

**ACCORDING TO THE  
FEDERAL BUREAU  
OF LABOR STATISTICS FAST  
FOOD DELIVERY IS THE FIFTH  
MOST DANGEROUS OCCUPATION**

Cell phones which are not activated are still capable of calling 9-1-1. Save your old phones and supply them to your delivery drivers.

If you have a delivery to make in an area which has a high incidence of robberies

(HOT SPOTS) request to have the customer charge it over the phone or require them to have exact change.

Large orders especially \$50.00 or more should be considered suspicious.

In most of the robberies, suspects approached the delivery driver after the delivery was made and as they headed back to their vehicle.

Resisting or fighting back is not advisable unless you are in immediate danger of physical harm and you have no method of escape. **In this case you must fight back as if your life depended on it.**

Most robberies occur between 4pm and 11pm.

There are three theories about how the robbers have intercepted deliver drivers.

- ◆ Lurking around residences waiting for a delivery driver to show up.
- ◆ Following a driver as they leave the restaurant.
- ◆ Setting up a staged delivery.

**HOW TO BE A GOOD  
WITNESS**

- ◆ Personal safety comes first. Do what the suspect tells you unless you feel they mean to harm you.
- ◆ If a weapon is used, try not to focus on it, attempt to calm down and get a good description.

**Suspect information**

1. Gender: (male or female)
2. Race; (white, black, Hispanic)
3. Age (approximate)
4. Height and weight
5. Hair color and length, facial Hair (beard, mustache)
6. Clothing description
7. Weapons used
8. Direction and method of travel (foot, bicycle, vehicle)
9. Scars, marks, and tattoos
10. Jewelry, rings, necklace, Watch

**FOR EMERGENCIES  
CALL 911**

**ANY QUESTIONS,  
CONCERNS OR COMMENTS  
PLEASE CALL  
CRIMINAL  
INVESTIGATION BUREAU  
787-6355**

**SPRINGFIELD POLICE  
DEPARTMENT**

*William J. Fitchet*

**Police Commissioner**



**SAFETY TIPS FOR  
FAST FOOD  
DELIVERY DRIVERS**



## ROBBERY PREVENTION FOR DELIVERY DRIVERS

### PREVENTION TIPS FOR DRIVERS

- ◆ Be alert for suspicious people loitering around the areas of your deliveries.
- ◆ Be alert to vehicles that may be following you while enroute to your destination.
- ◆ Don't carry more money than absolutely necessary to conduct business.
- ◆ Keep your wallet secured and personal belongings at work. You only need your drivers license when delivering.
- ◆ Keep your vehicle doors locked at all times.
- ◆ When making a delivery at night park under a street light if possible. Avoid parking in isolated areas.
- ◆ Keep your vehicle key separate from your other keys.
- ◆ Trust your instincts drive away if you don't feel safe.
- ◆ Carry a spare cell phone, remember a deactivated cell phone is still able to call 9-1-1.
- ◆ If you feel threatened and your car is equipped with a remote alarm, draw attention to yourself by activating the alarm system.
- ◆ Carry a flashlight, use it to identify house numbers and illuminate dark areas.
- ◆ Do not get out of your car to check on an address.
- ◆ Be suspicious if the house lights are all off.
- ◆ Attempt to secure the sale with a credit card.
- ◆ Avoid wearing expensive jewelry or clothes.
- ◆ When possible have another employee accompany the driver.

## IF YOU ARE THE VICTIM OF A ROBBERY REMEMBER THESE TIPS

**As soon as possible  
call 9-1-1**



- ◆ Try to remain calm and follow the instructions of the suspect.
- ◆ Assume that they are armed even if a weapon is not displayed.
- ◆ Try to focus on remembering a good description of the suspects, his car, plate number and direction of travel.
- ◆ After the suspect (s) has/have left, lock yourself in the car or go to a safe place.

**DO NOT GO TO YOUR NEXT DELIVERY, REMAIN CLOSE BY TO TALK TO THE POLICE.**

- ◆ Protect any evidence which may be left behind such as anything the suspect may have touched.
- ◆ If anyone witnessed the incident ask them to remain there until the police arrive or get their information for the police to contact later.

**TRUST YOUR INSTINCTS**

## WHAT BUSINESSES CAN DO TO HELP PREVENT ROBBERIES

- ◆ Use caller ID or ask for the person's number and call them back to verify the order was actually placed.
- ◆ If possible, tell customers that drivers do not carry change. And they need the exact amount.
- ◆ Provide employees with a secure tip box so drivers do not need to carry their tips with them all night.
- ◆ Avoid using lighted or identifying signs on delivery vehicles. An ordinary looking vehicle is less noticeable than one with a lighted sign on it.
- ◆ Allow drivers to wear normal clothes, not a uniform. This makes them look like ordinary people not delivery persons who may be carrying cash.
- ◆ Advise drivers to call customers in advance. If you don't get an answer be suspicious.
- ◆ Print "rules of delivery" on the menus that are being distributed. **"We carry no more than \$5.00 in change"**.
- ◆ Keep little money for change in your register.
- ◆ Keep cash in a timed drop safe.
- ◆ Stay alert! Know who is in your business and where they are.
- ◆ Keep bait money in the register to aid police in identifying criminals.
- ◆ Have a radio or TV playing in the back room to give the impression someone else is there with you.
- ◆ Be alert to anyone loitering or acting suspiciously around your business.