

*The NorthEast Citizens  
Patrol*



*A Partnership of:*



*and the*



*Northeastern District  
TRAINING MANUAL*

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**CONTACT INFORMATION:**

**HARBEL:**

Mike Hilliard  
Community Relations Director  
HARBEL Community Organization, Inc.  
5807 Harford Road  
Baltimore, Maryland 21214  
Phone: 410-444-2100, Ext. 1013  
E-Mail: [mikehilliard@harbel.org](mailto:mikehilliard@harbel.org)

**LIAISON TO THE PATROL FROM THE NORTHEAST POLICE DISTRICT:**

Officer Joseph Banks  
Community Relations Unit  
Northeast Police District  
242 West 29<sup>th</sup> Street  
Baltimore, Maryland 21211  
Phone: 443-986-8163  
E-Mail: [joseph.banks@baltimorepolice.org](mailto:joseph.banks@baltimorepolice.org)

NECOP WEBSITE: [www.necop.com](http://www.necop.com)

## **Citizens' Patrol**

The NorthEast Citizens Patrol is a partnership between HARBEL Community Organization, Inc. and the Northeast District Police. This training manual aims to ensure uniformity of service throughout our area and the safety of our volunteers. The manual is given to new members of the Patrol before their service begins. Please read it thoroughly and be familiar with its contents.

The Patrol was developed in response to the concerns of residents throughout our communities regarding crime issues and the perception of crime. Residents were hesitant to participate in community activities, and to attend to daily chores. They were sometimes reluctant to reach out and meet their neighbors. The joys and diversity offered by our many communities weren't being enjoyed by many of our residents.

The Patrol's objective is to increase residents' sense of security and safety in their community. By reducing crime and fear, the Patrol has become a common ground of assistance to the community where members take great pride in watching out for their neighborhood. Residents share a common goal to better the neighborhood and participate in the successful common effort to do so.

Patrol volunteers serve as extra eyes and ears for the police. Your role as a Patrol member is to report suspicious incidents and crimes. Patrol volunteers are **NOT** to pursue or apprehend any person suspected of or involved in any incident or crime. As a Patrol member, ***you do not have law enforcement powers. You are subject to all traffic and criminal laws of this state.***

The rules and guidelines provided herein have been developed to ensure your safety and the safety of others in the community. Adherence to these rules is critical to the success of the NorthEast Citizens' Patrol.

Members of the Patrol must be in good standing with the Baltimore Police Department's Northeastern District Community Relations Unit. Expelled members may only be reinstated if they are re-nominated for membership by their association's president, receive the unanimous approval of the Patrol coordinators, and receive the consent of the supervisor of the Northeastern District Community Relations Unit.

### **Patrol Overview**

- Arrive at the Northeast District Police Station on 1900 Argonne Drive at 7:30 PM.
- Park in the rear of the station.
- Enter the police station through the rear doors. You will be greeted there by the Patrol liaison. If you require the handicapped entrance, please call ahead.
- The officer will direct you to the briefing room.
- Fill out the sign-in sheet, including the tag number on your car.
- The officer riding in the command car will brief the group on the plan for the evening. Places needing extra attention and those to be avoided will be pointed

out. Pay attention and ask questions about what is happening in your neighborhood.

- Pick up a push to talk phone.
- Check to make sure that all the lights and turn indicators on your vehicle are in working order.
- On your way out of the parking lot test your push to talk cell phone by checking in with the command car and saying the following, “Post (post number) to command car for a push to talk phone check.” If you do not hear back from the command car within one minute, try again. If you don’t hear back again, return to the station and ask the command car officer to check your push to talk phone for you.
- Patrol your neighborhood until the command car instructs you to return to the police station around 11 PM.
- Give the to talk push to talk phone to the police officer acting as a liaison to the patrol.
- Head home and be proud of yourself for doing your civic duty and helping to make your neighborhood safer.

**Guidelines for the Use of Push to talk cell phones:**

The NorthEast Citizens’ Patrol uses push to talk cell phones that are paid for by HARBEL. You will be given a push to talk cell phone at the beginning of your tour. The cell phone will be used to communicate with the command vehicle.

- Turning the phone on:
  - Open the phone
  - Press and hold the END/PWR Key – the red key in the middle of the right side of the phone
  - Continue pressure on the END/PWR Key until the phone display turns on
  - Wait until the phone display connects with the Verizon network and you see the turning circle on the display
  
  - Receiving a call from other Necop members and the Police Officer who is the liaison to the Patrol:
    - Press the PTT KEY/ Red Side Key on the left side of the phone. You may not need to open the phone
    - Talk
    - At times you may be instructed to “Push the Slide Lock Key”
    - If so, just open the phone and press the PTT KEY/ Red Side Key on the left side of the phone.
    - Hold the PTT KEY/ Red Side Key on the left side of the phone until you are finished talking
- Making a call to the other Necop members and the Police Officer who is the liaison to the Patrol:
  - Open the phone
  - Press the PTT KEY/ Red Side Key on the left side of the phone
  - You will see “Necop” highlighted
  - Press the PTT KEY/ Red Side Key on the left side of the phone again

- You will see Connecting to Necop
- Wait until you see Connected to Necop
- Press and hold the PTT/Red Side Key and listen for the OK to TALK Tone
- The message talking to will appear on the display
- Press and hold the PTT/Red Side Key until you are finished talking
- Press END/PWR Key – the red in the middle of the right side of the phone
- At the end of your tour of patrol
  - Open the phone
  - Press and hold the END/PWR Key – the red key in the middle of the right side of the phone until the phone powers down
- If the phone is not connecting with the other phones
  - Press the CENTER SELECT KEY in the center of DIRECTIONAL KEYS which is the silver circle in the upper center of the phone
  - If you do not see a display with Media Center in the center of the display - Press the CENTER SELECT KEY in the center of DIRECTIONAL KEYS again
  - Using the DIRECTIONAL KEYS which are the silver circle in the upper center of the phone scroll up and to the left to CONTACTS
  - Press the CENTER SELECT KEY
  - Using the DIRECTIONAL KEYS which are the silver circle in the upper center of the phone scroll down to 5 PTT Contact List
  - Press the CENTER SELECT KEY
  - Using the DIRECTIONAL KEYS which are the silver circle in the upper center of the phone scroll up to Necop
  - Press the CENTER SELECT KEY
  - Press END/PWR Key – the red in the middle of the right side of the phone
  - You should then follow the instructions for - Making a call to the other Necop members and the Police Officer who is the liaison to the Patrol
- When speaking into the phone use a normal tone of voice and be as clear and concise as possible. Keep the phone approximately 2 to 3 inches from your mouth, and hold the push to talk phone to the side of your mouth. This will help to keep the transmission clear and audible.
- Use the phone for official transmissions to the command car only.
- When calling the command car, state your post number and current location.
- Be professional; never use profanity.
- If you exit your vehicle (restroom, coffee break, gas stop), take the phone with you. Notify the command car that you are leaving your vehicle, why you are doing so, and where you are going to be. This will enable you to make contact with the base in the event of an emergency.

### **What to do on Patrol**

- Drive all the streets within the confines of your post.
- Be observant and report any suspicious activity.
- Do not utilize dead end streets. Always leave a route of escape from your location.

- Operate your vehicle slowly (approximately 15 miles per hour) to enhance observation. However, be aware of other traffic and avoid causing disruption of traffic flow. Also, to be seen and safe, you might use your hazard lights when patrolling.
- Watch for people coming home. Stop and wait to make certain they are inside safely and that no one is watching them. Indicate your presence through a quick sound of the horn to let the individual know you are there and that you're there to help.
- Alter your route at times so that you can't be caught in a regular routine.
- If you are in an area where some stores such as CVS are closing or a church or meeting is letting out, try to be visible.

### **What to do if you Witness an Incident**

- Call the command car on the push to talk phone and relay the following information:
  - Your post number and location
  - Type of incident
  - Whether or not the incident is still in progress
  - Location of incident
  - Specific details about people and/or vehicles involved in the incident (race, sex, height, weight, clothing/make, model, tag number, color)
- Be patient and remain calm. The command car officer may ask you a number of questions. Answer all the questions to the best of your ability.
- Use a pen and paper to write down details of the incident.
  - Write down the race, sex, height, weight, clothing, and a detailed description of any individuals involved.
  - Write down the location of the incident and the direction the individual(s) is heading.
  - Describe any vehicles that were involved. Provide the make, model, style, color, and tag number.
  - Write down a detailed description of what occurred.
  - Once you have relayed your concern to the command car and documented the details, you may resume patrolling your post. In general, you should not remain in the area of concern. Having relayed the information directly to the command car officer, you have completed your responsibility as "extra eyes and ears" for the police, and your presence is more valuable patrolling the streets of your community. ***If the incident poses any danger or potential of danger, you must leave the vicinity. Don't forget: You are not to leave your car nor engage in conversation with individuals involved in a concern.***

### **What to Report**

The primary responsibility of the Patrol is to observe and report situations requiring response by trained personnel. Examples of emergency and non-emergency situations include:

- Crime in progress

- Injured persons
- Chemical spills
- Suspicious vehicles
- Suspicious persons/conditions
- Fires
- Natural disasters
- Accidents
- Anything that concerns you or makes you uncomfortable

When patrolling, it is possible that you may encounter a variety of situations where a human life could depend upon your actions. This section has been included to help enhance your ability to react in an appropriate manner. Please keep in mind that the variety of situations you may encounter is endless. ***Therefore, you must think carefully and always consider your personal safety first. Your safety and well-being are the Patrol's highest priority.*** **Suspicious Activity**

Anything that seems out of place or is occurring at an unusual time or location should be reported. Following are some of the situations that might be considered suspicious. While some, if not all, of these could have innocent explanations, the police would rather investigate these types of situations rather than be called when it is too late. Remember: There is no such thing as an incident too trivial or unimportant. If it is important to you, the police want to be called. ***If you feel police assistance is needed, CALL.***

**Watch and Listen for:**

- Any person entering a building in other than a normal manner.
- Someone screaming for help: could mean a robbery or assault.
- Merchandise being sold at ridiculously low prices: could be stolen.
- Someone removing parts, accessories, license plates or gas from a car.
- Persons looking into parked cars may be looking for a car to steal or for valuables left in the vehicle.
- Someone entering or leaving a business AFTER hours.
- Sound of breaking glass or loud explosive noises could be an accident, burglary or vandalism.
- Sound of gunshots or audible alarms.
- Persons loitering around businesses, schools, parks or secluded areas.
- Watch people going door to door. If they try a door to see if it is locked, look into a window, or go into the side or backyard, they could be looking for a house to burglarize. This type of activity becomes more suspicious if there is a car following a few houses away.
- Juveniles walking through a neighborhood looking into vehicles, yards, etc. They may be looking for items to steal.
- People running, especially if carrying something of value or if someone is chasing them.
- Persons carrying property (TV, VCR, etc.) that is not wrapped or boxed as if it was just purchased. Pillowcases are a favorite with burglars to remove property.

- Someone exhibiting unusual mental or physical symptoms (staggering, walking in the middle of the street, talking to self, sitting in the cold for a long period of time, etc.). The person may be injured, under the influence of drugs, or otherwise in need of medical or psychiatric assistance.
- People going in and out of a certain residence on a daily or very regular basis, especially during late or unusual hours. This could mean drug sales, illegal gambling, or a “fence” operation (sale of stolen property). Watch for many visits of short duration.
- Vehicles cruising an area – moving slowly without lights or in a repetitive or aimless manner. This could be a burglar looking for places to break into, a car thief looking for a type of car to steal, a drug pusher, a sex offender, etc.
- Parked, occupied vehicles (one or more persons) even if the persons appear legitimate. This could indicate the same situations as a vehicle cruising the area. Sales conducted from a vehicle may be stolen property or possibly drugs.
- Persons being forced into vehicles – especially children or females.
- An abandoned vehicle – may be a stolen car.
- Continuous repair operations at non-business locations may indicate stolen vehicles being stripped, repainted, etc.
- Open or broken doors and windows at a closed business or residence.
- A beam from a flashlight in a house or business (might be a burglar at work).
- Persons wearing or carrying bloody clothing (could be a suspect or victim of a serious crime).
- Someone making a quick change of vehicles (could be attempting to elude police or abandoning a stolen car).

### **Inclement Weather**

If you are scheduled to patrol on a night in which inclement weather has been predicted or is in progress, call the police station, 410-396-2444, before you leave and ask the desk officer whether or not the Citizens’ Patrol will ride that night. Most importantly, if you are not comfortable participating in the Patrol due to the weather, please use your good judgement and refrain from patrolling.

### **Terminology When Reporting**

|                         |  |
|-------------------------|--|
| <i>Murder</i>           | The willful (non-negligent) killing of one human being by another.                     |
| <i>Rape</i>             | The carnal knowledge of another person forcibly and against that person’s will.        |
| <i>Burglary</i>         | The unlawful entry of a dwelling, business or vehicle.                                 |
| <i>Robbery</i>          | The taking of another’s property by force or threat of force.                          |
| <i>Armed Robbery</i>    | The taking of another’s property by using a weapon or threat of a weapon.              |
| <i>Theft or Larceny</i> | The taking of property without forced entry, threats, physical force or use of weapon. |



|                                |   |
|--------------------------------|---|
| <i>Assault by Threat</i>       | An intentional, unlawful threat by word or action to do violence to a person, coupled with the apparent ability to do so.                           |
| <i>Common Assault</i>          | Unlawful physical touching of another.  |
| <i>Handgun Violation</i>       | The unlawful wearing, carrying and transportation of a handgun.   |
| <i>Destruction of Property</i> | The intentional destruction of private property belonging to another individual without his/her consent.  |
| <i>Disorderly Conduct</i>      | Acting in a manner to disturb the public peace.   |
| <i>Trespass</i>                | The unlawful entry onto land or premises for the purpose of invading the privacy of the occupants. The unlawful entry onto <u>Posted Property</u> . |

Your familiarity with the correct terminology when you are relaying information to the command car will assist the police in their response to your concern.

### **Rules of Conduct**

1. *Avoid all confrontations. The safety of the Patrol members is paramount. You are not a vigilante. You are simply acting as an extension of the Police Department's eyes and ears.*
2. *Obey traffic laws. Drivers must have a valid operator's license, tags and insurance coverage. Lights and turn indicators must be in proper working order prior to going out on patrol.*
3. *Weapons of any kind are prohibited on patrol (i.e., guns, knives, sticks, etc.).*
4. *Stay in your car while on patrol. Observe suspicious activity and suspects inconspicuously and at a safe distance. When the officer arrives, do not exit your car unless the officer instructs you to do so.*
5. *Do not attempt to block a suspect or vehicle from leaving the area. Never confront or attempt to chase a suspect or vehicle.*
6. *Do not stop or park your vehicle in a position where it may present a potential traffic hazard. When stopped, use your hazard lights to alert approaching traffic. When at the scene of an accident, use discretion when positioning your vehicle.*
7. *Do not attempt to direct traffic unless instructed by law enforcement personnel.*
8. *Patrol driver must be at least 18 years of age. Riders can be any age.*
9. *Do not acknowledge the presence of detectives or unmarked vehicles. To do so may jeopardize an investigation or the safety of officers.*
10. *Information learned by volunteers that is confidential in nature should not be discussed with unauthorized persons. This includes information regarding persons that the police are looking for, homes that are vacant in the community, etc.*
11. *If an officer gives you an instruction (e.g. leave a certain area), do it.*

### ***Community Partners***

The NorthEast Citizens' Patrol is a partnership between HARBEL Community Organization, Inc. and the Northeast District Police. Any use of HARBEL's name, Baltimore Police logos, or the name of the NorthEast Citizens' Patrol must be approved by HARBEL and the Baltimore Police Department.

### ***HARBEL Community Organization***

HARBEL is the premier community service umbrella organization serving Northeast Baltimore. HARBEL offers to the community:

- The HARBEL Prevention and Recovery Center operating an outpatient drug/alcohol prevention program.
- The HARBEL Housing Partnership promoting home ownership in the area.
- A Community Relations Program serves as a liaison between member groups, keeping residents informed about new government regulations and sponsoring informational forums for the community to meet elected and appointed leaders.

NorthEast Citizens' Patrol was created under the Community Relations Program in partnership with the Northeast District Police.

### ***Baltimore City Police Department***

The mission of the Baltimore Police Department, in partnership with the Baltimore community, is to protect and preserve life and protect property, to understand and serve the needs of the city's neighborhoods, and to improve the quality of life by building capacities to maintain order, recognize and resolve problems, and apprehend criminals in a manner consistent with the law and reflective of shared community values.