

# **JEWELERS' SECURITY ALLIANCE**

## **2018 ANNUAL CRIME REPORT**



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## **EXECUTIVE SUMMARY**

1. The total dollar losses from crimes against U.S. jewelry firms decreased from \$72.1 million in 2017, to \$53.4 million in 2018, a decrease of 25.9%, while the total number of crimes increased from 1,394 in 2017 to 1,441 in 2018, and increase of 3.4%.
2. Smash and grab robberies increased by 81.6% in 2018 compared to 2017, going from 71 to 129, while arrests of smash and grab criminals increased from 28 in 2017 to 65 in 2018.
3. There was one retail jeweler killed during a robbery in 2018, tied for a record low since at least 1980, compared to five in 2017. The number of jewelers non-fatally shot also declined from five in 2017 to three in 2018.
4. The Theft category, which totaled 984 crimes in 2018, was dominated by grab and runs, which made up 641 crimes, or 65% of the total.
5. The Burglary category, which totaled 214 crimes in 2018, was dominated by “three-minute burglaries,” which made up 134 or 62% of the total.
6. There was a large drop in the dollar losses of Off-Premises Crimes from \$18.1 million to \$7.2 million, or a 60.2% decrease.
7. The number of crimes which occurred in mall locations was 934 or 66.4% in 2018, out of a total of 1,407 on-premises crimes in all locations, such as strip centers, downtown locations or stand alone stores.

### **\*JSA Crime Definitions:**

**Robbery** – Taking of property from a person by use of force or fear.

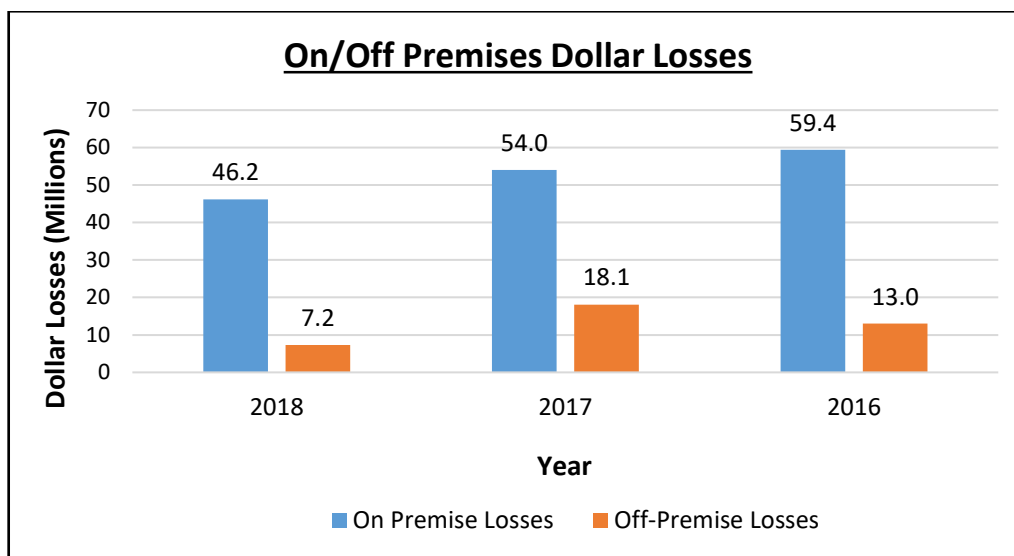
**Burglary** – Entering premises after closing with intent to commit a crime. Includes hiding in a jewelry location, taking product and breaking out after closing.

**Theft** – Taking of property without force or fear. Includes crimes such as check and credit card fraud, distraction crimes, diamond switches, sneak thefts and shipping losses that present evidence of criminal activity. The term “shoplifting” is too vague and not used to describe events in this report.

## Part One: COMBINED ON/OFF-PREMISES LOSSES/EVENTS

### 1. DOLLAR LOSSES

CATEGORY	2018 Dollars	2017 Dollars	2016 Dollars
ON-PREMISES	\$46.2 mil	\$54.0 mil	\$59.4 mil
OFF-PREMISES	\$7.2 mil	\$18.1 mil	\$13.0 mil
<b>Total:</b>	<b>\$53.4 mil</b>	<b>\$72.1 mil</b>	<b>\$72.4 mil</b>



### 2. EVENTS

CATEGORY	2018 Events	2017 Events	2016 Events
ON-PREMISES	1407	1355	1197
OFF-PREMISES	34	39	48
<b>Total:</b>	<b>1441</b>	<b>1394</b>	<b>1245</b>

From 2017 to 2018, dollar losses **decreased by 25.9%**, and the total number of criminal events **increased by 3.4%**.

## Part Two: ON-PREMISES CRIME

This section provides statistical data regarding criminal activity that targets jewelry locations as opposed to couriers, traveling salespersons, or retailers away from their stores. For example, this section includes a robbery, burglary or theft committed at a retail jewelry store, at the plant of a jewelry manufacturer or the office of a wholesaler.

**1. TOTAL DOLLAR LOSSES - \$46.2 MILLION**

Available data regarding all **on-premises** crime categories indicates a 14.4% decrease in dollar losses, and a 3.8% increase in criminal events in 2018 compared to 2017. In 2018 the JSA received, 1,407 on-premises crimes reports compared to 1,355 reports in 2017.

**A. Dollar Losses/On-Premises Crime (in millions)**

CATEGORY	2018	2017	2016
Robbery	\$22.0	\$21.5	\$24.2
Theft	\$12.6	\$17.0	\$6.8
Burglary	\$11.6	\$15.5	\$28.4
<b>Total:</b>	<b>\$46.2</b>	<b>\$54.0</b>	<b>\$59.4</b>

**B. Incident Percentage Breakdown/On-Premises Crimes**

CATEGORY	2018	2017	2016
Theft	69.9%	67.9%	61.5%
Burglary	15.2%	17.7%	24.0%
Robbery	14.9%	14.4%	14.5%

**2. ROBBERY – 32 STATES**

**A. Number of Robbery Events**

The number of robberies in 2018 increased by 7.2% from 2017. There were 209 robberies reported to JSA in 2018 compared to 195 in 2017. The number of smash and grab robberies increased from 71 in 2017 to 129 in 2018, which is an 81.7% increase. JSA has seen a 9.5% decrease in the use of a gun during the commission of a smash and grab, 21 in 2017 compared to 19 in 2018. In 2018 there were 65 arrests of suspects in smash and grab cases compared to 28 arrests in 2017.

**B. Robbery Dollar Losses**

Robbery dollar losses increased by 2.3% in 2018 compared to 2017. Losses for 2018 were \$22.0 million compared to \$21.5 million for 2017.

**C. Most Active State/Robbery – by percentage of total robberies**

2018		2017	
Texas	16.3%	California	21.0%
California	14.4%	Texas	9.2%
Michigan	7.7%	New York	8.2%
Illinois	6.7%	North Carolina	7.2%

Note: Chart reflects the percentage of total number of on-premises robberies and indicates that 45.1% of jewelry industry on-premises robberies were committed in just four states. On-Premises robberies occurred in 32 States.

**D. Most Active Month/Robbery**

Most Active: May (13.4% of total robbery events)

Least Active: March (3.8% of total robbery events)

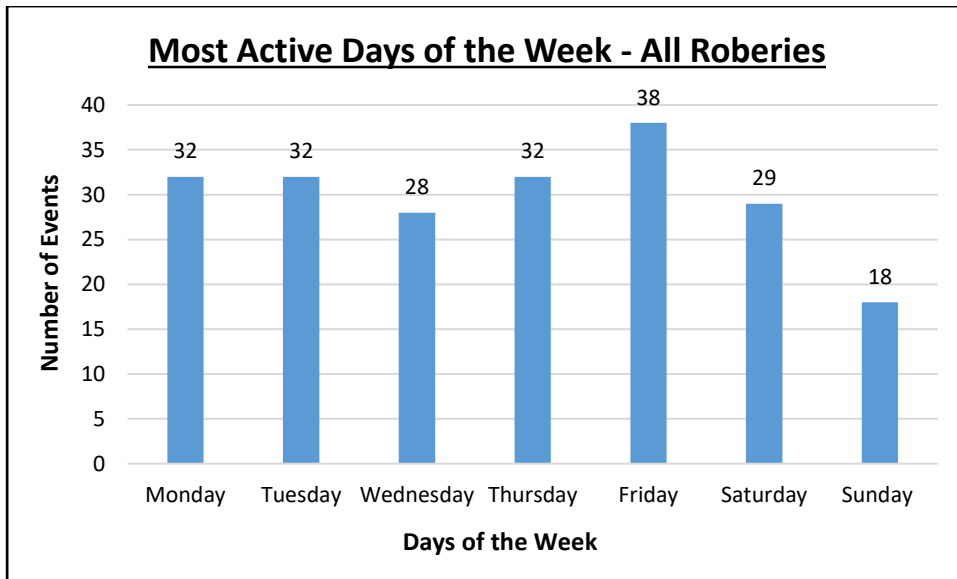
Average Robberies per month: 17.4

**E. Most Active Time of Day/Robbery**

In 2018 the greatest number of robberies occurred between 8:00 p.m. and 9:00 pm. The second most active time of the day for a robbery to occur was between 7:00 p.m. and 8:00 p.m. There was no 60-minute time period during a normal workday when robberies did not occur.

**F. Most Active Days of Week/Robbery**

As reported in previous years, robbery events occurred with similar frequency on weekdays and with less frequency on weekends. Friday was the most active day during 2018. Sunday, when many jewelry firms are not open for business, was the least likely day for a robbery to occur.



### G. Percentage of Robbery Events with a Gun/Violence

Robbery events with violence:

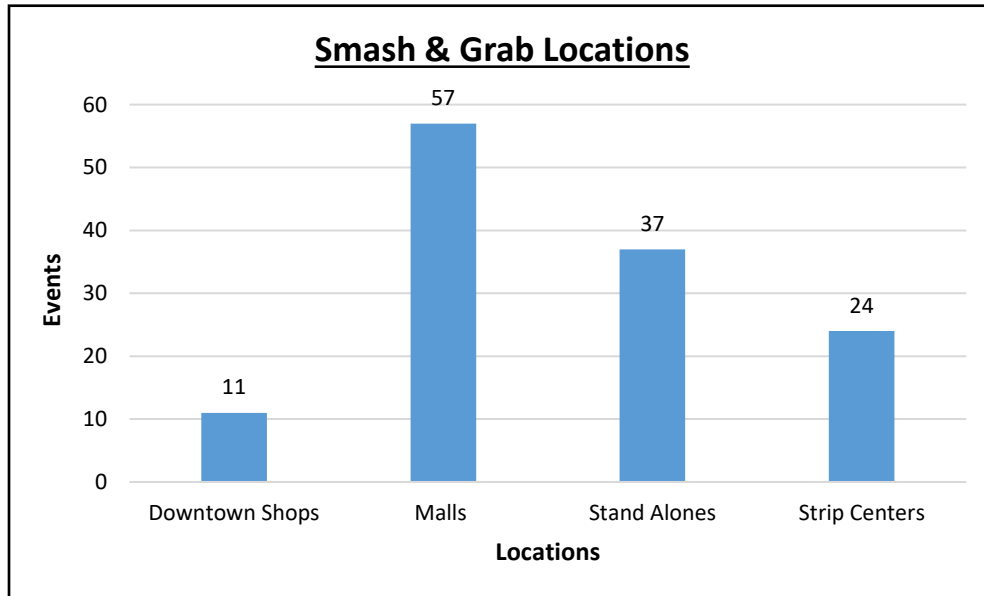
2018	2017	2016
18.2%	27.7%	31.6%

Robbery events with a gun:

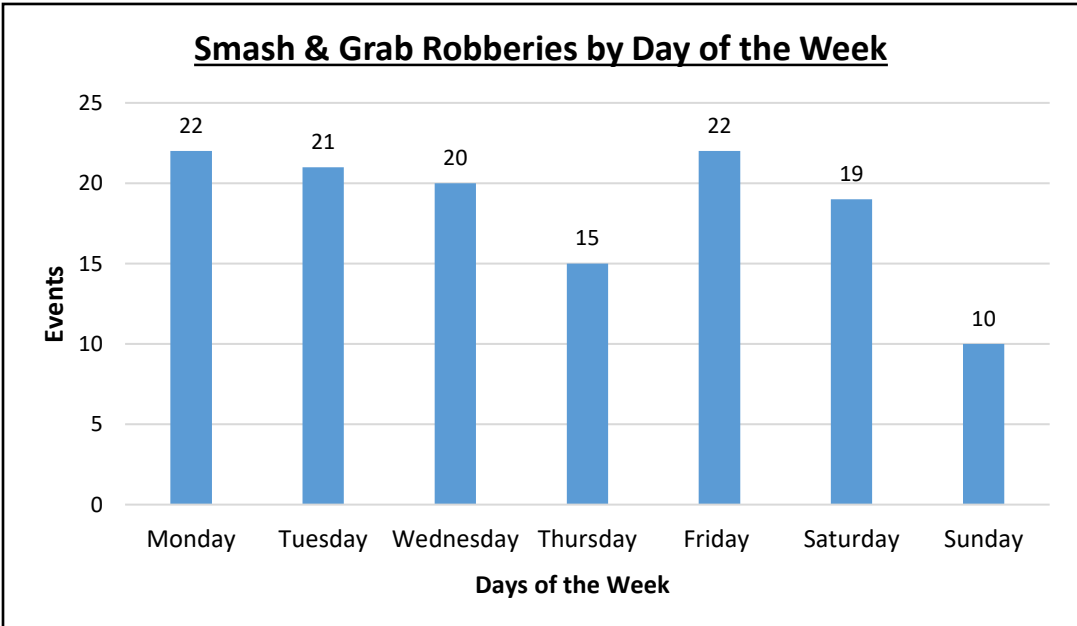
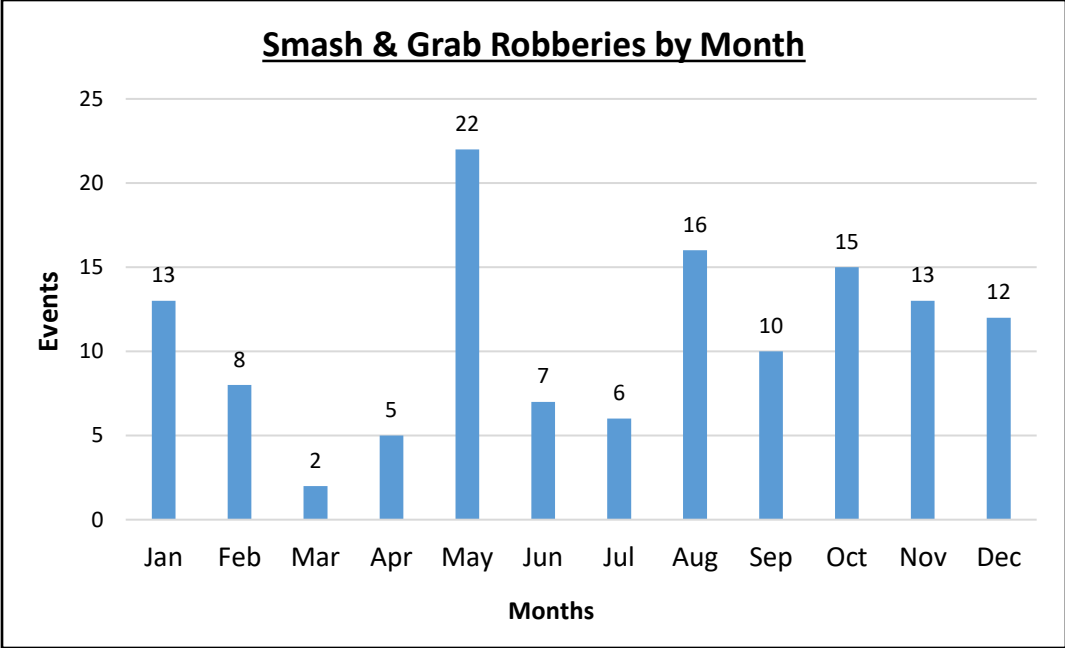
2018	2017	2016
35.9%	49.7%	61.5%

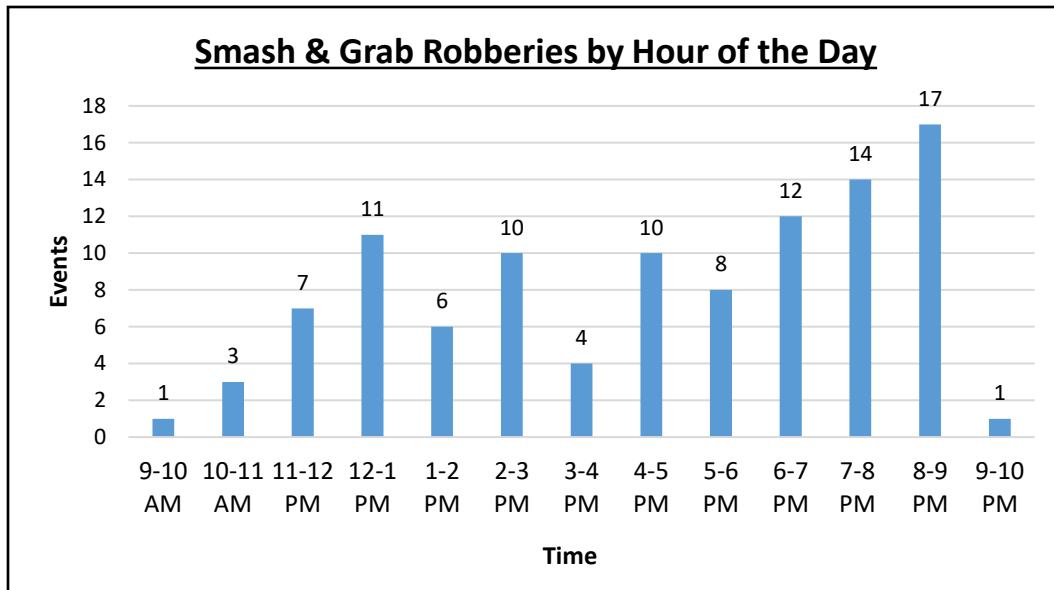
There was a continued, substantial decrease in 2018 in both the percentage of robberies in which robbers displayed a gun, and in violence during robberies.

### H. Smash and Grab Robberies



Smash and grab robbers struck mall locations most frequently.





Based on 104 cases in which the exact time of the Smash & Grab was recorded.

### 3. HOMICIDE

#### A. Homicide Victim Categories

VICTIM CATEGORY	2018	2017	2016
Retail Jeweler	1	5	5
Customer	0	1	0
Traveling Salesperson	0	0	1
Police Officer	0	0	0
Good Samaritan	0	1	Unlisted
<b>Total</b>	<b>1</b>	<b>7</b>	<b>6</b>

In 2018, two robbers were killed by jewelers during the commission of a robbery, while in 2017, one robber was killed by a jeweler during the commission of a robbery.

#### B. Near-Fatal Violent Incidents

INCIDENTS	2018	2017	2016
Someone shot (not fatal)	3	5	4
Shots fired, no one hit	6	6	11

The number of shots fired in jewelry robberies when no one was hit was six separate incidents in 2018, which was the same amount in 2017.



**4. BURGLARY LOSSES - \$11.6 million - 39 States**

**A. Dollar losses decreased.** Losses were \$15.5 million in 2017 compared to \$11.6 million in 2018, which is a 25.2% decrease in dollar losses. In 2018, 214 burglaries were reported to JSA compared to 240 in 2017, a 10.8% decrease.

**B. Safe Attacks.** The frequency of safe attacks decreased from 19 in 2017 to 13 in 2018 which was a 31.6% decrease. Safe attacks occurred in 11 states in 2018 and represented 6.1% of the total number of burglaries against the jewelry industry. In 2018 Oklahoma and Illinois were the most active states for safe attacks and the average loss for a burglary that involved a safe attack was \$221K. In 2017, the average loss for a burglary that involved a safe attack was \$248K.

**C. Three-Minute Burglaries (B3M) \$3.3 Million Losses – 36 States**  
 These occurrences are identified as “Three Minute Burglaries” because that is the approximate time required to complete this crime. They are usually committed in the middle of the night by smashing a glass front door or window of a retail establishment, and then smashing display cases and stealing out-of-safe merchandise.

The B3M category represents approximately 62.6% of the total number of burglaries experienced by the jewelry industry. Out of 214 burglaries reported in 2018, 134 were B3M compared to 109 in 2017, an increase of 22.9%. The average B3M in 2018 resulted in a loss of approximately \$21K in jewelry, compared to \$29K in 2017. In addition, B3Ms cause property damage, business interruption and possible negative customer reaction.

**D. (B3M) Three-Minute Burglary**

- Frequency by day and month -

DAY		MONTH			
Mon	27	Jan	5	Jul	16
Tue	12	Feb	5	Aug	14
Wed	21	Mar	7	Sep	16
Thu	20	Apr	8	<b>Oct</b>	<b>20</b>
Fri	13	May	9	Nov	9
Sat	19	Jun	12	Dec	13
Sun	22				

**Burglary (Not B3M)**

- Frequency by day and month -

DAY		MONTH			
Mon	8	Jan	9	Jul	6
Tue	11	Feb	<b>7</b>	Aug	10
Wed	7	Mar	8	Sep	3
Thu	11	Apr	6	<b>Oct</b>	<b>11</b>
<b>Fri</b>	<b>17</b>	May	7	Nov	5
Sat	10	Jun	4	Dec	4
Sun	16				

**E. Most Frequent Points of Entry/All Burglaries**

During high-tech burglaries that involve a safe or vault attack, entry is often gained by cutting a hole in the roof or an adjacent unprotected wall or ceiling after an alarm system has been compromised in some manner.

<b>ENTRY POINT</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>
Front Door	37%	34%	22%
Window	20%	22%	9%
Wall	4%	8%	8%
Mall/kiosk	12%	7%	Unlisted
Roof	4%	7%	6%
Veh. Smash	2%	5%	6%
Hid until closing	1%	2%	Unlisted
Security Gate	8%	1%	1%
Other/unreported	12%	14%	48%

**F. Rooftop Burglaries: Entry through a roof.**

JSA received reports of 9 rooftop burglaries from seven states in 2018, compared to 18 rooftop burglaries in 2017. Texas and California were the most active states with two rooftop burglaries each. Several of these burglaries resulted in large losses. Alarm systems, often without line security, were compromised. In other cases when alarm signals were sent, responding police units, unable to detect any obvious evidence of a break-in during a cursory exterior inspection, and unable to conduct an internal search, left the scene while the burglars were possibly inside, on the roof or nearby. In most of the recent rooftop burglaries the suspects took merchandise left out in showcases overnight.

**G. Most Active States/ All Burglaries**

<b>STATE</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>
California	13%	11%	12%
Texas	7%	8%	7%
New York	5%	6%	4%
North Carolina	4%	Unlisted	Unlisted
Florida	4%	10%	9%
Ohio	4%	5%	Unlisted

**5. THEFT: \$12.6 MILLION IN LOSSES (984 CRIMES) IN 2018 vs. \$17.0 MILLION IN LOSSES (920 CRIMES) IN 2017.**

**A. Frequent Theft Methods**

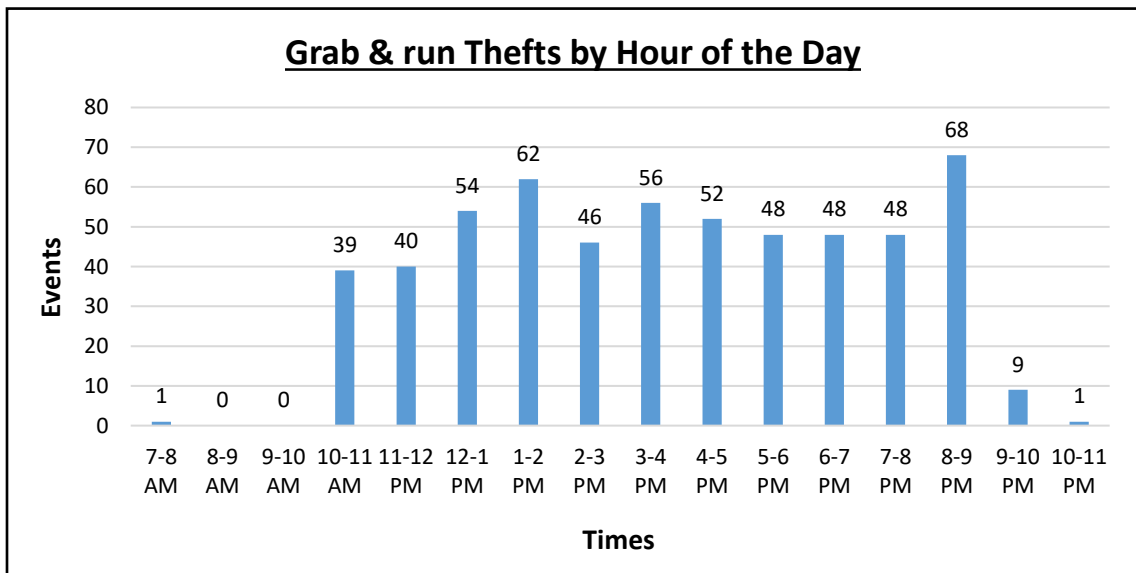
CATEGORY	EVENTS	AVERAGE LOSS
Grab & Run	641	\$8,142
Distraction	110	\$19,138
Sneak Theft	98	\$13,639
Credit Card & Payment Fraud	44	\$14,877
Switches	42	\$8,071
Pick & Key	17	\$12,625

Grab and run losses reported in 42 States.

In 2018, there were 641 grab and run crimes reported to the JSA, compared to 556 in 2017, a 15.3% increase. Approximately 65.1% of all thefts reported to the JSA in 2018 were grab and run events. A grab and run can result in a significant dollar loss, and one grab and run in Texas resulted in a loss of \$106,300 in jewelry merchandise.

**B. Theft - Grab and run**

-Frequency by Hour of the Day –



Based on 572 cases reported to JSA in 2018 in which the exact time of the loss was reported.

**C. Theft - Grab and run**

- Frequency by day and month-

DAYS		MONTH			
Mon	101	Jan	50	<b>Jul</b>	<b>75</b>
Tue	96	Feb	39	Aug	55
<b>Wed</b>	<b>107</b>	Mar	41	Sep	43
Thu	96	Apr	56	Oct	61
Fri	87	May	72	Nov	59
Sat	93	Jun	50	Dec	40
Sun	61				

**Part Three: OFF-PREMISES CRIME**

This section provides statistical data regarding criminal attacks occurring away from the victim’s business base of operations. For example, attacks against traveling jewelry salespersons, trunk and remount show operators, couriers, firms exhibiting at jewelry shows, retailers attacked away from their place of business, including at home, and other industry members traveling with jewelry.

**1. OFF-PREMISES DOLLAR LOSSES - \$7.2 MILLION – 14 States**

Dollar losses decreased 60.2% during 2018 and the number of criminal events decreased by 12.8%. This report compared 34 cases from 2018 to 39 cases reported to JSA in 2017. Off-Premises crimes were reported during all calendar months for 2018 with August, again having been the most prevalent month for off-premises crimes (9). In 2018, a total of 21 crimes involved a traveling salesman which was 61.8% of all off-premises crimes in 2018.

**A. Off-Premises Dollar Losses by Crime Category**

CRIME CATEGORY	2018	2017	2016
Robbery	\$5.2 million	\$11.4 million	\$9.3 million
Theft	\$2.0 million	\$4.7 million	\$3.5 million
Burglary	\$0	\$2.0 million	\$200K
<b>Total</b>	<b>\$7.2 million</b>	<b>\$18.1 million</b>	<b>\$13.0 million</b>

## B. Percentage of Total Off-Premises Events by Crime Category

CATEGORY	2018	2017	2016
Robbery	64.7%	35.9%	73.0%
Theft	35.3%	61.5%	25.0%
Burglary	0%	2.6%	2.0%

## 2. OFF-PREMISES ROBBERIES

### A. Violence

There were 22 off-premises robberies reported to JSA in 2018, which is down 8.3% from 2017. In 26.5% of all off-premises crimes (9 out of 34) reported to JSA in 2018, a victim was physically assaulted. A gun was displayed in 14 of the robberies and a knife or sharp object was displayed in 1 incident.

### B. Trunk/Remount Shows

In 2018 the JSA received one report regarding Trunk/Remount show losses.

### C. Notable Trade Show Losses Reported to JSA

In 2018 JSA received a report of a \$580,000 theft at a jewelry trade show that occurred in Las Vegas, NV during the month of June.

## 3. OFF-PREMISES THEFT - \$2.0 MILLION IN LOSSES

There were twelve off-premises thefts in 2018. Seven out of the twelve thefts were from unattended vehicles. Unless special insurance riders have been purchased, this type of loss is not generally covered by insurance.

### A. Off-Premises Theft Dollar Losses

2018	2017	2016
\$2.0 million	\$4.7 million	\$3.5 million

#### 4. MOST FREQUENT CRIME SCENES

CRIME SCENE	2018	2017	2016
Parking lots	41%	28%	23%
Highways/Street	23%	25%	36%
Residence	11%	17%	6%
Flea Market	2%	7%	Unlisted
Show related	8%	5%	17%
Hotel/Motel	0%	5%	2%
Bank	5%	Unlisted	Unlisted
Gas Stations	0%	0%	6%

In 2018 Parking lots were the most common place of occurrence for off-premises attacks, at 41%, and Highways/Streets were second, at 23%.

#### 5. STATES WITH OFF-PREMISES LOSSES - (2018 – 14 States): CA, CO, FL, GA, IL, NV, NM, NY, NC, OK, SC, TX, VA, WA

##### A. Most Active States for Off-Premises Losses

STATES	2018		STATES	2017
1. California	35.3%		1. California	35.9%
2. Florida	8.8%		2. Florida	12.8%
3. Illinois	8.8%		3. Illinois	12.8%
4. New York	8.8%		4. New York	7.7%
<b>Total</b>	61.7%		<b>Total</b>	<b>69.2%</b>

From 2015 to 2016, there was a total of 21 off-premises crimes in Texas alone. In 2017, 0 off-premises crimes in Texas were reported to the JSA due to the work of the Federal Bureau of Investigation and local law enforcement. In 2018, JSA received 2 reports of off-premises crimes in Texas.

Percentages shown reflect the percentage of the total number of off-premises losses. The information provided in this chart demonstrates that 61.7% of all off-premises losses occurred in just four large states during 2018.

In 1999 the U.S. diamond, jewelry and watch industry experienced 323 off-premises losses, overwhelmingly of traveling jewelry salespersons and trunk show personnel. Since then there has been a steady decline in this category of crime. In 2018 JSA received just 34 reports of such crimes. Important contributing factors regarding this reduction are the dedicated interest by law enforcement, particularly the FBI in cooperation with local law enforcement agencies; the greatly reduced number of traveling jewelry salespeople on the road due to the changing methods of jewelry distribution and sales; and greater education and information sharing by jewelry firms and police.

**Appendix A**

**U.S. JEWELRY INDUSTRY CRIME LOSSES  
1998 THROUGH 2018  
LOSSES STATED IN 2018 INFLATION ADJUSTED DOLLARS**

<b>YEAR</b>	<b>LOSSES STATED IN 2018 DOLLARS</b>
1998	\$199.41 million
1999	\$204.89 million
2000	\$171.93 million
2001	\$173.97 million
2002	\$175.86 million
2003	\$181.23 million
2004	\$143.57 million
2005	\$142.71 million
2006	\$131.17 million
2007	\$117.05 million
2008	\$120.15 million
2009	\$113.84 million
2010	\$92.60 million
2011	\$94.83 million
2012	\$65.54 million
2013	\$71.68 million
2014	\$82.52 million
2015	\$73.42 million
2016	\$75.75 million
2017	\$73.86 million
2018	\$53.40 million

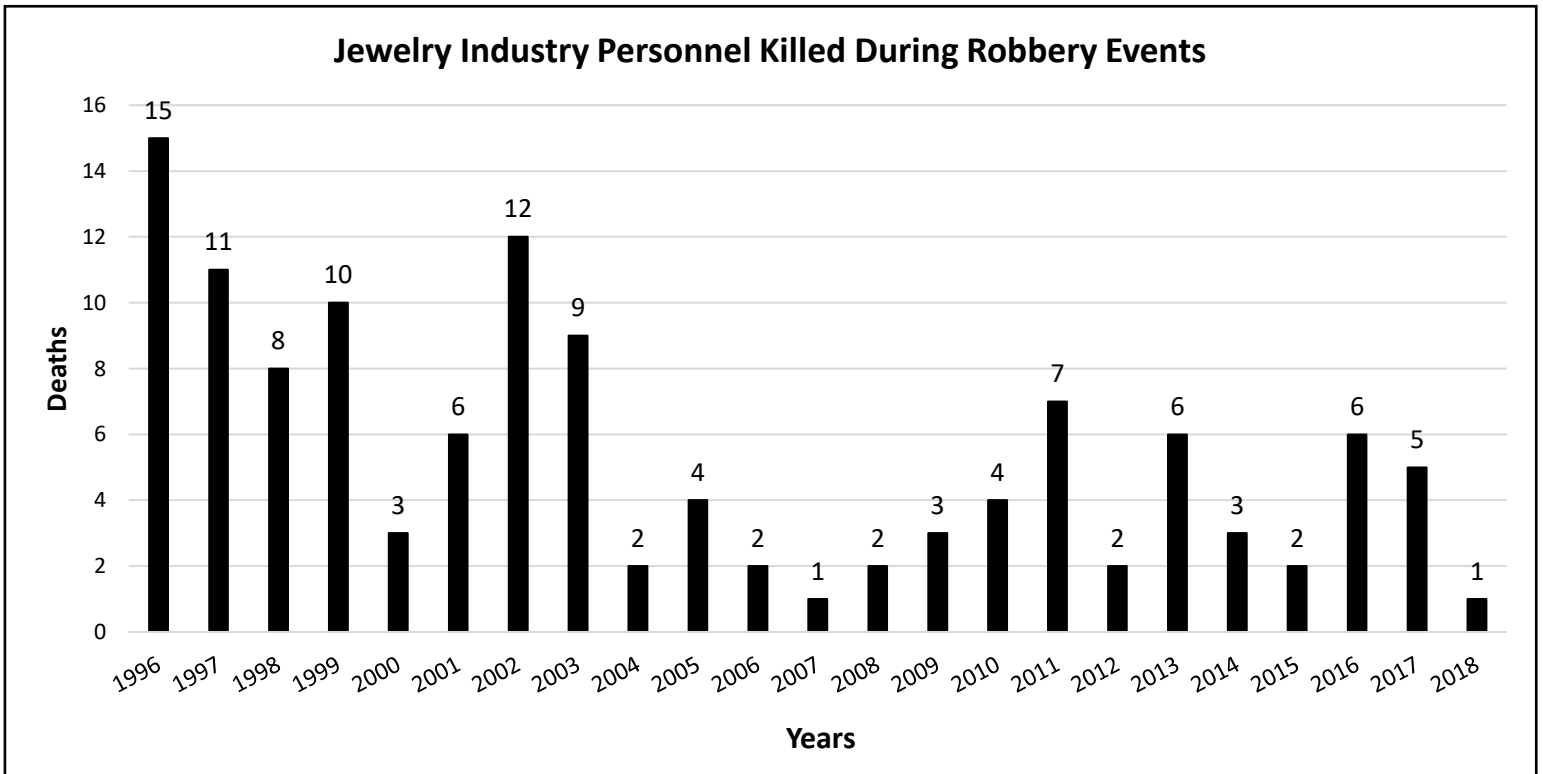


**Appendix B**

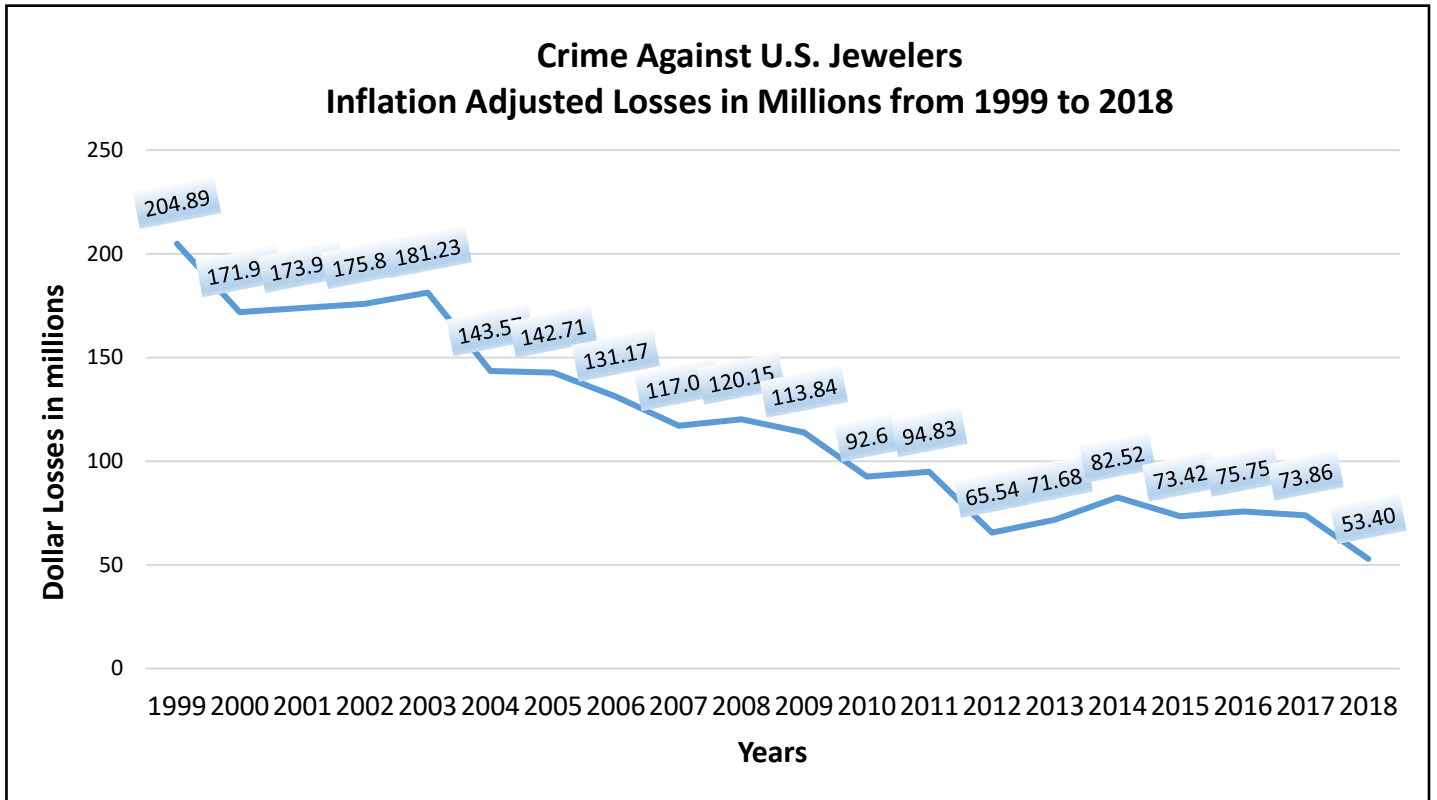
**JEWELRY INDUSTRY PERSONNEL KILLED DURING ROBBERY  
EVENTS, 1996-2018.**

Year	Deaths
1996	15
1997	11
1998	8
1999	10
2000	3
2001	6
2002	12
2003	9
2004	2
2005	4
2006	2
2007	1

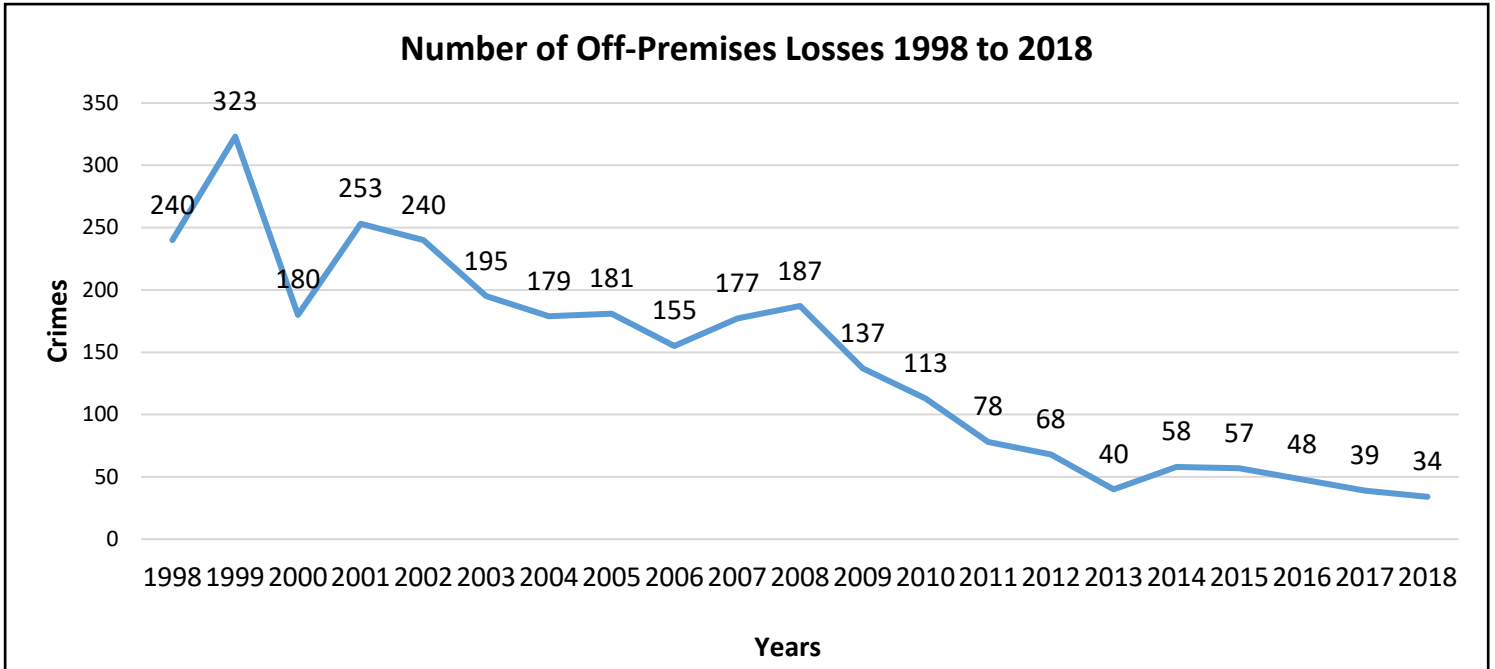
Year	Deaths
2008	2
2009	3
2010	4
2011	7
2012	2
2013	6
2014	3
2015	2
2016	6
2017	5
2018	1
Total	124



## Appendix C



## Appendix D



## Appendix E

### COMBINED ON/OFF-PREMISES 2018 CRIMES AND ARRESTS BY STATE

All crime categories, robbery, burglary and theft, on-premises and off-premises, were included in the preparation of this chart. “Arrests” refers to the number of persons arrested only during 2018.

State	AL	AR	AK	AZ	CA	CO	CT	DC	DE	FL	GA	HI
<b>Crimes</b>	25	15	3	34	175	18	13	3	2	104	51	3
<b>Arrests</b>	6	5	0	4	51	3	5	1	0	23	5	1
State	IA	ID	IL	IN	KS	KY	LA	MA	MD	ME	MI	MN
<b>Crimes</b>	13	0	51	20	15	13	10	24	19	1	46	12
<b>Arrests</b>	1	0	15	5	2	4	4	11	3	0	17	1
State	MO	MS	MT	NC	ND	NE	NH	NJ	NM	NV	NY	OH
<b>Crimes</b>	30	7	2	60	1	6	8	30	22	36	83	57
<b>Arrests</b>	3	3	0	26	1	4	0	16	1	2	18	11
State	OK	OR	PA	RI	SC	SD	TN	TX	UT	VT	VA	WA
<b>Crimes</b>	27	27	38	4	35	3	45	134	6	0	31	62
<b>Arrests</b>	2	4	6	0	10	0	9	34	1	0	3	2
State	WI	WV	WY									
<b>Crimes</b>	15	2	0									
<b>Arrests</b>	2	0	0									
<b>TOTAL 2018 CRIMES: 1,441 (Crimes in 2017 - 1,394)</b>												
<b>TOTAL 2018 ARRESTS: 325 (Arrests in 2017 – 350)</b>												

California, the state with the most crimes in 2018, also has the most jewelry locations, and has traditionally led the U.S. in jewelry crime.

No reports of jewelry crimes were reported to the JSA from Idaho, Vermont and Wyoming.

## Appendix F

### Site of 1,407 On-Premises Crimes in 2018

<b>Location</b>	<b>Robbery</b>	<b>Burglary</b>	<b>Thefts</b>	<b>Totals</b>
Mall	86	104	744	934
Strip Center	43	47	69	159
Downtown/ Center City	27	27	72	126
Stand Alone	49	29	82	160
Other	4	7	17	28
Totals	209	214	984	1407

## Appendix G

### **JSA Sources of Case Information**

JSA Membership (over 21,000 retail, wholesale and manufacturing jewelry locations.)

Local jeweler crime prevention networks

JSA U.S. law enforcement information sharing network

JSA International law enforcement sharing network

Jewelry retail chains information sharing network

Non-member crime victims

Associate trades: alarms, safes, private security, etc.

Insurance companies, insurance brokers and adjusters

Media, trade publications, social media and online sources.

### **JSA Limitations on Case Information**

The statistics provided in this report are based solely on case specific information reported to or obtained by the JSA. Only information that in the opinion of the JSA is credible and can be verified in some way as to its accuracy is used in the compilation of these statistics. Extremely large, outlier and/or suspect dollar amounts may not be included in some calculations to prevent skewing. The loss values reported should be considered conservative and may be greater than indicated. JSA seeks to use loss values at cost, not retail value, and no values from past years are adjusted for inflation unless specified.

It is not possible for the JSA to obtain information on every jewelry industry crime which occurs in the United States for several reasons, not limited to the fact that many go unreported, even to the police. It is not possible for JSA to obtain a broad and statistically valid sample of such crimes as internal theft, shipping losses, cyber-enabled crime, and credit card fraud. However, the JSA database is the largest, most complete and accurate in existence. It is the opinion of the JSA staff that information pertaining to additional criminal events would not have a significant effect on the dollars, percentages or trends of the crimes contained in this report.