



FBI-LEEDA Insightner

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Leadership Issue

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Criminals Beware:

A Model Partnership Between Law Enforcement and ecoATM Brings Thieves To Justice

— **Chief (Ret.) Michael McCann**

Director of Law Enforcement Relations, ecoATM

FBI CA LEEDS Session VII

From our headquarters in San Diego, ecoATM staff view an image in real time of a suspicious individual at one of our kiosks in Everett, Washington.

The person in question attempts to cash in on a cell phone; immediately, ecoATM staff contact the Everett Police Department, attaching the image of the individual. The suspect is later arrested for trafficking in stolen goods.

Throughout the country — in cities like Sacramento and San Antonio, Seattle and Spokane, and Dekalb County, Georgia — the story is the same: Police, working in partnership with ecoATM, are able to identify and apprehend these criminals.

We operate over 2,000 kiosks in 42 states. These crime sprees, and others throughout the state and country, might have remained unsolved were it not for two factors:

1. The right safeguards are in place

EcoATM's three high-resolution cameras are strategically positioned to capture multiple angles and perspectives of the seller. One camera is directly in front of the seller. Another captures a 180-degree view of anyone in front of the kiosk. A third camera targets the seller placing their thumb on the biometric device.

Sellers must present a valid state-issued ID card or driver license. We run all IDs through an Assuretec reader, which can identify counterfeit or altered cards. And that's not all—once a valuable cell phone is placed in our kiosk, we run it through Checkmend, which tells us if the phone in question has been reported lost or stolen to cell phone carriers.

If the seller's ID card cannot be verified by the Assuretec reader, or we get a hit on Checkmend, then the transaction is denied.

All transactions are monitored in real time by live, ID verification agents. A transaction report is created for every user and includes not only the image, but also a thumbprint scan where legally required, a copy of a photo ID card, an image of the cellphone and its serial number.

Sellers are told on multiple occasions that their images and personal information will be shared with law enforcement.

2. A model partnership between law enforcement and ecoATM

Real collaboration

During a theft investigation, ecoATM not only cooperates, but proactively assists police. Transaction reports are routinely shared. Whatever law enforcement needs, we try to comply, and fast. When law enforcement needs to see a phone or check our records, we never require a search warrant or subpoena.

That's real commitment.

Det. Brad Williams, of the Everett Police Department, has applauded ecoATM for our cooperation and collaboration. Sgt. Sean Whitcomb of the Seattle Police Department says the partnership helps police solve cell phone thefts, a view that is gaining popularity in law enforcement circles across the country.

What's more, we created a law enforcement advisory board to provide advice and guidance, and even hired directors of law enforcement on staff to assist officers. We work with law enforcement to create a "do not buy" list, which prevents certain individuals from using the kiosks and flags high-volume users.

Investing considerable effort and budget, ecoATM has heeded the advice that our law enforcement partners have provided. We have significantly reduced the likelihood that one of our kiosks will purchase a stolen device. A fraction of one percent of all the devices we purchase are returned to law enforcement for investigation. That alone speaks volumes.

If cell phone bandits think they're being clever, they're in for a big surprise. Our tools have helped solve many crimes, including theft, burglary, attempted murder of a police officer, and homicide. If thieves approach an ecoATM kiosk, we're going to shine the light on them. If they weren't on law enforcement's radar before, now they will be.



While ecoATM was started to help the environment, it is now considered a legitimate crime fighting tool, and stands as a stellar example of how the private sector and law enforcement can and should work together. This is the real story.

What will the future bring?

The latest data, from Consumer Reports, suggest that cell phone thefts are in decline. In 2014, 2.1 million Americans had phones stolen, a million fewer than the previous year. This downward trend can mostly be explained by kill switches, which allow users to deactivate their stolen or lost phone.

If every phone eventually will be unusable when stolen, thieves won't have much incentive to steal them.

However, if they want to test us and our partnership with law enforcement, we're ready for them. Learn more by visiting www.ecoatm.com/law-enforcement/



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"Actual personal life experience. Can't get that in a manual."

– Sgt. Cory Husske
Fort Dodge Police Department



MANAGING AND CONDUCTING INTERNAL AFFAIRS INVESTIGATIONS

"This course exceeded my high expectations, in large part due to the preparedness, insight, and delivery method of the instructor. I only get to attend a couple courses each year, and drove several hundred miles for this course. It was well worth the effort and my agency's training dollars. I can employ the techniques provided immediately."

– Lt. Jon M. Wright
Cleveland County (NC) Sheriff's Office



Announce Your Candidacy

FBI-LEEDA Sergeant at Arms

JOIN OUR TEAM:

Members who wish to take a more active role in FBI-LEEDA are encouraged to submit a letter of intent to run for the office of Sergeant at Arms. This is an excellent opportunity to channel the direction of your organization. Any active member in good standing who wishes to run for the office of Sergeant at Arms must submit a written statement of his or her intention to seek office at least thirty days prior to the 2017 Conference.

Deadline to submit your candidacy statement is Saturday, April 8, 2017

Send to: FBI-LEEDA
Attention Paul Shastany
5 Great Valley Parkway, Suite 125
Malvern, PA 19355

