

# TOWN CENTER AT BOCA RATON

## Our Constant Commitment to a Safe Environment

### ■ Town Center at Boca Raton and National Crime Prevention Council Join Forces to Promote Safety

- Task Force will include a full spectrum of members from within our community
  - Retail
  - Medical
  - Chamber
  - City
  - Police Department
  - Education
  - Service Sector

### ■ Security

- Utilize best-in-class security company, with extensive experience in shopping center safety
- Comprehensive training of officers, with required ongoing training and development
- Security patrols occur - 24 hours a day, 365 days a year
- State of the art equipment includes D-3, Segways, GEM (Global Electric Motor) car, with T-3 units to be added for increased security patrol
- Enhanced coverage by BRPD as appropriate
- Department stores and retailers provide in-store security

### ■ Surveillance Plan

- CCTV in interior and exterior areas now, including BZPP (Buffer Zone Protection Plan)
- As part of mall expansion, state-of-the-art surveillance system will augment existing system
- Well-established alliance and dialogue with the Boca Raton Police Department since the annexation of the shopping center to the City
- To further enhance our continued partnership, Town Center at Boca Raton is building a new 1,700-square-foot police sub-station opening in April

### ■ Retailer Safety Awareness

- “Retailer Awareness Program” acts as a neighborhood crime watch program
- Program launched mid-2007
- JDLR (Just Doesn’t Look Right) posters and flyers throughout property, safety awareness pocket-sized tips
- Quarterly security meetings
- Mall Management committed to continuation of strong lines of communications through one on one meetings and correspondence

### ■ Customer Comfort and Services

- Intercept study and self-administered questionnaires
- Enhancements based on customer feedback
- “Parking For Parents” Program
- Exterior lighting standards

### ■ Shuttle Service

- Shuttle service designed for mall employees, but also utilized by shoppers throughout the day
- Escorts provided upon request
- Specific employee parking locations
- The service runs two hours prior to the mall opening and continues for one hour after the mall closes

### ■ Town Center at Boca Raton . . .

- Remains committed to providing a safe and comfortable shopping and dining environment
- Will continue to provide a comprehensive security program, which includes ongoing enhancements
- Continue to provide a first class shopping destination for our community