

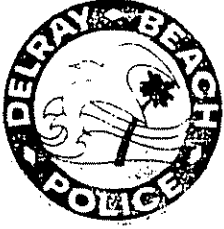
Delray Beach Police Department

Support Services Division



Citizen Observer Patrol Manual

Prepared by: Delray Beach Police Department



Delray Beach Police Department

300 West Atlantic Avenue • Delray Beach, Florida 33444-3695
(561) 243-7888 Fax (561) 243-7816



February 25, 2002

Dear Citizens Observer Patrol Member:

The Delray Beach Police Department has embraced the philosophy of a police citizen alliance to prevent and fight crime. Our goal is to improve the quality of life in our neighborhood by reducing crime and the fear of crime.

The Citizens Observer Patrol is an integral part of this philosophy. You have become the "eyes and ears" of the Police Department. I have watched this organization grow from a small group of concerned citizens to a large volunteer crime prevention force in this community.

I am proud of each and every one of you and salute your commitment to our common goal of improving our communities and reducing the fear of crime.

Sincerely,


JOSEPH L. SCHROEDER
Chief of Police

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PREFACE

The Delray Beach Police Department and Citizens Observer Patrol groups are dedicated to reducing crime wherever possible. This collective effort by police officers and community volunteers will help discover, report and ultimately apprehend those persons responsible for crime in the City of Delray Beach.

The ultimate objective of this combined effort is to reduce crime and help the citizens of Delray Beach feel secure in their communities. Additionally, citizen cooperation with the police department puts persons committing crimes in the community on notice that people not only support their police department in fighting crime but are actively working with police to do so.

POLICIES

It is a fundamental policy of the Delray Beach Police Department to fully support organizations wanting to become involved in crime prevention. The Department dedicates its resources to cooperative effort with Citizens Observer Patrol organization throughout Delray Beach. Police personnel will take necessary steps to ensure a successful joint-venture between citizen volunteers and the police department.

Citizens Observer Patrol volunteers serve as the eyes and ears of the department. It is your role to report suspicious incidents and crimes. Patrol volunteers should never pursue or attempt to apprehend any person suspected of or involved in any incident, offense or crime.

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 joint venture between the Police Department and your Citizens Observer Patrol organization.

GENERAL RULES AND REGULATIONS

1. **YOU ARE NOT A VIGILANTE.** You are simply an extension of the police department's eyes and ears.
2. **YOU ARE FORBIDDEN TO CARRY GUNS, KNIVES, STICKS OR OTHER WEAPONS.** You will jeopardize your own safety and the viability of the Patrol if you are ever physically involved in an accident.
3. **YOU ARE STRONGLY ENCOURAGED NOT TO GET OUT OF YOUR CAR WHILE ON PATROL UNLESS A LIFE THREATENING EMERGENCY OCCURS.** Observe suspects inconspicuously and at a safe distance. Investigate a suspicious activity or a suspect from your car. When a police officer arrives, **do not** get out of your vehicle unless instructed to do so.
4. **NEVER BLOCK A SUSPECT OR HIS VEHICLE.** Obtain a good description and direction of travel and report the information. Never follow or chase a suspect vehicle.
5. **OBEY TRAFFIC LAWS.** Drivers must have a valid operator's license and drive a properly registered and insured vehicle.
6. Do not park your vehicle where it may present a hazard to traffic. Use emergency flashers when stopped at the scene of an accident, disabled vehicle, etc.
7. Do not attempt to direct traffic or otherwise place yourself in danger from moving vehicles.
8. Make certain that all lights and turn indicators are in proper working order prior to going out on patrol. Make sure you can see and be seen by other traffic.
9. Watch for people coming home. Stop and wait to make certain they are inside safely and that no one is watching their arrival home.
10. Patrol drivers must be at least eighteen years of age and possess a valid drivers license.
11. Information teamed by volunteers that is of a confidential 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.

12. Do not acknowledge the presence of detectives; to **do** so may jeopardize an investigation.
13. **AVOID ALL CONFRONTATIONS.** The safety of patrol members is paramount. Be cautious in the use of flashlights to illuminate any area or suspects. The light could draw attention directly to you **or** your vehicle. The same caution would also apply to the use of video cameras. Using a video camera might put you too close to the scene and expose you to unnecessary risk. **ALWAYS LEAVE AN AREA IF IT IS POSSIBLE THAT A CONFRONTATION MAY OCCUR.**

In the event of a **life-threatening** situation to others or yourself, notify the police at once and advise that you are leaving your vehicle to assist.

IF YOUR COMMUNITY HAS ORGANIZED A "WALKING PATROL", the following additional rules apply to you:

1. Patrols must go out with at least two people.
2. Walkers must wear a brightly colored shirt or jacket. It is recommended that the garment have an identifying emblem or the name of the organization printed in a visible location.

COMMUNICATIONS EQUIPMENT

GENERAL GUIDELINES

- Roving Patrol - Reports to the Sergeant.
- You will be provided a cellular phone.
- Use the equipment carefully and properly at all times.
- If you have questions about the use of the equipment, speak with your patrol captain or lieutenant before going out on patrol.

- Should a problem arise while on patrol with your phone, contact your captain or lieutenant. In the case of the roving patrol, contact dispatch.
- Always speak clearly and answer questions with as much detail as possible. **DO NOT EXAGGERATE.**
- Never use profanity.
- Calls to 243-7800 are made when necessary.
- Make certain that you have as much information written down so that questions can be answered quickly and accurately. Use the form contained in this booklet for describing persons and vehicles to help simplify the process.
- If your vehicle is equipped with roof lights, they must be amber.

WHAT TO EXPECT WHEN CALLING 243-7800

Your information should be as accurate and concise as possible. Follow these guidelines to expedite the handling of your call:

1. BE PATIENT AND REMAIN CALM. The operator will ask you a number of questions. Do not be impatient. Units may have already been dispatched and be on their way while you are still on the phone.
2. Identify yourself and the Citizens Patrol group that you represent.
3. Answer all questions as they are asked.
4. If you are calling about a person, be prepared to provide facts about race, sex, height, weight and clothing
5. If you are calling about a vehicle, attempt to provide a color, make, model, style, tag number and direction of travel.
6. Be prepared to explain why the person or vehicle appeared suspicious and what was happening.
7. Remain on the line until the operator tells you to hang up. If requested, please provide your telephone number so that you can be contacted if additional information is necessary. **YOU ARE A VITAL LINK IN THE COMMUNICATIONS PROCESS.**

REMEMBER, PROVIDE AS MANY DETAILS AS POSSIBLE TO ASSIST THE OFFICERS IN PLANNING THEIR APPROACH.

The police would much rather respond to a call where they are not needed than not be called. If you feel police assistance is needed, CALL.

ADVICE FOR PATROLS

THE "GOLDEN RULE":

YOU ARE THE EYES AND EARS OF THE POLICE DEPARTMENT. YOUR JOB IS TO "OBSERVE AND REPORT"!

1. **NEVER BECOME DIRECTLY INVOLVED** in any incident/problem.
2. **NEVER ATTEMPT TO TAKE ANY ACTION OF A POLICE NATURE!**
By doing so, you expose yourself to danger and liability!
3. Use care and caution when operating your vehicle and be sure to obey all traffic laws. Do not allow your attention to be diverted from the road. If you are driving with an observer, the observer's total responsibility is to observe. You must maintain control of the car.
4. **NEVER PURSUE** another vehicle or a person fleeing from the scene of an incident. Never operate your car in a manner which jeopardizes your safety or the safety of others.
5. **DO NOT CARRY A WEAPON OF ANY TYPE!!** The carrying of a weapon is **not** authorized during patrol activities.
6. **DO NOT ATTEMPT TO ADMINISTER FIRST AID** unless you are properly trained and certified. If someone is in need of medical assistance, contact dispatch immediately and advise of the situation. Professional help will be dispatched immediately.
7. **NEVER** attempt to direct traffic or otherwise place yourself in danger from moving vehicles at the scene of an accident.
8. **NEVER** attempt to enter a burning building even if you are certain there are people inside. You could become trapped and create even a greater problem. Rescue is best left to the experts!

TERMINOLOGY WHEN REPORTING

Burglary/Breaking and Entering	Unlawful entry of a dwelling, business or vehicle
Robbery	Taking another's property by force or threat of force
Armed Robbery	Taking another's property by using a weapon or threat of a weapon
Theft	Taking property without forced entry, threats, physical force or weapons
Assault	An intentional, unlawful threat by word or action to do violence to a person, coupled with the apparent ability to do so.
Battery	Unlawful physical touching of another
Handgun Violation	Unlawful wearing, carrying and transporting of a handgun
Destruction of Property	Vandalism - The intentional destruction of private property belonging to another without their approval
Disorderly Conduct	Acting in a manner to disturb the public peace
Trespass	Unlawful entry of the land or premises for the purpose of invading the privacy of the occupants. The unlawful entry of POSTED PROPERTY.

FORM FOR DESCRIBING A PERSON OR VEHICLE

Always try and take a good look at the suspect so that you are better able to describe him/her. Remember, the police officer(s) will be looking for this person or vehicle based upon the description provided to 243- 7800!

REMEMBER. DO NOT PURSUE OR CONFRONT ANYONE!
Start from the head and work down Use the form below to simplify the process.

	1ST SUBJECT	2ND SUBJECT	3RD SUBJECT
Race			
Complexion			
Sex			
Age			
Height (in 2" increments)			
Weight (in 10 lb increments)			
Build (large/medium/small)			
Hair (color/length/style)			
CLOTHES TOP TO BOTTOM			
Hat (type/color/markings)			
Coat (style/length/color/markings)			
Shirt (style/color/markings/sleeves)			
Pants (color/jeans/slacks/shorts)			
Shoes (color/type)			
Any distinguishing features (glasses:facial hair:scars; tatoos)			
	VEHICLE 1	VEHICLE 2	VEHICLE 3
Color/Year/Make/Model/Body Type			
License Tag Number and State			
Number of Occupants (describe, if possible)			
Direction of travel			
Other (bumper/window stickers)			

WHAT TO REPORT

The primary responsibility of COP patrols is to observe and report situations which may require response by trained personnel. Examples of emergency situations would include:

- crime in progress
- injured persons
- chemical spills
- suspicious vehicles
- suspicious persons/conditions
- fires
- natural disasters
- accidents

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 different situations you may encounter are endless. Therefore, you must **think carefully** and always **consider your personal safety first**.

SUSPICIOUS ACTIVITY

Anything that seems out of place or occurring at an unusual time or location should be reported. The 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.

YOUR CALL COULD SAVE A LIFE, PREVENT AN INJURY OR STOP A CRIME!

OBVIOUS THINGS TO WATCH AND LISTEN FOR

- ◇ Any person entering a building in other than normal manner (through the door);
- ◇ Someone screaming for help - could mean a robbery or assault;
- ◇ Merchandise being sold at ridiculously low prices (the merchandise could be stolen property);
- ◇ 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 gun shots or audible alarms;

NOT SO OBVIOUS THINGS TO WATCH AND LISTEN FOR

- ◇ Persons going door to door. Watch the person(s). If they try a door to see if it is locked, look into windows or go into the side or back yard, 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 something to steal.
- ◇ Person or persons running, especially if carrying something of value or if they are being chased by someone.
- ◇ Persons carrying property(TV, VCR, etc.)that is not wrapped or boxed as if it was just purchased Pillow cases 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, etc.). The person may be injured, under the influence of drugs or otherwise needing 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 durations.
- ◇ 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, 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 from a vehicle (could be stolen property or 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).

***DO NOT HESITATE!!
Report Observations Immediately***

WHAT TO DO IF:

You observe a criminal incident:

1. Remain calm! Remember, **YOUR SAFETY IS PARAMOUNT!**
2. Remain a safe distance away.
3. Report immediately and accurately exactly what is taking place. Pay particular attention to the number of people involved, if there are any vehicles or if any weapons are displayed.
4. Give direction and method of escape. Do not confront a suspect to prevent his escape. Obtain the best possible description, method of travel and direction and telephone the information to the dispatcher.

You observe disorderly subjects:

1. Remain calm
2. Tell what is happening exactly like it is -- do not exaggerate!
3. Provide the exact location and approximate number of people involved.
4. Remain at a safe distance until police arrive. If the situation presents a danger to you, leave the scene until arrival of the police.
5. Always remember that some things appear to be suspicious but may actually have a reasonable explanation. **Do Not** take action yourself. Report the information so that it can be investigated by the police.

You observe a disabled auto:

1. Stop your vehicle at the scene of the disabled auto, if possible. Park off the traveled portion of the roadway. Activate seaming flashers to alert traffic to your presence.
2. Verify that it is a disabled vehicle. Is it causing a traffic hazard?
3. Is the operator present?
4. Give the exact location and auto description. Include color, make, model, year and tag number.
5. If a car is observed in an out of the way location and shows evidence of being stripped, call immediately. **Do Not Approach the Vehicle!**
6. If anyone is in the area of a stripped vehicle, try to record any description that you can. Remain at a safe distance until police arrive.

You observe an injured person:

1. Park your vehicle at a safe distance from the accident and in a manner that does not create a traffic hazard.
2. Try and ascertain the nature of the injury and how it happened. If the only way to do this is to leave your vehicle, notify the dispatcher that you are leaving the vehicle and take the phone with you.
3. Unless you have received certified training, **DO NOT** administer first aid. **DO NOT MOVE AN INJURED PERSON** except under extreme emergencies.

You Come Upon An Auto Accident:

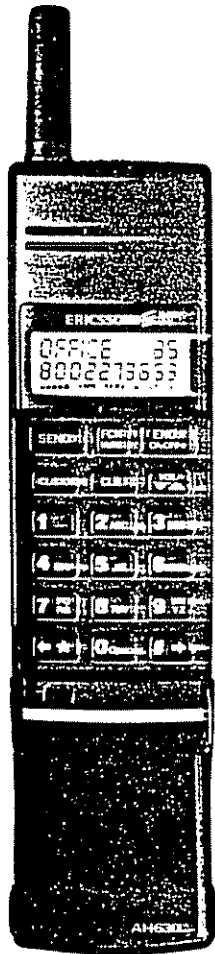
1. Stop and report the accident. Park your vehicle at a safe distance from the accident and in a manner that does not create a traffic hazard.
2. Do not direct traffic or place yourself in jeopardy from the traffic.
3. Be alert for fallen wires, spilled gasoline and fire in vehicles. Do not use flares.
4. Do not drive over debris or destroy skid marks. These could assist the police with their investigation.
5. Report the exact position, number of vehicles, number of persons, injuries and if an ambulance is needed. Also report if the vehicle(s) is/are blocking traffic.
6. Do not drive by and report. Verify the situation and stay on the scene until help arrives. If, in your judgment, lives may be at stake, report to dispatch that you are leaving your vehicle. Take the telephone with you and observe the condition of the occupant(s) in the vehicle. Report back to the dispatcher your observations.

You Observe a Fire:

1. Park well back from the fire scene.
2. If it is impossible to determine the address, get building names or local points of reference to best describe location of the fire.
3. **DO NOT ENTER THE BUILDING!** Smoke will quickly overcome the unprepared and untrained.

You observe a natural disaster:

1. Park well back from the scene and in such a way as to not impede traffic.
2. Make note of the type of incident; whether power lines are down; whether traffic flow is affected; is there a risk of injury; etc. and telephone the information to the dispatcher.



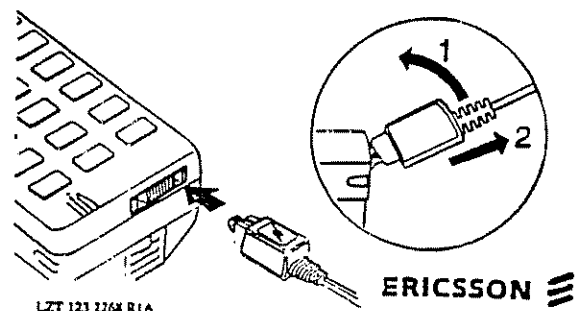
CELLULAR PHONE INSTRUCTIONS

1. Should you care to use phone connected to your cigarette lighter, follow this procedure:
 - a. Upon entering car, plug phone into cigarette lighter. Push "ON," leave power on until you finish tour.
2. Making call to dispatch:
 - A. Dial 243-7800
 - B. Push "SEND" to send call.
 - C. Dispatch will answer.
 - D. Give name, location of problem.
 - E. Stay on line until dispatch advises disposition of call.
 - F. Call completed push "END," leave power on
3. End of tour:

Push "OFF" to shut down power.
If connected to cigarette lighter = pull lighter connection out of cigarette lighter, "NOT BY WIRE." Pull on plastic knob.
4. If meeting next tour, hand all equipment to them. If no tour after yours, return equipment to storage area and plug phone into charger.
5. Floodlight - pull out of lighter holding plastic knob - "NOT WIRE."
- *6. To activate an incoming call, push "SEND" button - after call, push "END." DO NOT turn off power.

CHARGING INSTRUCTIONS:

Install charging plug with lightning mark in up position. Push plug straight in, as shown in diagram. When removing plug tilt plug up or down - DO NOT attempt to pull plug out in a straight position.



L2T 123 2264 R1A



Delray Beach Police Department

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VOLUNTEER APPLICATION

NAME: _____ SOC.SEC.# _____

ADDRESS: _____ ZIP CODE: _____

PHONE#: _____ AGE: _____ DATE OF BIRTH: _____

FLORIDA DRIVERS LICENSE#: _____

ARE YOU CURRENTLY EMPLOYED ? _____

ARE YOU CURRENTLY A VOLUNTEER IN ANOTHER DELRAY BEACH POLICE PROGRAM OR A VOLUNTEER PROGRAM IN ANOTHER CITY?
YES ___ NO ___ IF YES, FOR WHOM AND WHAT AREA? _____

ARE YOU A PART TIME RESIDENT OF DELRAY BEACH ? YES ___ NO ___

DO YOU HAVE ANY PHYSICAL CONDITION THAT WOULD PREVENT YOU FROM PERFORMING YOUR WORK AS A VOLUNTEER? YES ___ NO ___
IF YES, PLEASE EXPLAIN: _____

EMERGENCY CONTACT: NAME: _____ PHONE: _____

HAVE YOU EVER BEEN ARRESTED OR COVICTED OF A FELONY?
YES ___ NO ___ IF YES PLEASE EXPLAIN: _____

SHIRT SIZE: S ___ M ___ L ___ XL ___ XXL ___

ARE YOU A GRADUATE OF THE DELRAY BEACH POLICE DEPARTMENTS CITIZENS POLICE ACADEMY? YES ___ NO ___ IF YES, WHAT CLASS ? _____
* DEVELOPMENT NAME: _____

certification: I hereby certify that all statements on this application are true to the best of my knowledge. I also give the Delray Beach Police Department full permission to make any and all Inquires into to my personal and business affairs as well as criminal history and driving record,or anything else deemed necessary in the interest of the Department and my appointment therein:

SIGNATURE: _____ DATE: _____



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CITIZEN ROVING/OBSERVER PATROL AFFIDAVIT

I _____ have completed the Delray Beach Police
(Please Print)
Department training on the Citizen Roving/Observer Patrol, and I also understand all the rules, regulations and procedures to follow during my involvement with the Citizen Roving/Observer Patrol.

I have also received a copy of the Rules and Regulations governing the Citizen Roving/Observer Patrol.

Should I have any questions or doubts I will contact my unit Captain or a member of the Delray Beach Police Department for assistance.

Signature

Date

Witness (Print Name)

Witness I.D. #

Date