

# York Road Partnership

*Serving the York Road Community*

## 911 or 311:

### When and How to Use 911 versus 311

#### **When to call 911:**

- If you require *an immediate response* from the police, fire department or ambulance. Examples include: A fire, a crime in progress, a car accident, etc.
- Trust your instincts: call if a person or situation seems suspicious.

#### **What to know before calling 911:**

- The nature of the emergency with details: type of crime, description of suspect, nature of medical emergency
- Location of emergency, including street address
- The phone number you are calling from
- If applicable, your anonymous crime watch number

#### **Final Tips for 911:**

- Follow any instructions given by a 911 operator while you wait for help to arrive
- Do not hang up until you are instructed to do so
- Do not hang up if 911 is called by accident- stay on the line to explain

#### **When to call 311:**

- If you *can wait between 24 hours and 4 days* for city to respond:
  - Clogged Storm Drains, flooding, open fire hydrant, water service or sewer complaints and other water related matters
  - Housing violations and vacant buildings, broken doors or windows
  - Dead animals, rodent problems, traps for strays, pickup of healthy unwanted pets
  - Illegal dumping of large trash items or to schedule bulk trash pick up

#### **What to know before calling 311:**

- The nature of the problem you are calling about
- What you would like done to address the problem
- The location of the problem, using specific addresses or cross streets

#### **Final Tips for 311:**

- Write down your confirmation number for later reference
- Encourage your neighbors to call about the same issue

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## How to Use 311

- This is a **non-emergency service**
  - Contact via:
    - *Phone calls* to their 24/7 call center
    - *Mobile 311*: app for iPhones and Androids
- The following departments can be contacted through 311:
  - ●Police (non-emergency)
  - ●Department of Public Works
  - ●Parks & Recreation
  - ●Animal Control
  - ●Mayor's Office of Constituent Services: Demetrius Mallisham is the liaison for Northern neighborhoods  
→Demetrius.mallisham@baltimorecity.gov
  - ●Health Department
  - ●City Council: Concerns about services and departments

### **Tips for Using 311**

- Be *Specific with Details*: what and where the problem is, when you observed it, what you want done.
- Take down a *confirmation number*: you will need this for follow up.
- Be *confident and certain*: sounding unsure on the phone could get you transferred or placed on hold for a longer period of time.
- *Call back/ rally neighbors* to call regarding the same issue

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## About Crime Watch Numbers

- What is a crime watch number?
  - An anonymous 7-digit number issued by the Community Affairs Unit of the Police District that covers your community.
- How to use the number:
  - Give the operator your number directly after calling '911'
- How to apply for a number:
  - There are three ways:
    - 1. Mail in a physical application
    - 2. Contact Operation Crime Watch at (443) 984-2371 or (410) 396-9521.
    - 3. Apply online through Crime Watch application page
- Why get a crime watch number?
  - *Your name, phone number and address will not be given to the police* and the police officer in the responding patrol car will not know who made the '911' call. You will remain anonymous
- North District Community Affairs Officers:
  - Sergeant Ron Morales
  - Officer Doug Gibson
  - Officer James Barnett

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## Important Phone Numbers

Important numbers to keep track of, in addition to 311 and 911

- Baltimore Police Department main number: 410-369-2525
- Northern District number: 410-396-2455
- To report illegal drug activity: 410-666-DRUG (3784)
- To report illegal guns: 410-685-GUNS (4867)
- To report crime tips anonymously: 410-276-888
- Internal Investigations: 410-396-2300 *or* Toll Free 1-855-396-2500 (option 2 for Out of State Callers)
- Civilian Review Board: 410-396-3141
  - The purpose of this review board is to investigate charges of misconduct against the police force, including harassment, abusive language, and excessive force.

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## Tips for Burglary Prevention

Burglary is a crime of opportunity! Take precautions to protect your home.

- **Always lock windows and doors:** This includes windows without security grates, and windows and doors on top floors. Consider installing deadbolts.
- **Always lock up garden sheds and garages:** These are natural targets if left open or without a padlock. Remember to always put away sports equipment, lawn equipment, power tools.
- **Keep yards maintained:** Keep shrubs and foliage cut and maintained to deter intruders.
- **Light Up at Night:** Turn out porch and other exterior lights at night. Keep doors, walkways, and windows well-lit. Consider installing motion-sensor lights.
- **Always lock up meter boxes:** This helps to prevent thieves from interfering with your power supply or motion-sensor light system.
- **Plan ahead for absences or vacations:** Ask neighbors to collect mail from mailboxes. Cancel regular deliveries like newspapers; consider placing radios on timers. The key is to prevent your home from appearing unoccupied.
- **Prepare from Emergencies:** Ensure your house number is visible on both the front and back of the house. This is a requirement of all households in Baltimore City.
- **Keep Track of Belongings:** Keep a list of anything small, valuable and easily moved. Record the details of each item including the make, model, size, color, serial number and original cost
- **Mark your Belongings:** Putting an identifying marker like a personal code or name on an item will make it harder sell and easier for the police to track down the item. Ultra-violet pens and engravers work best.
- **Home Improvement Work:** Be sure all contractors are licensed by the Maryland Home Improvement Commission (MHIC) and check ratings with the Better Business Bureau: burglars have posed as contractors to steal items or gain entry later.
- **If a door or window is broken or open when you return home, do not enter the house. Call '911' immediately and remain outside.**

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## Tips to Prevent Larceny from Automobiles

- This is a *crime of opportunity!*
  - Lock your car
  - Do not leave valuable items in plain view: this includes bags, change, handicap parking passes, electronics, GPS systems, etc.
- Thieves will look for signs of electronics in your car
  - Put cigarette lighters back in the socket when you leave your car. An empty lighter socket is a signal that chargers for cellphones or mp3 players have been used in the car.
- Remove ports or suction cups for GPS device
  - Evidence of a GPS, even noticeable suction cup marks on the windshield, could provoke a break-in. Hide the GPS and the mount when leaving your car, and periodically clean off suction marks.
- In the winter: if you turn on your car to warm it up, do not leave the vehicle unlocked and unattended.
- If you observe someone breaking into your vehicle or any vehicle: *do not engage*. Call '911' immediately to report the crime in progress.

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## Tips for Interacting with Police Officers

Remember to stay calm and respectful when interacting with an officer.

Remember the adage: treat others as you would like to be treated

If you've already been approached, stopped, or apprehended there are best practices:

### Your Rights:

- *You have the right to remain silent:* If you choose not to respond to questioning, you can exercise this.
- *You have the right to refuse a search:* You can deny an officer to search your person, home, car, or electronics without a proper warrant BUT an officer does have the right to pat down you or any bags.
- *You have the right to leave:* If you are not under arrest, you can calmly leave the scene or situation.
- *You have the right to a lawyer:* If arrested, ask for one immediately.
- *You have constitutional rights:* These rights stand regardless of immigration or citizen status.

### Your responsibilities:

- Do stay calm and be polite.
- Do not interfere with or obstruct the police: do not run or resist even if an officer is disregarding your rights.
- Do not lie or give false documents.
- Do prepare yourself and your family in case you are arrested.
- Do remember the details of the encounter.
  - Ask for the names of officers and/or badge numbers for future reference
- Do file a written complaint or call your local ACLU if you feel your rights have been violated.
  - You have *90 days to report excessive force*

### Filing a complaint with the Baltimore City Police department:

You may not be turned away or instructed to go to another location to lodge your complaint.

- At any police facility: Northern District office → 2201 W Cold Spring Ln. 21209
- Via Email: send email through <http://www.baltimorepolice.org/file-a-complaint>
- With the Internal Affairs Division: (410) 396-2300, or toll free at 1-866-396-2500

\*\* If you are turned away from the police facility, request to see a supervisor and request the name and badge number of the Police Officer refusing to take your complaint.

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## Tips for Interacting with Police Officers (pt. 2)

Remember to stay calm and respectful when interacting with an officer.

Remember the adage: treat others as you would like to be treated

### IF YOU ARE STOPPED FOR QUESTIONING:

- Stay calm: Don't run. Don't argue, resist or obstruct the police, even if you are innocent or police are violating your rights. Keep your hands where police can see them.
- Ask if you are free to leave: If the officer says yes, calmly and silently walk away. If you are under arrest, you have a right to know why.
- You have the right to remain silent and cannot be punished for refusing to answer questions: If you wish to remain silent, tell the officer out loud. In some states, you must give your name if asked to identify yourself.
- You do not have to consent to a search of yourself or your belongings, but police may "pat down" your clothing if they suspect a weapon. You should not physically resist, but you have the right to refuse consent for any further search. If you do consent, it can affect you later in court.

### IF YOU ARE STOPPED IN YOUR CAR

- Stop the car in a safe place as quickly as possible: Turn off the car, turn on the internal light, open the window part way and place your hands on the wheel.
- Upon request: show police your driver's license, registration and proof of insurance.
- You can refuse to consent to the search: If an officer asks to look inside your car, you can refuse. But if police believe your car contains evidence of a crime, your car can be searched without your consent.
- Both drivers and passengers have the right to remain silent. If you are a passenger, you can ask if you are free to leave. If the officer says yes, sit silently or calmly leave. Even if the officer says no, you have the right to remain silent.

### IF YOU ARE ARRESTED

- Do not resist arrest, even if you believe the arrest is unfair.
- Say you wish to remain silent and ask for a lawyer immediately. Don't give any explanations or excuses and do not sign anything. If you can't pay for a lawyer, you have the right to a free one.
- You have the right to make a local phone call: The police cannot listen if you call a lawyer.
- Prepare yourself and your family in case you are arrested. Memorize the phone numbers of your family and your lawyer. Make emergency plans if you have children or take medication.

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## Safety Tips for Seniors

Contact the Northern Police Station with questions or concerns: (410)-396-2455  
Northern District Senior Liaison: Officer Doug Gibson

### Travel Safe

- Be alert when out: avoid going out alone or walking alone at night.
- Travel Light: Avoid carrying credit cards you don't need or excessive cash.
- Public transportation: Sit close to an exit or near to the driver on a bus if you are feeling unsafe.
- Trust your instincts: If a person or situation makes you uncomfortable, leave or ask for help.

### Protect Your Home

- Spare Keys: Do *not* leave spare keys under doormats or in mailboxes or planters → *ask a neighbor or a friend to keep them for you.*
- Ask for Identification: Do not allow a service or delivery person in your home until you've seen proper identification
- Your House Number: Make sure it is well lit and easy to see from the street

### Watch out For Con Artists

- Do not rush into signing documents: carefully check an insurance policy, a sales agreement, or a contract before signing. Have a trusted friend or family member read the documents as well.
- Shred all bills, notices, and personal mail before throwing them away!
- Seniors tends to be targeted for predatory lending or health insurance scams: Verify businesses or personnel before sharing personal information.
- Contact the National Consumer League's Fraud Center, AARP, the Better Business Bureau, or the Consumer Action for more tips to avoid fraud

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## Services for Seniors

### **Senior Network of North Baltimore**

5828 York Road Baltimore, MD 21212

Phone: 410-323-7131 // Fax: 410-323-3576

- A non-profit attached to the Govans Presbyterian Church.
- Hours of operation: 8:30 am-4:30 pm, Monday through Friday.
- Yearly membership fee of \$20

### **Office of Aging and CARE Services**

417 E. Fayette Street, 6th Floor

Baltimore, MD 21202

410-396-4932 // Senior Information and Assistance Call Center: 410-396-2273

- Available in this office:
  - Maryland Access Point, Baltimore City: A centralized service to provide information & assistance for individuals of all income levels who need long-term services or want to plan for future needs.

CHECK OUT *Community Resource 2014*: a comprehensive listing of agencies, organizations, resources and important services residents may be eligible for.

- Copies available at nearest Senior center, or through Baltimore City Maryland Access Point, or online at <http://baltimorehealth.org/seniors.html>

VISIT <http://baltimorehealth.org/seniors.html> for updates and all services available to seniors in the city

- Medical services, housing services, tax credits, transportation assistance, etc.