

San Francisco Board of Supervisors Public Safety & Neighborhood Services Committee Meeting

May 13, 2021

San Francisco, CA



SAN FRANCISCO ORGANIZED RETAIL CRIME

2018

Multi-agency probe
'Operation Wrecking Ball'
busts SF fencing crime ring
2 Million dollars in retail
theft



2019

\$2.5 million in stolen goods
recovered in
unprecedented SF bust in
**“Operation Focused
Lens”**



2020

San Francisco Retail Theft
Ring Busted; \$8 Million In
Stolen Merchandise
Recovered in **“Operation
Proof of Purchase”**



CVS Shoplifting Analysis – Bay Area

Market	Store Count	% Market	Number of Reported Incidents				% External Loss Dollars		
			2020	%	2019	%	2020	2019	2018
Freemont	15	10%	213	11%	284	13%	7%	8%	5%
San Jose	14	9%	135	7%	116	5%	7%	7%	7%
San Leandro	22	14%	163	8%	219	10%	8%	9%	7%
Danville	24	16%	142	7%	187	8%	9%	11%	8%
Palo Alto	21	13%	144	7%	159	7%	7%	8%	8%
Oakland	14	9%	241	13%	308	14%	8%	12%	15%
San Mateo	11	7%	208	10%	270	12%	6%	9%	11%
San Francisco	12	8%	516	26%	518	23%	42%	32%	33%
Marin	22	14%	224	11%	168	8%	6%	4%	6%
Total	155	100%	1986	100%	2229	100%	100%	100%	100%

CVS Shoplifting Analysis - California

Market	Store Count	% Market	Number of Reported Incidents				% External Loss Dollars		
			2020	%	2019	%	2020	2019	2018
Los Angeles	418	55%	3533	47%	4011	51%	51%	52%	54%
San Francisco	155	20%	1986	26%	2229	28%	31%	29%	32%
San Diego	87	12%	1076	14%	610	8%	9%	9%	13%
Fresno	41	5%	485	6%	477	6%	3%	3%	1%
Monterey	20	2%	159	2%	80	1%	3%	3%	<1%
Santa Barbra	26	3%	192	2%	224	3%	3%	4%	<1%
Bakersfield	13	2%	77	1%	109	1%	<1%	<1%	<1%
Palm Springs	11	1%	47	1%	61	1%	<1%	<1%	<15
Sacramento	3	<1%	33	1%	36	<1%	<1%	<1%	<1%
TOTAL	774	100%	7588	100%	7837	100%	100%	100%	100%



Questions

THANK YOU

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Ben Dugan, CFI - Director, Organized Retail Crime Asset Protection – CVS Health



Ben Dugan CFI, is the Director of Organized Retail Crime and Corporate Investigations at CVS Health. Ben possesses over 30 years retail loss prevention experience ranging from Big Box, Catalog, Pharmacy and Specialty retailers. Ben is certified as an expert in Organized Retail Crime and Diversion by the U.S. Department of Justice and holds additional certifications as a Law Enforcement Instructor, Certified Forensic Interviewer (CFI) and in E-Commerce Investigative Methodologies. Ben is currently the President of the National Coalition of Law Enforcement and Retail.

