

CITY OF ESCONDIDO

# BUSINESS HOMELESS RESOURCE GUIDE



# TABLE OF CONTENTS

## Purpose and Mission

City Mission..... 5  
Partnership Between the City, Businesses, and Property Owners..... 5

## Homeless People or Transients on Your Property

Interacting with The Homeless – Tips on Successful Interactions ..... 7  
What Should Be Reported and How ..... 9  
Responsibility ..... 9

## Property Improvement - CPTED

Lighting and Photocells .....11  
Fencing and Property.....12  
Graffiti Eradication .....13  
Vegetation and Landscaping .....14  
Utilities and Wi-Fi .....14  
Trash Enclosures.....15



## Property Enforcement

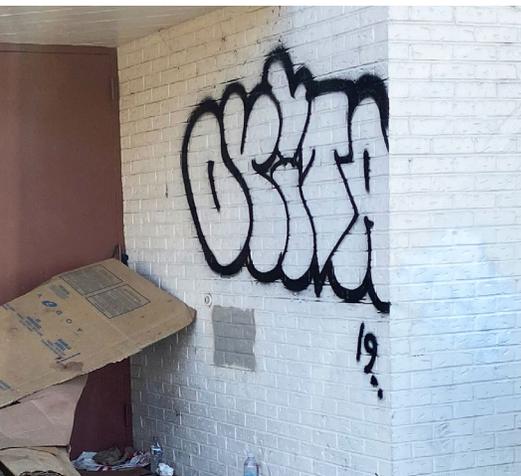
Towing and Parking Lot Enforcement .....	16
Security Guards .....	20
Signage .....	21
Shopping Cart Retrieval Plan.....	22

## Business, Property Owner, and City Teamwork

What's Next? .....	24
Quick Reference Resource Guide.....	24

## Reference Guide

See Something, Say Something .....	26
Car Prowl Prevention .....	27
Property Authorization Sample Letter.....	28
Graffiti Eradication Release Authorization .....	30



# PURPOSE AND MISSION



We would like to start by thanking you for choosing to do business in the City of Escondido. The City recognizes that first-rate businesses are essential to the City of Escondido and the quality of life for our residents. Local businesses bring a wide range of jobs for Escondido residents, generate tax revenue to fund essential services, and contribute to the health of our local and regional economy. The City strives to work closely with businesses and residents to make Escondido a clean, safe, and efficiently run place to do business, work, and live. This guide provides resources to empower business owners with helpful information in an effort to minimize negative impacts of transients and individuals experiencing homelessness can have on your business.

The goal is to partner together to improve the welcoming look and feel of commercial and industrial property throughout the City for employees, customers, residents, and business owners. This guide will cover how to interact with those people experiencing homelessness and transients on your property, City code ordinances, property design improvements, property enforcements, and finally, how we can all be successful through teamwork. We hope that you find this guide successful and we welcome feedback that will lead to further improvements.

# CITY MISSION

*Our mission in the City of Escondido is to work with our partners to manage and reduce homelessness. We acknowledge that the Federal, State, County, City, and Non-Government Organizations (NGOs) need to work together to make meaningful long-term progress.*

We utilize resources, multiple disciplines, and cross-departmental teamwork to address the specific needs of the diverse groups suffering from homelessness while minimizing negative community impacts. The City is motivated by compassion for our residents to keep Escondido safe and clean in an efficient manner.

## PARTNERSHIPS BETWEEN THE CITY AND BUSINESSES

With a goal of creating a system of action, the City has partnered with local businesses most impacted by blight, crime, vandalism, and safety issues stemming from homelessness and transiency. Using a data-driven decision model, we have shifted focus and priority to address the issues that these businesses face within a geographic area.

### ***Our Approach Includes:***

- Identifying the problem
- Reviewing each property in the impacted area
- Outlining a solution blueprint based on proven strategies
- Assigning methodical responsibility results in a geographical system of action
- Meeting regularly to discuss the impacts and improvements



# HOMELESS PEOPLE OR TRANSIENTS ON YOUR PROPERTY



One of the goals of this guide is to provide practical advice to business owners while guiding those who are homeless or live a transient lifestyle toward life-saving services with compassion, dignity, and respect. This section offers some helpful tips and ideas for addressing people experiencing homelessness or transients whom are trespassing.

We acknowledge that nobody chooses to be homeless. For those individuals who are experiencing a homeless lifestyle, have refused help, and choose to commit crimes, Escondido police officers are prepared to enforce all laws through progressive yet empathy-driven enforcement. Simultaneously, these individuals are offered an opportunity to remain compliant with the law and receive assistance to obtain shelter. Our goal is not to criminalize homelessness but to ensure individuals do not create a negative impact on the health and safety of the community.

## INTERACTING WITH THE HOMELESS

*One of the goals of this toolkit is to provide practical advice to business owners while guiding those experiencing homelessness toward life-saving services with compassion, dignity, and respect.*

As a business owner, you may feel that interacting with the homeless people on your property is overwhelming. However, it is important to remember that these homeless and transient people are just that – people. We encourage you to talk through scenarios with your staff on how you would like them to communicate with these individuals. Having a well informed and trained staff is an effective way to make sure that homeless people are treated with empathy and dignity while the maintaining safety and integrity of your business. Whether it is a first-time experiencing with the homeless person, or a frequent trespasser, the informed and calm manner in which you handle the situation will increase the likelihood of a positive outcome. We have found that many business owners don't recognize the abilities they possess in dealing with homelessness.

In many cases, these businesses have more power to control what happens on their property than the local police or City staff.

The main point to remember is that, as a business owner, you are responsible for creating the boundaries of what is tolerated on your property.

*Key elements to a positive outcome when interacting with someone experiencing homelessness;*

- Start by maintaining a safe distance.
- Thoughtfully acknowledge and connect with the individual with casual eye contact, a friendly greeting, or even a simple smile. This could be the only human interaction they have had all week.
- A good idea on the initial approach upon finding someone sleeping or loitering on your property is to ask “can I call someone for you?” or politely ask that person to leave.
- It is likely that the homeless person might ask for money. You can use this opportunity to redirect and say “sounds like you are asking for help, let me call someone to come help you.” Then call one of the numbers for help we have listed in this guide on page 24 or kindly refer them to Interfaith Community Services at 550 W Washington Avenue, [760-489-6380](tel:760-489-6380).

# Common Interactions

*Business Staff with a friendly demeanor say,*

*“Hello”*

*“You can’t say here; will you please move along? And/ Or  
“Can I can call someone to help you?”*



*“Do you have any money so I can get  
something to eat?”*

*“Sounds like you need some help.  
Let me call someone to help you.”*

*“OK”*



..... **OR** .....



*“No”, homeless quietly leaves*

*“Thanks for moving along”*



**If the transient does not want help or won’t leave, the next step is to call for assistance.**



*“I would rather not call the cops but it seems  
that I have to now. I am calling right now.”*

..... **OR** .....

**After initial contact, you may find the homeless individual still reluctant to leave your property. If this is the case, try this dialogue.**



*“I have asked you to leave and you have not. I am sorry but I am going  
to have to call the police now, but I would rather not.”*

*“But where do you want me to go?”*

*“That is up to you but you do need to leave the property.”*

*“OK, then.”*



It is important to note that often times giving a homeless person food or money handouts often enables a pattern of destructive behavior and, over long periods of time, can do more harm than good. Facilitating a connection to homeless services helps set up these individuals for long term success via permanent housing, job hunting, sobriety, and other solutions. Let professionals help find a permanent solution for the homeless. If it is important for you to financially give back, we encourage you to visit the City’s website to find a list of our local partners to donate to.

## Hot Tip!

You can call the non-emergency dispatch line, 760-839-4722, to have a police officer come and assist with escorting the homeless person off your property if they won’t leave.

# WHAT SHOULD BE REPORTED? HOW?

*While being homeless is not a crime, there is conduct that is illegal and should be reported to the Escondido Police Department (EPD) 911 or non-emergency phone line, 760-839-4722.*

These activities include public intoxication, loitering, prowling, fighting, trespassing, aggressive panhandling, soliciting, public urination and defecation, consuming alcoholic beverages in certain public places, camping or sleeping in parks, littering, obstructing sidewalks, living in a vehicle parked on a public street, disturbing the peace by loud and unreasonable noises, behaving in a threatening manner, etc.



## REPORT IT! APP

*Report trash, graffiti, abandoned shopping carts, illegal encampments, and more*

We recommend all business owners and their staff download the Report It! app. Report It! is a free, convenient, quick way to report conditions around the City that need to be addressed. Conditions reported via the app are delivered in real time to Public Works crews out in the field.

Examples of issues you can report in the app:

- **Abandoned shopping carts**
- **Graffiti**
- **Debris/ trash in public right-of-way**
- **Illegal encampments, and more**



Search “Escondido Report It!” in both the Apple and Android App Stores or scan this QR code to download instructions and app tutorials. Do not use the Report It! App to report individuals breaking the law or medical emergencies. Please call 911 in those instances.

## Responsibility

### Private Property

Property and Business owners are responsible for maintaining their own private property according to the City Municipal Code. Protect your property, know the regulations, and set your boundaries.

### Public Property

The City is responsible to maintaining public property and the enforcement of the law on public property.

### Partnership

It is the City’s goal to work closely with businesses and community members to ensure that Escondido is operating in a clean, safe, and efficient manner so that everyone who lives and visits here can enjoy their experience. We accomplish this through our various partnerships with local business owners, non-profit organizations, health services, and more.

# PROPERTY IMPROVEMENTS CPTED



Ahead of interacting with any homeless people loitering on your property, it is encouraged that business owners scrutinize their property for proper maintenance and cleanliness. The City encourages property owners to make improvements and/or changes to their property with the goal of managing the surrounding environment. Many businesses have successfully implemented the strategy of Crime Prevention Through Environmental Design (CPTED) (pronounced, “Sep” “Ted”) that employs a series of proven concepts to prevent crime and deter unwanted activity. There are many CPTED specific websites but below are some ideas to get you started.

*This is an example of poor property upkeep with dim yellow lighting and overgrown shrubbery. The combination of the two has created an easily accessible hiding spot.*



Before



After

This inlet was providing a three-sided hiding spot near a playground. After City crews worked to clean up the area, a fence and gate were put in place to block off the entrance from trespassers

# Hot Tip!

Ensure that timers for lighting are appropriately set, functional, housings are regularly cleaned, locations installed are advantageous, and the lumens are appropriate for maximum benefit.

## LIGHTING AND PHOTOCELLS

One of the most effective tools for securing your property is lighting. A well-lit property is proven to be a deterrent for criminal activity, homeless encampments, and improving overall safety. Installing or retrofitting older low-pressure sodium (LPS) lighting with light emitting diodes (LEDs) increases your bottom line by lowering energy and maintenance costs and improves nighttime safety. Older LPS bulbs emit an orange glow that does not accurately depict the color scale of the surrounding area; it causes everything to look brown, black, and orange, and can trick the naked eye. With LEDs, the color spectrum is day-like and allows you to see the full color spectrum.

In addition, please refer to <https://www.sdge.com/edr> to find out more about the San Diego Gas and Electric Economic Development Rate program. Eligible business can receive a 12% discount on the electric portion of their utility bill for a period of five years.

This can help employees more clearly see potential intruders, accurately describe criminals to authorities, allow drivers to see pedestrians walking in the roadway, and increases peace of mind with a better awareness of the surroundings. These fixtures are frequently combined with photocells and/or motion sensors and have proven to be a great deterrent for unsavory activity around your property. Many businesses affected by those experiencing homelessness report that lighting with a photoelectric controller can be the single best method to remedy issues with unwanted people on their property.

### Bad Lighting

*Lighting is yellow and dull. Some light fixtures are out. Does not shine bright at all.*



### Good Lighting

*Strong LED lights that shine tall and bright even through the trees.*

## AVAILABLE AT ANY OF THESE RETAILERS

Lowe's Home Improvement  
Walters Wholesale Electric  
CED Lighting Solutions  
City Electric Supply

760-484-5113, 620 W. Mission Ave, Escondido, CA 92025  
760-658-6300, 525 N. Andreasen Dr, Escondido, CA 92025  
858-386-1228, 101 State Pl Suite E, Escondido, CA 92025  
760-738-9700, 395 Pauma Pl, Escondido, CA 92025



*Chain link fences are easily climbable and the thin wire is easy to cut through. In this photo, a cut chain link fence was replaced with a sturdy wrought iron fence. When placing a fence around your property, keep in mind, that a thicker metal and tighter weave are harder to climb and more time-consuming to cut through.*

## FENCING & PROPERTY SECUREMENT

*Securing your property perimeter with fencing is a critical part in making your business less attractive to transients. We recommend wrought iron or expanded metal fencing made from special carbon steel, stainless steel, or aluminum to increase tensile strength, with a diamond pattern small enough that it is virtually impossible to cut, climb or crawl under.*

The type of fencing used should be carefully considered due to future issues of maintenance, vandalism, visibility, and the ability for them to be defeated. Keep in mind that rear alley ways, alcoves, and other areas concealed from public view are difficult to defend from undesired activity without using strong CPTED solutions. So, we are not just recommending fencing but the proper fencing. Many property owners and businesses have successfully eliminated many of their problems with the right fencing. It can improve the aesthetics and safety of your property/business. The City can help do an assessment and provide you with a recommendation and there are also local fencing retailers that can help. The first type is expanded metal mesh to create a physical perimeter barrier with a solid sheet of steel, simultaneously slit and stretched into a rigid, non-raveling open mesh, which takes as many as 72 individual cuts to create a 36" hole.

Expanded metal mesh can be used to retrofit existing chain-link fence by covering the chain-link fence fabric with the expanded mesh. Depending on wind conditions, the existing framework may be strong enough to support the new mesh although some additional support may be required. Mini-mesh, expanded metal, and welded wire are just some of the options to consider for fencing materials. Mini-mesh is a very heavy duty, tightly woven chain-link fence that has no footholds for climbing, cannot be easily crawled under, and the weave is too small for bolt cutters. The second is wrought iron fencing. It is also difficult to cut and get through forcing a would-be trespasser to move on to an easier target.

### AVAILABLE AT ANY OF THESE LOCAL FENCE SHOPS

Frontier Fence	760-745-5609, 1314 W. Mission Rd, Escondido, CA 92029
Tri City Fence	760-233-9890, 825 W. Washington Ave, Escondido, CA 92025
Reliabuilt Fence	760-295-8776, 31916 Del Cielo Este #20, Bonsall, CA 92003
Paradise Fence	760-743-0537, 813 Daisy St, Escondido, CA 92027



The City has an aggressive, effective, and award-winning graffiti eradication program thanks to community member and business owner support. With a continued joint effort this program can be even more successful!



Scan this QR code to learn more about how the California League of Cities has recognized Escondido with the Helen Putnam Award.

## GRAFFITI ERADICATION

Graffiti is a form of vandalism that costs property owners and cities alike hundreds of thousands of dollars to remediate every year. It also negatively affects economic development, property values, and the perception that residents and visitors have about the community. If you find graffiti on your property, you should remove it immediately. By doing so, you will discourage further graffiti. Graffiti vandals often want to gain recognition for their work and once they realize that their graffiti will be removed quickly from a location, they will likely be deterred from striking there again. If you see graffiti vandalism in progress, call 911 and report it immediately to the Escondido Police Department. Do not confront the vandals. The police will respond based on the priority of the crime compared to others for which they have calls at the time.

The City provides free Graffiti Cleanup Kits for business owners to keep on hand, these can be picked up at City Hall, 210 N Broadway, and at the Public Works Yard, 475 N Spruce St. The graffiti waiver, sampled on page 31 authorizes City staff ability to access the property to eradicate unwanted graffiti as it is reported. We encourage you to scan the QR code below to fill out a digital and immediate graffiti waiver or, if needed, fill out a hard copy and return it to Public Works.



## VEGETATION MAINTENANCE & LANDSCAPING

Large areas of dirt should be backfilled with a material that reduces the chances of illegal loitering and camping, such as large river rocks. Shrub heights should be kept below calf height to prevent individuals from camping or hiding behind them. Tree canopies should begin at 6'+ to prevent people from hiding or creating illegal encampments in/around the area. The goal of your landscaping is not to provide hiding spots, eliminate places to camp or hangout, but still be low maintenance and visually appealing. When working with your maintenance contractor, please discuss these goals.



## UTILITIES & WI-FI

The question to consider under this section is “why.” Why do homeless individuals choose to come onto your property? Are you offering resources that are needed? Tailor your strategy around the “why”. Hose spigots, electrical outlets, restrooms, and Wi-Fi are some common attractions. You should begin by properly securing or removing access to these utilities. Restroom use for locations open to the public should consider proper security measures within applicable laws and codes. Wi-Fi should be password protected and disabled after hours. These restrictions can help deter homeless individuals away from loitering near your property.

### Hot Tip!

Secure any external water spigots or electrical outlets without door locking systems. Transients actively search out unsecured utilities after hours and can be a drain on your water and energy bills.

# TRASH ENCLOSURES

*One of the quickest ways to move unauthorized persons off your property is a proper trash enclosure. Those experiencing homelessness are dependent on discarded materials to fabricate into dwellings and recycle for cash - your waste system, if not properly enclosed, provides an endless supply.*

The most common and effective trash enclosures are structures built to provide protection for dumpsters and for recyclable materials. Normally constructed of solid masonry walls with a roof and swinging gates, trash enclosures are designed to be the main access point for your trash service provider. The trash gates have to be able to take a lot of wear and tear and are constructed of heavy gauge structural steel and metal decking to stand up to frequent use. These gates provide a locking mechanism, which is critical to securing your property. Proper locking devices and routine maintenance will ensure you are only paying for the waste you generate, eliminate spillage, keep scraps that attract rodents in the trash, stop unauthorized users from sleeping in the enclosure, prevent drug usage and storing needles, and prohibits the removal of sensitive items from the waste system.

## CONTACT

Escondido Disposal  
760-745-3203, 1021 W. Mission Ave  
Escondido, CA 92025



By securing this area, you can protect your employees from encounters with those experiencing homelessness and the discarded waste they leave behind. Make sure to post signage to notify that your trash enclosure is for private use only. The City of Escondido Municipal Code requires that trash enclosures be constructed of decorative materials and possess architecturally acceptable gates and rust inhibitive roofing pursuant to City standards. Chain link fencing with or without slats is prohibited unless used for roof surface. Most general contractors should be able to assist with designing a building an appropriate enclosure.

Scan this QR code for more information on the City of Escondido's Dumpster Enclosure Guidelines.



Before



After



# PROPERTY ENFORCEMENT



## TOWING AND PARKING LOT ENFORCEMENT

Towing unauthorized vehicles from your parking lot is another tool you can use to stop and prevent unwanted use of your property. The required signage will send a message that you care about your customers and your property is being patrolled. The signage must be at all entrances to the property and must be at least 17" x 22" in size, prohibiting public parking, and indicating that the vehicle will be towed at the owner's expense. It must also contain the phone number of the local law enforcement agency. In the case of parking violations, in order to tow, you must issue a notice of a parking violation and allow 96 hours to pass from notification to towing. For equipment violations, if a vehicle lacks an engine, transmission, wheels, tires, doors, windshield or any equipment necessary to operate safely on the highways, only 24-hour notification is necessary. You must notify law enforcement within one hour when your intentions are to tow a vehicle from your property. This is normally done by the tow company once they have the vehicle in their possession and have left the property.

This ensures that the registered owner knows the vehicle has been towed legally from your property and the final location of the vehicle for recovery purposes. If the vehicle is not stolen, have the tow company remove the vehicle upon your authorization. A separate written authorization is required for each vehicle at the time the tow is performed. This must contain the following information: (1) the make, model, vehicle identification number and license plate of the removed vehicle; (2) the name, signature, job title, residential or business address and working telephone number of the person authorizing the removal of the vehicle; (3) the grounds for the removal of the vehicle; (4) the time the vehicle was first observed parked at the private property; and (5) the time the authorization was given.

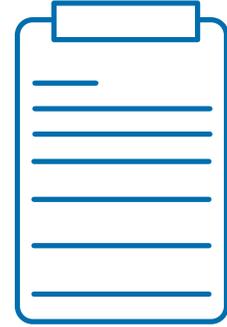
## Important!

We prefer you call the Escondido Police Department to make sure the vehicle that you are going to have removed from your property is not stolen. This protects any evidence that would be destroyed by the tow company impounding the vehicle. Call the non-emergency number at 760-839-4722 and give the dispatcher the license plate or VIN on the vehicle.

## AUTHORIZING THE TOW

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The person authorizing the tow must be physically on the property from where the tow originates and verify the vehicle is in violation of some rule or regulation. The law stipulates the property manager/agent does not have to be at the vehicle, but has to be on property where the tow is taking place.



## RECORDING

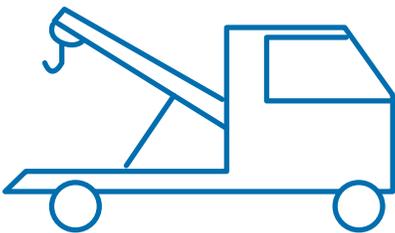
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The person authorizing the tow has to be on record as having authority, i.e. the property manager, on site manager, security company, etc. It cannot be a gardener, maintenance personnel, or resident of the property unless the resident owns the parking space in which the vehicle is being towed.

## WRITTEN AUTHORIZATION

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Property managers may not “pre-sign” authorizations, which can then be filled in by others at the time of the tow. The written authorization should be in “wet ink” to prove that the property manager/agent did verify that the trespassing vehicle was violating rules and did specifically authorize the contracted towing company to remove the vehicle.



## TOWING COMPANY

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Any towing company that removes a vehicle from private property with the authorization of the property owner or the property owner's agent shall not be held responsible in any situation relating to the validity of the removal.

## Did You Know?

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“Safety Tows” are when a vehicle is parked within 15 feet of a fire hydrant, parked in a marked fire lane, or in a manner which interferes with an entrance to or exit from the property. The tow company on record does not require written authorization of management nor the physical presence of management at the time of the tow, but do require a written contract authorizing the tow company to tow vehicles in these public safety situations. Disabled/Handicap parking is not considered a “safety tow” situation.

## TOWING COMPANY PAYMENT

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The towing company cannot pay or provide consideration to the property owner and/or agent for the right to tow from the property, which could be considered a “kickback.”

## STORAGE

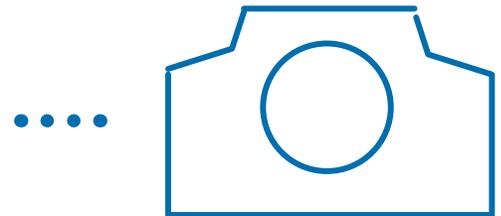
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Towed vehicles must be taken to a storage facility located within a ten-mile radius from the private property from which it was removed. Storage facilities must release vehicles 24 hours a day/365 days a year. The tow company HAS to have a business license in the city from which they are towing from. So, all tow companies must have an active business license with the City of Escondido in order to do private property impounds.

## PHOTOS

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Photos of the vehicle showing the violation(s) must be taken in all safety related towing situations. The photos have to be made available to the registered owner of the vehicle upon request. “Safety Tows” are when a vehicle is parked within 15 feet of a fire hydrant, parked in a marked fire lane, or in a manner which interferes with an entrance to or exit from the property. The tow company on record does not require written authorization of management nor the physical presence of management at the time of the tow, but do require a written contract authorizing the tow company to tow vehicles in these public safety situations. Disabled/Handicap parking is not considered a “safety tow” situation.



## OWNER ARRIVES

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If the registered owner arrives on scene and the tow truck has not left the property with the vehicle, the tow truck driver MUST release the vehicle upon request of the owner or the owner’s agent regardless of the owner or the owner’s agent unwillingness or inability to pay one-half of the towing charge.

## PATROL

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It is illegal to authorize a tow company to “patrol tow” in your complex. Tow trucks may not park in your community waiting to find someone illegally parking their vehicle so it can be towed. Tow companies cannot patrol a complex and decide what they believe is a violation and then call the owner for authorization.

Merely posting no trespassing signs on your property is a good deterrent to keep away unwanted visitors. However, to truly stop unwanted activity, you must be willing to follow through, which can mean pressing charges against the offender. You may be asked to testify in court. If you have notification signs posted and see someone violating them, you should immediately call the Escondido Police Department at 760-839-4722. Be prepared to give dispatchers the following information:

- Your name
- The address where the offence is taking place
- Callback number
- Reason for calling. Advise the dispatcher of the unwanted activity being committed by the and let them know that you are willing to prosecute.

## QUESTIONS/COMMENTS/CONCERNS?

Please call the Escondido Police Department at 760-839-4722 and ask for the COPPS Unit or email them at [COPPS@escondido.org](mailto:COPPS@escondido.org) if you have any questions. A COPPS Unit team member is available to come out to your business and assists you with any matters.

Posted No Trespassing/ No Parking signs must meet all of the following requirements:

- Signs must be posted at all entrances of the property;
- Signs must list the name and number of the local law enforcement agency:  
ESCONDIDO POLICE  
DEPARTMENT, 760-839-4722;
- Signs must list the company authorized to preform the tow;
- Lettering on signs must be over 1” in height;
- Wording must state that public parking is prohibited and indicating that vehicles will be removed at the owner’s expense.



# SECURITY GUARDS



Property patrols for cleanliness, shopping cart retrievals, unwanted guests, car prowls, public parking violations, or providing a presence and greeting your customers is the best way to control your property. One tool to combat loitering on your property is to have your staff conduct hourly perimeter checks. This is a highly effective way to keep those experiencing homelessness from lingering on your property at no added business expense. These documented “patrols” fit well with hourly restroom cleanings, trash pickup, and will send a message to the those the homelessness that your property is not a place they can loiter and panhandle.



If you are unable to conduct hourly property inspections, private security can make a big difference on many different levels. The presence of a security guard at a business can provide peace of mind and a sense of security to the business owner, employees, and customers. Employees who work in high-risk areas are more productive and easier to retain when they do not have to worry about personal safety. It also lets customers know that you are concerned about their safety and willing to take steps to ensure it. This may be particularly important for businesses that deal in very high-end merchandise or are located in high-crime areas. Simply having a security guard present is a great deterrent to crime. Thieves will think twice about targeting a business that has uniformed protection. Professional guards are trained to look for suspicious activity and can assess a situation and react to security breaches. A security guard is a great visual deterrent above and beyond camera-driven surveillance or a standard security system. It sends a message to potential criminals that you are serious about the security of your business and property. Many businesses have successfully “shared” security costs in areas like shopping malls or property management tenants.

## CONTACT FOR SERVICES

ASAP Security      833-272-7247, 106, S. Grape St, San Diego, CA 92101  
North Coast Patrol      760-940-2776, 911 S. Andreasen Dr Fl 2, Escondido, CA 92029  
Knight Security      760-745-3604, 2418, Auto Park Way, Escondido, CA 92029



*Signage is an important tool for property owners and law enforcement to have posted municipal code signs. This announces the basic rules that are to be followed while on your property. Signs can help ease confrontations by educating the public about what is unauthorized use of business property and gives EPD the ability to cite based on the posted municipal code.*

## **SIGNAGE**

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Business property is defined as “private property open to the public.” This means the public has the right to enter and remain on your property unless their specific activity is expressly prohibited. This requires you to inform the public of any activity that you do not wish to take place upon your property and, while this may be done verbally, we strongly encourage posting signs. There are certain types of activity which the police are unable to deal with as a criminal matter unless signage is posted on the property forbidding such activity. Some examples of this are “No Loitering,” “No Trespassing,” “No Drinking or Possession of Alcohol,” “No Skateboarding,” “No Bicycling,” and “No Roller Blading,” just to name a few.

Section 553 of the California Penal Code specifies that any sign posted on private property to prevent specified unwanted activity must meet the following requirement:

- Be at least one-foot square
- Have lettering that is at least 2” in height

It is also recommended that the signs:

- Be posted along the property so that they are clearly seen when entering the property from any direction and throughout the property. This will help avoid an “I didn’t see the sign” defense;
- Be posted at a height that is clearly visible but difficult to reach to prevent them from being stolen or vandalized;
- Be fastened securely using high strength epoxy, screws, or nuts and bolts.



### **AVAILABLE AT ANY OF THESE LOCAL SIGN SHOPS**

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All Star Signs, Inc.	760-746-6555, 1924 W. Mission Rd, Suite A, Escondido, CA 92025
Fast Signs	760-737-9550, 945 W. Valley Pkwy, Suite A, Escondido, CA 92025
Myers And Sons Hi-Way Safety	760-745-2250, 520 W. Grand Ave, Escondido, CA 92025
Instant Signs & Prints	760-442-1366, 520 N. Quince St, Suite 4, Escondido, CA 92025
JD Built Signs	760-432-0852, 1624 Verla Ln, Escondido, CA 92025



# SHOPPING CART RETRIEVAL PLAN

*The City of Escondido has found that abandoned shopping carts are a significant cause of deteriorating (blighting) conditions in the community. More specifically, abandoned shopping carts detract from the aesthetics of streets, sidewalks, neighborhoods, and residences and tend to diminish property values. The abandonment of shopping carts is a public nuisance.*

On top of that, left in streets or on sidewalks, abandoned shopping carts are a danger to the safety and welfare of persons using public rights-of-way and interfere with pedestrian and vehicular travel. Abandoned shopping carts can be an attractive find to youths and may cause injury. Therefore, having cart retention plans in place is vital for promoting public health, safety, and the general welfare of our citizens by requiring shopping cart owners to contain shopping carts on their own premises.

Containment of shopping carts can be achieved through the design and implementation of a City-approved shopping cart containment plan. This plan, at a minimum, shall include:

## IDENTIFICATION OF OWNER

The name, address, phone number, and store number of the business/owner. The plan must also include the address where the shopping carts are offered for use.



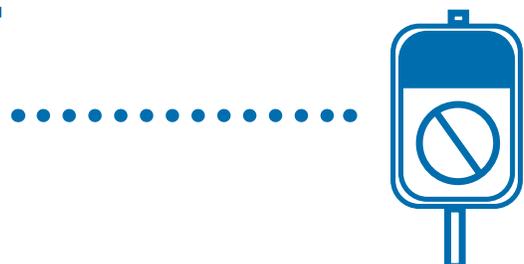
## SHOPPING CART INVENTORY

Total number of shopping carts maintained in or on the premises.



## MANDATORY SIGNAGE

A complete description of all signs to be placed in or on the premises and the shopping carts pursuant to section 17-316 and section 17-317. These descriptions must include size, wording and location where the signs are to be placed.





## SHOPPING CART CONTAINMENT MEASURES



Owners shall describe the specific measures to be implemented to prevent unauthorized removal of the shopping cart from the premises. Containment measures may include, but are not limited to, electronic disabling devices, use of physical barriers such as bollards, use of courtesy clerks to walk shopping carts out for customers and to return them to the store, requirement of a deposit for use of a shopping cart, or any other plan which is acceptable to the City and likely to prevent removal of shopping carts from the premises.

## RETRIEVAL SERVICE



All shopping cart owners shall secure and continuously maintain a shopping cart retrieval service, or other City-approved retrieval plan, to retrieve abandoned shopping carts belonging to the owner. All owners shall provide evidence of the service or plan as part of their cart containment plan submitted to the City pursuant to Section 17-318(e) or at any other time upon the City's request. (Ord. No. 2006-28, § 1, 8-9-06)

# Did You Know?

Every shopping cart owner who provides shopping carts for customer or public use shall contain and control all shopping carts within the boundaries of the premises as defined in the Escondido Municipal Code Sec. 17-318.

## CONTACTS FOR CART RETRIEVAL SERVICES

CarTrac	818-817-6706
California Shopping Cart Retrieval Corp	800-252-4613
All American Shopping Cart Retrieval	800-913-5639

# BUSINESS, PROPERTY OWNER, & CITY TEAMWORK



We would like to end by thanking you, again, for choosing to do business in the City of Escondido. It is our hope that this guide has given you the information, tools, and resources to empower you as a business owner when it comes to minimizing the negative impacts of homeless people and transients on your property.

The main goal of the City is to partner together- everyone is a piece to this puzzle. Homelessness is a national, statewide, regional, and local challenge. No single organization or siloed strategy will solve the myriad of issues that contribute to homelessness. Please know there are many resources going toward addressing this problem. We hope that you will continue to be compassionate and empathic to those that are experiencing homelessness by interacting with everyone with dignity and respect. Directing everyone in need to services is the best way to help.

## What's Next?

Scan this QR code or visit <https://homelessness.escondido.org/> for more information on the City's efforts to combat homelessness including a breakdown of City funding, local partners, and FAQs.

## Quick Reference Resource Guide

Escondido Police Non-Emergency Line  
760-839-4722

Public Works Line  
760-839-4668

Download Escondido's Report It! App  
Apple: <http://itunes.apple.com/us/app/escondido-report-it/id426752424?mt=8&ls=1>

Android: <https://play.google.com/store/apps/details?id=com.citysourced.escondidoca>

Interfaith Community Services  
550 W. Washington Ave., Escondido, CA 92025  
760-489-6380

*Questions or Comments regarding this document can go to:*  
[homelessresourceguide@escondido.org](mailto:homelessresourceguide@escondido.org)





CITY OF ESCONDIDO  
**REFERENCE  
GUIDE**

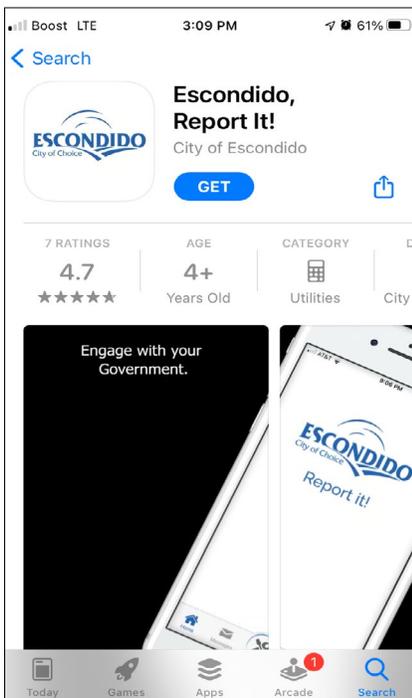




# See Something, Say Something!

The City of Escondido has over 150,000 residents, many of whom travel on foot and by car throughout the City daily. You each serve as important “eyes” in the community. Your effort to report graffiti, potholes, street lights, water violations, abandoned shopping carts, and code violations assist City Staff with resolving those issues as quickly as possible, helping Escondido remain safe, clean and efficient.

## To report Problems in our City:



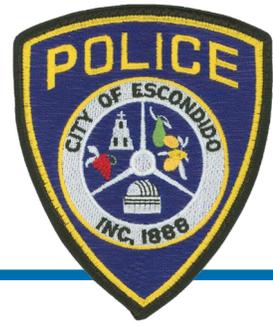
Download the Report It app via your phone’s app store. For more information visit: <https://www.escondido.org/report-it>



### By Phone:

Code Violations: 760-839-4650  
Potholes: 760-839-4349  
Graffiti: 760-839-4633  
All Other Problems: 760-839-4668

# CAR PROWL PREVENTION



Theft from vehicle, also known as a car prowl, is the unlawful taking of motor vehicle contents or parts. Car prowls are crimes of opportunity. An offender makes a split-second decision to break into a vehicle based on a perception that there are items of value in that vehicle which makes the potential payoff worth the risk. Car prowl is consistently one of the top reported crimes. Although there is no profile of a typical car prowler, a number of offenders break into vehicles to support drug addiction. Methods of entry include: entering into the vehicle through an un-locked door, breaking a window, or using a wedge to gain access. A car prowl can be completed in a minute or less, and a significant number of crimes occur between the hours of 10 p.m. to 4 a.m. The offender often wears a back- pack or bag to transport stolen items. Car prowls are a gateway to other crimes like: identity theft, burglaries, and auto theft.

As a business owner, your consistent frequent patrols of your property and parking lots are the biggest deterrent for car prowls. This can be done by staff or the recommended security guards.

## These are tips for your customers:

- Never leave anything that may appear valuable to a thief in plain view.
- Hide chargers and accessories that indicate a GPS, mobile phone, or other electronics.
- Remove Garage door openers, key cards, and house or work keys from the car so that a prowler cannot gain access to your home.
- Before leaving your car, always remove the keys, roll up the windows, lock the doors, and set the alarm.
- Don't store or leave credit cards, identification or personal information anywhere in your car.
- Store your car in a closed and locked garage. If your car is parked in a carport or near your house, leave your exterior lights on throughout the night.
- Consider installing a security system if you live in a high-theft area or drive an automobile that is an attractive target for thieves.
- Be observant when you exit or enter your vehicle.

## Did You Know?

*Items frequently stolen include GPS systems, laptops, electronic devices, CD's, mail, bills, documents with personal information, purses, wallets, luggage, gym bags, money, cell phones, insurance cards, vehicle registration, and shopping bags.*

If you see a car being broken into, report the crime to the Escondido Police Department. If it's a crime in progress, call 9-1-1. Take note of any details on the suspect(s), vehicles, and or activities, and share your observations with police. If the crime already occurred, contact the police non-emergency number at 760-839-4722.

# Property Authorization Sample Form (602)

The City of Escondido Property Authorization letter is a formal request by a business owner, property owner, representative, or legal custodian such as a tenant to allow EPD to act as an agent on their behalf.

This allows EPD, with or without a call for service, to enforce laws after a proper warning has been issued against any persons found on the property without the owner's consent or without lawful purpose. This has proven to be an extremely useful tool that greatly improves the City's and EPD's ability to take appropriate action on undesirable trespassers. This is highly recommended for vacant properties, lots, businesses, or any properties upon which public nuisance activity and/ or crime problems including drug activity, prostitution, graffiti, or general trespasses are occurring when the staff is off-site or the location is closed.

It is important to note that this form must be renewed every 12 months to be effective per Penal Code 602 and can be conveniently reviewed online alongside your annual Business License renewal.



Scan this QR code or visit [www.escondido.org/graffiti-and-trespass-waivers](http://www.escondido.org/graffiti-and-trespass-waivers) to complete an online Property Authorization (602) Form.



# ESCONDIDO POLICE DEPARTMENT PROPERTY AUTHORIZATION LETTER

ATTN: Escondido Police Department  
1163 N. Centre City Parkway  
Escondido, CA 92026

FROM: \_\_\_\_\_  
(Please Print: Last Name, First Name, Middle Initial) (Date of Birth)

Address: \_\_\_\_\_

City / State / Zip Code: \_\_\_\_\_

Home Phone: ( ) \_\_\_\_\_ Business Phone: ( ) \_\_\_\_\_

FAX Number: ( ) \_\_\_\_\_ Pager / Cell / Voice: ( ) \_\_\_\_\_

Dates of Authorization: \_\_\_\_\_ to \_\_\_\_\_ or this letter is valid for a maximum period of one year and it is my responsibility to renew the letter at that time if the need exists.

I am the (circle one) **Owner / Owner's Agent / Person in lawful possession** of the property located at (Please print full address): \_\_\_\_\_

Recently I have been experiencing the following problems on my property (circle which apply) Urinating / Defecation / Littering / Drinking / Illegal lodging / Other \_\_\_\_\_

This activity affects me in the following manner: \_\_\_\_\_

The property is an (circle one) apartment / business / private house / vacant lot. The on-site person to contact is (Name, Address, Phone Number): \_\_\_\_\_

I hereby request and authorize the Escondido Police Department to act as my agent for the purposes of enforcing all applicable trespass laws with any person found on the property without my consent or without lawful purpose. On my behalf and in my absence, in regard to the above property, I further request that the Escondido Police Department request all persons who are not lawful residents or the invited guests of a lawful resident to immediately leave the property or be arrested pursuant to Penal Code Section 602(o)P.C. I certify that the property listed above is (check applicable sections)

- Closed to the Public
- Closed to the public and posted as NO TRESPASSING (P.C. 602)
- Open to the public between the hours of \_\_\_\_\_ and \_\_\_\_\_
- Other (specify) \_\_\_\_\_

I authorize the Escondido Police Department (EPD) to ask unauthorized persons to leave the property. If they refuse to do so, or return thereafter, I authorize the EPD to arrest for PC 602. I hereby release and hold harmless EPD, its officers, agents, and employees from any and all claims, demands, causes of action or obligations whatsoever arising out of or relating to entry on my property for the purpose of enforcing City, State and Federal laws.

In addition, my agent or I will cooperate fully in the prosecution of anyone who is arrested for a violation of any local or state law, including trespassing and vandalism. The telephone number where I can be reached **during normal business hours**: ( ) \_\_\_\_\_ Address: \_\_\_\_\_

**After Hours**: ( ) \_\_\_\_\_ Address: \_\_\_\_\_

Sincerely,

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

# Graffiti Eradication Release Authorization Form

Keeping Escondido graffiti free as a business owner means removing graffiti immediately from your property, reporting graffiti when you see it, and reducing access for graffiti vandalism with proper CPTED methods.

Graffiti removal toolkits are available for business owners to keep on-site at their businesses however the City can assist with removing graffiti from your property if the below criteria are met.

- **The graffiti must be visible from the public right of way.**
- **The graffiti is not applied higher than the first story of a building, approximately 10 feet above the ground level.**
- **City staff can reach the graffiti without the use of man lifts or ladders.**
- **The property owner has signed the below waiver to allow City Staff to access their property and remove the graffiti.**

Remember, graffiti vandalism is a misdemeanor and violators can be severely punished. If you see graffiti vandalism in progress please call 911 and report it immediately.



Scan this QR code or visit [www.escondido.org/graffiti-and-trespass-waivers](http://www.escondido.org/graffiti-and-trespass-waivers) to complete an online Graffiti Eradication Release Form.

## GRAFFITI ERADICATION RELEASE AUTHORIZATION

This release is executed on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_:

I, Property Owner, Business Owner, or Responsible Person, for certain property located in the City of Escondido at:

Property Address (please print): \_\_\_\_\_

Business Name (if applicable): \_\_\_\_\_

To the City of Escondido, a municipal corporation, its officers, agents and employees:

The property described above, which I own or am responsible for, has been or may be damaged as a result of unlawful and unwanted graffiti. I did not, nor did any responsible party, grant permission to any person to deface with graffiti or other inscribed material, or to damage or to destroy any real or personal property at this location. I understand the City of Escondido has a graffiti eradication program to remove graffiti from private property within the City at no cost to the property owner. In return for this valuable consideration, I irrevocably assign to the City of Escondido all my right, title, and interest in any restitution obtained as a result of the successful prosecution or juvenile disposition of any and all parties who vandalized this property.

Further, in exchange for the City's removal of the graffiti on my property, I understand and agree to the following:

I agree to indemnify, defend, and hold the City and its officers, agents, and employees harmless from any and all property damage or personal injury which either I, or a third-party, may sustain due to the removal of graffiti from my property. I agree not to sue the City or its officers, agents, or employees for any damages suffered by me or anyone else as a result of the removal of graffiti from my property by the City. This release is binding on me, my spouse, and on my heirs, legal representatives, assigns and successors in interest and that its coverage extends to the City and its successors, assigns and insurers.

I HAVE READ THE ABOVE AND UNDERSTAND IT.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Owner's Name (If different)

Your Title (please check one):  Property Owner  Business Owner  Responsible Party

Your Home Address: \_\_\_\_\_

Phone Numbers: (Business) \_\_\_\_\_ (Cell) \_\_\_\_\_

(Home) \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

