anyone before the officers' arrival. Remember to get a case number from the patrol officer for future reference on any future information gathered after the initial report.



## **AUTO THEFT**

Auto Theft is a major problem on some hotel/motel properties. Many of the same features that make your property attractive to guests also make your property attractive to auto thieves. The legal definition of Auto Theft is similar so that of any theft, with the difference being the value of the property stolen. Theft is defined as:

Texas Penal Code 31.07 defines Unauthorized Use of a Vehicle as:

*A person commits an offense if he intentionally or knowingly operates another's boat, airplane, or motor-propelled vehicle without the effective consent of the owner.*

Prevention of these thefts from your property will make your hotel/motel a more desirable place to stay and increase return customers. Some of the ideas presented in the environmental design section will make your property a harder target for auto thieves. Lighting is a major factor in deterring thieves as well as accessibility to shop around for cars in your parking lot while being undetected by your employees. If Auto Theft is currently one of your problems consider recommending the following tips to your guests:

1. Always roll up windows and lock your car. Never leave your vehicle running and unattended.
2. Always park in a well-lighted area. Select your parking spot carefully. Thieves will normally park within 50 feet of a target vehicle. Avoid parking next to large vehicles that block the view around your vehicle.
3. Keep valuables and packages out of sight. This includes mail, electronic equipment, and clothing.
4. Use auto theft deterrents. Alarms, steering wheel locking devices, kill switches, and collars for steering columns provide visible deterrent and reduce the chance of theft.
5. Do not leave your registration papers in your vehicle.
6. Report stolen vehicles immediately to police. A vehicle description with the license plate number is necessary for an accurate theft report. The theft report must be made by the owner or driver of the vehicle. Your staff cannot make a report for a guest.

## IDENTITY THEFT



1. Double-check all bills- especially credit cards- to ensure all charges are legitimate.
2. If you do not receive an expected monthly bill, call the company immediately and ask whether it was mailed.
3. Send written notice to the major credit bureaus that you do not want your name sent out on marketing lists.
4. Be cautious in disclosing your Social Security number. Do not print it on your checks. Do not give your Social Security number out over the telephone unless you are absolutely sure who you are giving it to. Do not give your Social Security number to sales persons unless they can provide a reason they need it.
5. Shred financial documents, including pre-approved credit applications.
6. Keep financial paperwork locked up especially if you use household workers.
7. Do not give credit card or account numbers to telemarketers.
8. Make sure credit cards, receipts and carbons are returned after transactions. Do not allow salespeople to write your account number on checks.
9. When possible mail bills directly at a post office; avoid leaving them in your mailbox.
10. When ordering new checks, have them delivered and pick them up at your bank. When you receive new checks, open each box and ensure all checks are accounted for.
11. If you note improprieties on your account(s) place a fraud alert on your credit report. This will generally require that you be contacted to insure you are authorizing any charges.
12. Review your credit report at least annually. Follow up quickly if you spot address changes, incorrect information or accounts that are not your own.

❖ If you have additional questions or need further information please contact:

### REPORT IDENTITY THEFT TO:

Forgery Squad, San Antonio Police Department	(210)-207-7451
Equifax Credit Bureau, Fraud	(800) 525-6285
Experian Information Solutions (formerly TRW)	(800) 397-3742
Trans Union Credit Bureau, Fraud	(800) 680-7289
Social Security Administration Fraud Hotline	(800) 269-0271

### **CREDIT CARD ABUSE**

*The criminal offense of Credit Card abuse occurs when, for the purposes of obtaining a benefit, a person presents or uses a credit card or credit card number of another with the knowledge that the card was not issued to him and is not used with the effective consent of the cardholder.*



#### **Merchants are at the most risk when established procedures are not followed.**

Those procedures include obtaining “authorization” from the issuing card company (usually done electronically at a Point of Sale Terminal), obtaining an imprint of the card (usually done when a P.O.S. Terminal is not available) and by examining the signature of the cardholder for obvious discrepancies. Also, double-check the name on the card with the name on the I.D.

In all cases where a credit card number is provided by telephone, merchants should verify the account and obtain authorization and/or take an imprint of the card before merchandise is delivered or a service is provided. If proper procedures are not followed, including the acceptance of an expired credit card, merchants may be charged back the sale amount.

### **ALTERED OR COUNTERFEIT CREDIT CARDS**

Merchants should be aware of the security features found on bank cards:



#### **Visa-**

- All Visa account numbers begin with a 4.
- The characters and numbers embossed on the card should be clear and uniform in size and spacing.
- A four-digit number printed on the card (above or below the account number) should match the first four digits of the account number.
- A hologram showing the Visa Dove should appear to move or to be three-dimensional when the card is tilted.
- The “Flying V” is embossed on the same line as the valid dates.
- A tamper-evident signature panel with “VISA” printed on an angle in blue and gold or blue only.
- The account number embossed on the card must match the account number displayed on the terminal and/or printed on the sales draft.

#### **MasterCard-**

- All MasterCard account numbers begin with a 5.
- The characters and numbers embossed on the card should be clear and uniform in size.
- A four-digit number may be pre-printed on the card. It must match the first four digits of the account number.
- A hologram with interlocking globes showing the continents should appear three-dimensional and move when the card is tilted.
- The MasterCard security character is embossed on the same line as the valid dates. The word “MasterCard” is printed in multi-colors at a 45 degree angle on a tamper-evident signature panel.
- The 16 digit account number is printed in reverse italics on the signature panel followed by a 3 digit card validation code.

- The account number embossed on the face of the card must match the 16-digit account number displayed on the terminal and/or printed on the sales draft.

### **American Express-**

- All American Express account numbers begin with 37.
- The characters and numbers embossed on the card should be clear and uniform in size and spacing.
- The portrait of the Centurion is printed with a high degree of clarity and detail such as the portraits on U.S. Currency.
- American Express cards are not transferable. Only the person whose name is embossed on the card is entitled to use it.
- A duplicate account number is etched into the back of the card to ensure the card number appearing on the front of the card has not been altered.
- Erasure or tampering with the signature panel will cause the wavy print background to appear white or smudged.

### **NOVUS (Discover)-**

- All NOVUS account numbers begin with 6.
- The characters and numbers embossed on the card should be clear and uniform in size and spacing.
- The special embossed “N” appears on the same line as the “Member Since” and “Exp. Date” (On cards issued before 8/1/95, you may instead see Dean Witter, Discover and Co. or Sears Financial Network logo).
- A hologram which features images of the NOVUS coin should appear on the front. As the hologram is rotated under the light, the full colors of the rainbow can be seen.
- The account number embossed on the face of the card should match the number printed on the signature panel and encoded on the magnetic stripe.
- The account number the signature panel appears in reverse indent printing. It is followed by a 3-digit validation code (on all cards issued after 8/1/95).
- Cards issued after 8/1/95 will have a tamper resistant signature panel with an overprint of NOVUS at a 45-degree angle.
- Until 8/98 you may see an overprint of DISCOVER.

Altered or counterfeit Credit Cards can be detected while in the possession of the merchant by following 4 basic steps:

1. The hologram – Is it authentic? Does it appear to be 3D when tilted back and forth in the light?
2. The printed issuing bank ID number located above the embossed account number (Visa) or the printed account number on the back of the card (MasterCard, American Express, NOVUS) - Do they match the embossed numbers of the face of the card?
3. The embossing- is it even, do you see ghost images of a previous number or cardholder name?
4. The signature panel - does it appear to have been altered/erased?

If you use a terminal to authorize transactions, be sure to swipe the card through it. If the terminal electronically displays the encoded account number, or prints it on the sales draft, compare it with the embossed account number.

**MAKE SURE THE NUMBERS MATCH.** If they don't the card has probably been altered.

If you are satisfied that the card is genuine.... Use your normal authorization procedures to request approval. Do not give the card back to the customer until the authorization procedure is completed.

- Have the customer sign the draft in full view.
- Compare the signature on the card with the signature on the draft for correct spelling and similar handwriting. If the signatures do not match, the transaction should not be completed.

### **Lost or Stolen Cards**

Although unauthorized use of a lost or stolen card is difficult to detect at the point of sale, when proper procedures are followed the risk of fraud losses can be greatly reduced. Any time you suspect the presenter is not the true cardholder, ask for identification, compare the card signature with the sales draft and call your supervisor or bank representative for assistance.



If at any time during the transaction, you're suspicious of the card or the customer for any reason, inform your supervisor or initiate a "Code 10" authorization call.

The Code 10 Authorization Procedures are the standard way of alerting your authorization center that you have a suspicious transaction. These procedures can be used for all bank card transactions. Inform the authorization center that you have a Code 10. The Center might switch you to a special operator in its Security department or directly to the bank that issued the card.

You may be asked such questions as:

- Do you have the card and draft in your hand?
- Is the person standing in front of you?
- Can you speak freely?

If the customer is within listening range, the operator will ask questions that can be answered with a "yes" or "no" such as:

- Are you suspicious of the card?
- Are you suspicious of the presenter?
- Is the account number embossing irregular?
- Were the numbers flattened and re-embossed?
- Are the numbers uniform in shape?
- Is the signature panel blank?
- Does it look altered?

Follow the operator's instructions and remember that a Code 10 call does not give you the authority to detain or arrest a person. You may be instructed to "pick up" the card. This may be due to the card being reported lost/stolen or may just be that the cardholder has not paid his bill or is over his credit limit.

## **THEFT OF HOTEL PROPERTY**

Texas Penal Code 31.03 defines Theft as:

- (a) A person commits an offense if he unlawfully appropriates property with intent to deprive the owner of property.*
- (b) Appropriation of property is unlawfully if:*
  - (1) It is without the owner's effective consent;*
  - (2) The property is stolen and the actor appropriates the property knowing it was stolen by another; or*
  - (3) Property in the custody of any law enforcement agency was explicitly represented by any law enforcement agent to the actor as being stolen and the actor appropriates the property believing it was stolen by another.*

Crime reports indicate a problem of some of your guests stealing hotel property. More than the towel or soap, this includes televisions, light fixtures, and other valuable room decorations. It is vital to the investigation of this type of crime that we have witness information, item name and serial numbers, who rented the room and names of other people staying in the room. Physical evidence is also important here so have your maid service stop before cleaning up potential physical evidence from the theft location.



## **CRIMINAL MISCHIEF**

Texas Penal Code 28.03 defines Criminal Mischief as:

*A person commits an offense if, without the effective consent of the owner:*

- (1) He intentionally or knowingly damages or destroys the tangible property of the owner;*
- (2) He intentionally or knowingly tampers with the tangible property of the owner and causes pecuniary loss or substantial inconvenience to the owner or a third person; **or***
- (3) He intentionally or knowingly makes markings, including inscriptions, slogans, drawings, or paintings, on the tangible property of the owner.*

Criminal Mischief on hotel/motel property can appear in many forms, but most frequently is the work of your neighborhood graffiti artist. Other forms of criminal mischief will be damage to guestrooms, meeting rooms, or public restrooms. If your employees observe a person in the process of damaging or destroying hotel property consider filing criminal charges on that person. A police officer will have to be called to the scene to properly identify the suspect and initiate a report of the incident. The degree of crime is based on the value of the property destroyed or damaged. To file charges you must get an estimate of the damages in writing and submit them to the investigating detective for your case for charges to be filed.

Refer also to the Family Code Section 41.001 and 41.0025 for Civil Law remedies for recovery of damages to hotel/motel property.

### **SECTION 41.001 LIABILITY**

A parent or other person who has the duty of control and reasonable discipline of a child is liable for any property damage proximately caused by:

1. The negligent conduct of the child if the conduct is reasonably attributable in the negligent failure of the parent or other persons to exercise that duty; **Or**
2. The willful and malicious conduct of a child who is at least 12 years of age but under 18 years of age.

### **SECTION 41.0025 – LIABILITY FOR PROPERTY DAMAGE TO AN INN OR HOTEL**

- (a) Notwithstanding Section 41.002, recovery of damages by an inn or hotel for willful and malicious conduct is limited to actual damages not to exceed \$25,000 per occurrence, plus court cost and reasonable attorney's fees.

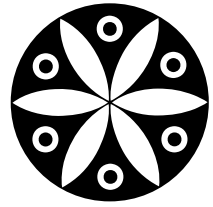
In this section "occurrence" means one incident on a single day in one hotel room. The term does not include incidents in separate rooms or incidents that occur on different days.



## **PUBLIC INTOXICATION**

Texas Penal Code 49.02 defines Public Intoxication as:

*A person commits an offense if the person appears in a public place while intoxicated to the degree that the person may endanger the person or another.*

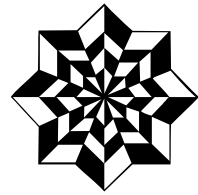


Public Intoxication is generally looked upon by society as a minor offense. For a person to be in violation of the law, he must be intoxicated, in public place, and a danger to himself and others. By definition, a public place is a place to which the public or a substantial group of the public has access. The common areas of a hotel/motel are a public place, but the interior of a guestroom is not.

By department policy, officers will arrest for public intoxication as a last resort. The main goal is to get the person to a place where he will not be danger to himself or others and ceases to cause a disturbance.

## **DISORDERLY CONDUCT**

Texas Penal Code 42.01 defines Disorderly Conduct as:



*A person commits an offense if he intentionally or knowingly:*

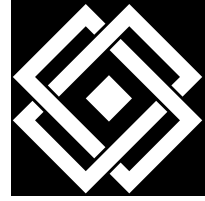
- (1) *Uses, abusive, indecent, profane, or vulgar language in a public place, and the language by its very utterance tends to incite an immediate breach of the peace;*
- (2) *Makes an offensive gesture or display in a public place, and the gesture or display tends to incite an immediate breach of the peace;*
- (3) *Creates, by chemical means, a noxious and unreasonable odor in a public place;*
- (4) *Abuses or threatens a person in a public place in an obviously offensive manner;*
- (5) *Makes unreasonable noise in a public place other than a sport shooting range, as defined by Section 250.001, Local Government Code, or in or near private residence that he has no right to occupy;*
- (6) *Fights with another in a public place;*
- (7) *Enters on the property of another and for a lewd or unlawful purpose looks onto a dwelling on the property through any window or other opening in the dwelling;*
- (8) *While on the premises of a hotel or comparable establishment, for a lewd or unlawful purpose looks into a guest room not his own through a window or other opening in the room.*
- (9) *Discharge a firearm in a public place other than a public road or a sport shooting range, as defined by Section 250.001, Local Government Code;*
- (10) *Displays a firearm or other deadly weapon in a public place in a manner calculated to alarm*
- (11) *Discharges a firearm on or across a public road; or*
- (12) *Exposes his anus or genitals in a public place and is reckless about whether another may be present who will be offended or alarmed by his act.*

There are several categories of Disorderly Conduct: using abusive, profane language or making an offensive gesture that incites an immediate breach of the peace; abusing or threatening another; making unreasonable noise; fighting with another; entering on the property of another for a lewd or unlawful purpose; window peeping; discharging or display a firearm in a manner calculated at alarm; and reckless exposing of oneself.

All of these must have occurred or be occurring in a public place. It is seldom that a police officer witnesses an act of disorderly conduct. Usually the hotel staff or another guest will report the act to officers. The officer will then attempt to identify the suspect and complete a report. There are some minor acts that should be reported even if the witness does not wish to pursue criminal charges. One example of this is window peeping. Though it may seem relatively harmless and minor, statistics prove that most rapists start out as window peepers!

## CRIME SCENES

*Immediately securing the area in which an incident has occurred and notifying the Police should be first priority.*



If an employee discovers a death, evidence of extreme violence, or anything suspicious, in a room they should:

1. Exit the room or area along the same path you entered.
2. Secure the room.
3. Notify management or security immediately, who should call 9-1-1.
4. Do not discuss anything you have seen with other employees.
5. Remain on hotel premises to describe the scene and your actions to the officers and detectives.
6. Remember what areas you may have touched, cleaned, and walked through.
7. Remember anything you can about the person or persons you encountered in or around the room. What you might not think is important can sometimes be the missing clue.
8. In most instances it will be necessary for a detective to interview you in depth and take a sworn statement. This statement puts your story in writing and serves as a memory tool for you when the case goes to trial.
9. In some cases it will be necessary to obtain your fingerprints to eliminate them from those found in the room or area where the crime occurred.

*Upon being advised by an employee that a violent crime scene has been discovered Management and/or security should do the following:*

1. Notify the police.
2. Sequester the employee from other employees and guests until the Police have arrived and are able to interview them. This prevents their account of events from being influenced by others and insures that only a minimum number of people know about the event.
3. **Do not enter or touch anything in the scene** but insure that it is secure. If possible, station a security employee at the door or entrances to the room or area.
4. Identification of the person/s currently in the room will be asked for.
5. Identification and interview of the occupants of surrounding rooms or areas will be done by the Police. If possible, prevent these individuals from leaving before the Police arrive on the scene.

6. In many instances access to areas of the business and employee records will be requested by the police during an investigation.

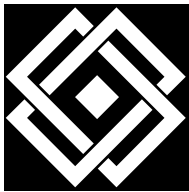
It is understood that such events are disruptive to a business and can be detrimental to the reputation of a business. The Police realize this fact and endeavor to lessen the impact by working with the business. However, it should be understood that the processing of a crime scene and the accompanying investigation are intensive and time consuming. Your cooperation is essential to a successful outcome.

## **ABOUT RETALIATION**

Some managers hesitate to enforce their rules with problem customers because they fear retaliation. Here are some suggested precautions:

- Post rules clearly. If you can point out that the broken rule was plainly posted, the violator will be less likely to blame you personally for taking action.
- Enforce rules early and consistently. Operators who are seen as enforcing the same standards with everyone are less likely to provoke individual resentment. In addition, enforce the rule as soon as you see the infraction, rather than letting the problem escalate.
- “Blame” the regulations. Gain additional safety by representing enforcement actions as necessary to meet lodging requirements or law enforcement guidelines. Patrons who see you as compelled by others to act will be less likely to blame you personally.

*If force is needed let the police handle it. If a problem guest won't leave, call the police. Don't attempt a physical confrontation yourself!*



### **IF OFFICERS DO NOT SHOW**

- Call 911 again to see if a patrol officer has been dispatched.
- If you are not satisfied ask for the 911 clerk's supervisor.
- If they are unable to help call the Police Department at 207-7273 and ask for the desk sergeant.

## **OTHER CITY SERVICES**

### **311**

The 311 system was setup like the 911 system for citizens to notify other city departments of problems that they would have jurisdictions over such as Streets, Sanitation, Parking Enforcement, Transportation, Water, Animal Control. Things that might be called into the 311 system potholes, street light or traffic light burnt out, water out, sewer problem, trash pick up, litter on premise, parking violations, high weeds, graffiti, noise and animal complaints.

**SAN ANTONIO POLICE DEPARTMENT TELEPHONE NUMBERS**  
**ALL are Area Code (210)**

<b>GENERAL INFORMATION</b>			
Non-Emergency	207-7273(V/TTY)	Emergency	911 (V/TTY)
Information	207-7484	P.I.O.	207-7579
<b>ADMINISTRATION</b>			
Chief of Police	207-7360	Executive Officer	207-7360
		Internal Affairs	207-7365
Resource Management	207-7615	Planning & Resources	207-7615
<b>RECRUITING &amp; TRAINING</b>			
Recruiting (local #)	207-6270	Applicant Processing	207-7565
Toll Free Number	1-888-750-2672	Training Academy	207-6262
<b>UNIFORM PATROL DIVISION</b>			
Patrol Administration	207-7405	Downtown Foot / Bike Patrol	207-7764(V/TTY)
Central Substation	207-7410(V/TTY)	East Substation	207-7781
North Substation	207-8126(V/TTY)	NW (Prue) Substation	207-7425(V/TTY)
West Substation	207-7420(V/TTY)	South Substation	207-8191(V/TTY)
<b>INVESTIGATIONS DIVISION (CID)</b>			
For Robbery, Burglary or Theft: Please Call Substations at numbers above.			
Homicide	207-7635	Auto Theft	207-7345
Robbery	At Subs.	Sex Crimes	207-2313
Narcotics	207-2470	Repeat Offenders Project	207-2373
Vice	207-2370	Youth Services	207-7660
Juvenile Crime Section	207-7152	Missing Persons	207-7662
Fraud, Special Crimes	207-4481	Forgery	207-7451
<b>COMMUNITY POLICING &amp; SERVICES</b>			
<b>SAFEFTE UNITS &amp; CRIME PREVENTION SPECIALISTS</b>			
Central Service Area	207-7413	East Service Area	207-7566
North Service Area	207-8350	Prue Service Area	207-7169
South Service Area	207-8964	West Service Area	207-7421
<b>COMMUNITY POLICING ACTIVITIES</b>			
Cellular on Patrol	207-7386	Citizen Police Academy	207-6222
Volunteers in Policing	207-3319	Victims Advocacy	207-2141
<b>OTHER USEFUL NUMBERS</b>			
Records Office	207-7598	Vehicle Storage	207-7455
Gang Hotline	207-7155	Gun Control Hotline	826-4867
Violent Crime Hotline	207-7155		

**MAILING ADDRESSES**

BUILDING	ADDRESS	CITY/ZIP
SAPD Mailing Address: PO Box 839948, San Antonio, TX 78283		
MAIN HEADQUARTERS	214 W. NUEVA	SA, TX 78207
CENTRAL SUBSTATION	515 S. FRIO	SA, TX 78207
EAST SUBSTATION	3635 E. HOUSTON	SA, TX 78219
NORTH SUBSTATION	13030 JONES MALTSBERGER	SA, TX 78247
NW (PRUE)SUBSTATION	5020 PRUE RD.	SA, TX 78240
SOUTH SUBSTATION	711 W. MAYFIELD	SA, TX 78211
WEST SUBSTATION	7000 CULEBRA	SA, TX 78238
DOWNTOWN FOOT & BIKE PATROL	240 E. HOUSTON	SA, TX 78205
GROUND TRANSPORTATION	442 NINTH ST.	SA, TX 78202
GROWDON IMPOUND LOT	3625 GROWDON	SA, TX 78227
MUNICIPAL COURT BLDG	401 S. FRIO	SA, TX 78207
SAN SABA BUILDING	215 S. SAN SABA	SA, TX 78207
TRAINING ACADEMY	12200 SE LOOP 410	SA, TX 78221
WASHINGTON SQUARE BLDG.	800 DOLOROSA	SA, TX 78207

**OFFICES & LOCATIONS**

OFFICE	LOCATION	OFFICE	LOCATION
<b>OFFICE OF THE CHIEF</b>	<b>MAIN HQ</b>		
Legal	Main HQ	Intelligence	Main HQ
		Internal Affairs	Washington Square Bldg
Resource Management	Main HQ	Planning & Resources	Main HQ
Recruiting	San Saba Bldg.	Applicant Processing	Academy
<b>CRIMINAL INVESTIGATION</b>	<b>MAIN HQ</b>		
Crimes Section	Main HQ	Special Investigations	Main HQ
Evidence Unit	Central Sub.	Auto Theft	San Saba
<b>PATROL DIVISION</b>	<b>MAIN HQ</b>		
Substations	Listed Above	Purchase Reports	Main HQ; Link Ctrs.
Property Crimes	Substations	Crime Prevention	Substations
SAFFE	Substations	COP Classes	Substations
<b>SUPPORT SERVICES</b>	<b>MAIN HQ</b>		
Vehicle Storage	Growdon Lot	Property/Evidence Storage	Municipal Ct.(rear)
Records	Main HQ	Police Reports Sales	Main HQ; Link Ctrs.
Victim Advocacy	Main HQ	Volunteers in Policing	San Saba
<b>TECHNICAL SERVICES</b>	<b>MAIN HQ</b>		
SOU	Central Sub	Traffic	Central Sub
<b>TRAINING</b>	<b>ACADEMY</b>		
Training & Armory	Academy	Citizen Police Academy	Academy

Last up date from the SAPD website: 05/01/08