

SBIC Membership Application

For just \$5 per person, you can become a member of the South Baltimore Improvement Committee, a non-profit 501(c)3 community organization. Your dues help SBIC promote and support a number of activities in the neighborhood, including youth events, social events, community clean-ups, public safety, beautification projects, newsletter printing and distribution, and donations to other local non-profits. All members must be residents of SBIC which is bounded by Light, Cross, Race, and McComas Streets.

To become a member, please fill out and return this form with payment to: SBIC, PO Box 6364, Baltimore, MD 21230, or bring it to a General Membership meeting. Please do not mail cash.

Name 1: _____

Name 2: _____

Street Address: _____

Preferred Phone: _____

Email Address: _____

All dues are tax-deductible under Federal guidelines.



South Baltimore Improvement Committee, Inc.
PO Box 6364
Baltimore, MD 21230

Non-Profit Org
U.S. Postage Paid
Baltimore, MD
Permit No. 7217

To Our Neighbors

Mailing service provided by Precision Postal

SoBoImCo

A publication of SBIC—the neighborhood association for South Baltimore



July 2008

SoBo Night at the O's

Tickets are still available for South Baltimore Night at the O's vs. Red Sox on Wednesday, August 20th at 7:50p.m.. Tickets are \$12 for SBIC members and \$15 for non-members.

Prior to the game, join your friends and neighbors at Muggsy's Mug House at 1236 Light Street for a pre-game happy hour with drink specials, then head on over to Camden Yards to watch the Birds take on the Red Sox.

For tickets, contact Julie at 410.547.7467 or Julie@soboimco.org. Our group tickets will be available until August 1st.

New Meeting Time Starting in September

The neighborhood association will take its regular break this summer, and there will be no General meeting in August. The General meeting schedule will resume on September 2nd with a new, slightly different schedule: The General meeting will still be on the same day (the first Tuesday of the month), but it will start 30 minutes earlier, at 7:00 pm, rather than 7:30 pm, and there will be a 6:30 pm social with light refreshments.

Please remember to show up early for the September meeting!

REMINDER:

Independence Day is Friday, July 4th.
City offices will be closed . No trash pick up.

Community Meeting

The next General Meeting
will be
Tuesday, July 1st

7:30 p.m. at Olive Branch UMC
(corner of S. Charles St. &
Fort Ave.)

Recycling Days

All paper, cans, glass, and numbers
1-7 plastics shall be collected on the
2nd & 4th Fridays, July 11th &
25th



All recycling collected streetside

Get Out!

Visionary Pets on Parade
Friday, July 4th
10:00a.m.

American Visionary Arts Museum

The best dog-gone parade in town! Free! Dress your pet & strut your stuff. Sit and stay for the pet talent show! And don't miss the owner/pet "musical chairs." Trophies awarded for Best Costume, Most Patriotic, Most Visionary Pet, Owner & Pet Look-alikes, Least likely to Succeed as a Pet, and more. PETS OF ALL KINDS ARE WELCOME. Owners are responsible for pet's behavior and bodily functions. Baggies, H2O, and shade will be provided. Pets must be leashed or carried. 9:30 am Pet Registration

4th of July Celebration
Friday, July 4th

Inner Harbor

Enjoy live music starting at 3:00pm in the amphitheater, with fireworks starting at 9:30p.m.

Artscape

July 18th-20th

Friday & Saturday, Noon-10:00p.m.

Sunday, Noon-8:00p.m.

Mt. Royal Ave & Cathedral St.

The largest free public arts festival in the country, Artscape features 150+ artists, fashion designers and craftspeople. See page 6 for more info.

Neighborhood Cleanup

Saturday, July 19th

Charles St & Fort Ave

Bags, brooms & gloves provided.

Summer Restaurant Week

July 26th—August 3rd

Enjoy specially selected (prix fixe) three-course dinner menus for just \$30.08. Or if lunch is your thing, some restaurants also offer a three-course lunch for \$20.08. Visit www.baltimorerestaurantweek.com for more info.



SoBoImCo

SoBoImCo is a monthly production of the South Baltimore Improvement Committee, Inc. whose mission is "to encourage, through regular meetings, the formal exchange of ideas; to work with local law enforcement in promoting safety; and to assist individuals and families in the continuing process of neighborhood renewal." We welcome articles, ads and photo submissions via mail or email:

South Baltimore Improvement Committee
P.O. Box 6364
Baltimore, MD 21230
eastenddesign@att.net

We reserve the right to edit or reject submissions. Articles represent the opinions of the authors and not necessarily those of SoBoImCo. We believe all sources of information are reliable, however, we do not guarantee completeness or accuracy.

Membership

Residents of South Baltimore are encouraged to become members of SBIC. Just contact an SBIC officer for more information.

Meetings

Community meetings of SBIC are usually held on the first Tuesday of every month at 7:30 p.m. at the Olive Branch United Methodist Church located at the corner of Charles Street and Fort Avenue.

Website

www.soboimco.org

Play Ball!

Home O's games:

July 1-3 vs. Kansas City
July 4-6 vs. Texas
July 17-20 vs. Detroit
July 21-24 vs. Toronto
July 25-27 vs. LA Angels

Save yourself a ticket and a tow and watch for restricted parking during stadium events in Area A and Area 30 parking zones.

SBIC Committee Contacts

President

Donnie Fair
443.324.7752
President@soboimco.org

Vice President

Patrick Mutch
410.468.0118
VicePresident@soboimco.org

Secretary

Joe Costa
410.539.1902
Secretary@soboimco.org

Treasurer

Dennis Plouff
410.385.9969
Treasurer@soboimco.org

Design Review Committee

Steve Zaleskiwicz
443.790.4520
Steve@soboimco.org

Police/Community Relations

Sharron McCulloch
410.659.5159
Sharron@soboimco.org

Liquor Advisory Committee

OPEN

Sanitation & Beautification

OPEN

Newsletter Editor/Business Liaison

Julie Tice
410.547.7467
Julie@soboimco.org

Social Committee

Ugur Erickson
410.576.1020
Ugur@soboimco.org

Parking

Debbie Alt
410.576.1017
Debbie.Alt@soboimco.org

Youth Committee

OPEN

Other Contacts:

Area 30 RPP Representative

Cynthia Griffin
410.446.5686
area30parking@gmail.com

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Take Ownership of Your Neighborhood

By Patrick Mutch

What do you value in your life that makes you realize the sense of ownership? For example, is it your house, apartment, car, pair of jeans, job, exercise, church, all of these or others? By nature, we are a society of wanting to own materials, power or prestige. How about the neighborhood that you live?

There is so much positive energy occurring in Baltimore City these days that you should want to own a piece of belonging to the excitement of its growth and improvement. Better yet, your own neighborhood offers so many opportunities to own a piece of its vitality.

Think about what part of owning the neighborhood that you appeals to you. Get involved and act like you own it. When you really value and own something, you are committed to it. And you speak up or do something about it when someone or something is threatening it.

Start with your own home whether you own it or rent it. In most cases, your home does include a front street, back yard, and alley. Take ownership of your entire home. Keep it clean and protect it when you see threats to it. Residents who are here for only a short time can still take the same responsibility.

If you already have that sense of ownership of your home, think about expanding your level of ownership. Check out the services of SBIC and decide what additional part you would like to own. Currently, a small group of owners do a lot for the neighborhood, themselves and of course you who don't demonstrate any sense of ownership.

Own a part of your neighborhood! You will enjoy the benefits of ownership and become rich in more ways than you had thought possible.

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410-336-6118,
SethRosenberg@gmail.com

Civility Revisited

By Amy Mutch

This article is a second attempt to motivate residents of South Baltimore to be polite, thoughtful citizens. I wrote an article on civility in 2005 but felt compelled to revisit this issue after hearing some disheartening stories from my neighbors. One elderly resident told me she had spent the morning washing vomitus off her marble stoop thankful she hadn't slipped first with devastating consequences. I'm sure the intoxicated individual had no worries other than to relieve him/herself in the moment but complications from a hip fracture or subdural hematoma can be the end of another's life. Yesterday a water main break was shooting water with great force against a house that had screens in the windows. Witnesses were laughing at the site knowing that the house was being flooded but no one was calling 311 for notification and assistance. Incivility is best witnessed every Friday and Saturday night when neighbors walk home from the bars yelling, urinating, littering half eaten pizza and boxes, beer bottles, red cups and destroying flower pots. Baltimore City has been raising citizens for over 200years and she deserves a little respect!

Speaking of our history, funding for public education was hotly debated by our founding fathers. The decision for taxation to fund education was based on the necessity to teach civics in order to sustain our democratic society. Civics is defined as a deep-seated set of values that is the foundation for responsible citizenship (A World Waiting to be Born by M. Scott Peck, M.D.). Being a good neighbor in a row house community offers the perfect setting for civility. A good neighbor's actions can make your day a little nicer or could literally save you life!! I will list my favorite behaviors to start and feel free to add your own to the list:

- Introduce yourself to you neighbors, owners and renters. You may consider offering a phone number.
- If you are having a party, inform your neighbors who could be affected by the noise and parking.
- Offer to watch a neighbors property if they are out of town. Remove papers, flyers from the stoop that indicate no one is home.
- Follow the trash ordinances because they are there to discourage rats, odors, and unsightly images.
- Dog owners must clean up excrement. Discourage your pet from walking or urinating on flower beds.
- Don't Litter
- Avoid foul language in public.
- When parallel parking be mindful of the space that could allow for another car.
- Call 311 or 911 if you witness any incident that requires the attention of a city official. Police, medical, or fire emergencies are obvious but even an overflowing public trash can is a 311 call. Yes, public works will send a trash collector to the site.

All these behaviors are acts of thoughtfulness. We can celebrate our diversity as a community yet all be recognized by our civil behavior. To those of you who are motivated to do even more, get involved in your neighborhood association SBIC.

Flicks from the Hill Outdoor Film Series

FREE OUTDOOR MOVIES SCREENED UNDER
AVAM'S GIANT GOLDEN HAND!

Grab a blanket, picnic under the stars, and watch a great film inspired by the current exhibition ALL FAITHS BEAUTIFUL. Thursdays, June 19–August 7 starting at 9 pm; Museum is open & free between 5 and 9 pm on Flick nights (donations welcomed). Rain location: Jim Rouse Visionary Center.

2008 line-up:
June 19, Sound of Music;
June 26, Rebel Without a Cause;
July 3, Oh Brother, Where Art Thou?;
July 10, Close Encounters of the Third Kind;
July 17, The Gods Must Be Crazy;
July 24, Quiz Show;
July 31, Harold and Maude;
August 7, Casablanca

From the Prez Desk

By Donnie Fair

Here are a few quick bullet points about things of which to be aware:

The next neighborhood meeting is on Tuesday, September 2nd at 7:30.

Al Evans resigned as Chairman of the Liquor Board and Tom Jones has volunteered to come in behind Al to resume the great work that Al started with the neighborhood association. Al's dedication and energy is already missed. Through his work, our neighborhood association pioneered the concept in Baltimore City of a Liquor Advisory Committee. The model that he created has been emulated in many other neighborhood associations in the city. The Executive Board is grateful for and appreciates the time that Al devoted to the neighborhood.

Starting with the September 2nd meeting, the neighborhood meetings will start at 7:00pm rather than 7:30pm, and there will be a social before the meeting starting at 6:30pm, which will have light refreshments. The social will be a great opportunity to talk to your neighbors and the SBIC Executive Board, and sample some of the food from a local restaurant.

The Heath Street Block Party was cancelled at the last minute by the Mayor on account of the tornado warnings (yes, tornado warnings). I have not been made aware of any plans of the Police Department to reschedule the block party. However, this has not deterred the Executive Board from pursuing another event.

Vice President Patrick Mutch will be our Secretary pro tempore until the middle of September while Secretary Joe Costa is out of the country. Safe travels to Joe, and we'll see you when you get back!

The annual neighborhood summer BBQ is coming up! More details to follow...

If you are interested in being a Committee Chair and therefore an Executive Board Member, please get in touch with me via email president@soboimco.org or via telephone at (443) 450-4700; the neighborhood association is always on the lookout for volunteers and especially leaders.

Lots Happenings at the Light Street Branch Library

MOTHER GOOSE ON THE LOOSE
Wednesdays, 10 a.m.
For children up to the age of three with their caregivers. An interactive nursery rhyme program with music and movement.

NAIL ART WORKSHOP
Monday, July 21, 3:30 p.m.
Learn the basics of nail care and nail art from licensed professionals and practice performing basic manicures in this nail art workshop for teens.

PRESCHOOL STORYTIME
Wednesdays, 11 a.m.
Ages 3-5. Stories, songs, and fun for preschoolers.

CRITTER CRAFTS
Tuesday, July 22 and July 29, 4 p.m.
Beautifully buggy crafts and summertime fun.

THE CORAL REEF
Tuesday, July 1, 10:30 a.m.
Watch the Sea Star find a new home with help from a Clown Fish and a Sea Squirt. Presented by the Aquarium on Wheels Program.

HIP HOP DANCE
Thursday, July 24, 5:30 p.m.
Folashade demonstrates fundamental dance steps in contemporary Hip-Hop and Rap music in this dance workshop for teens.

THE THREE (NOT SO) LITTLE PIGS
Tuesday, July 8, 10:30 a.m.
Blue Sky Puppet Theater presents a twist on the classic three pigs story.

CLAY CREATIONS
Saturday, July 26 & August 2, 1-2:30 p.m.
A fun afternoon for teens creating, painting and bringing to life clay objects.

PLAY THE DRUMS
Thursday, July 10, 5:30 p.m.
Listen to a live steel drum performance and learn how to play in this workshop for teens.


CRAWLING CRITTER TALES
Tuesday, July 29, 10:30 a.m.
Wiggle with giggles in this interactive storytelling program. Presented by Diane Macklin.

MAGIC & WIT & BUGS
Tuesday, July 15, 10:30 a.m.
Magician Mike Rose presents interactive magic, quick wit, off the wall mind reading stunts and amazing sleight of hand.

SO TALL!!!
Wednesday, July 30, 10 a.m.
Music and movements for infants and toddlers. Presented by musician Sue Trainor.

Don't forget to sign up for this year's Summer Reading Program. There are programs for adults, teens, children and babies, too! Stop in soon for fun and prizes!

Call 410-396-1096 to register for all programs



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Historically **HIP**

JOIN US
SATURDAY
JULY 5TH
10:00AM-5:00PM

2nd Annual Federal Hill
SIDEWALK SALE

Summer time fun and bargains...
Join us Saturday, July 5th from 10:00am to 5:00 pm for our 2nd annual Federal Hill Sidewalk Sale. We'll have dozens of great deals, discounts, and giveaways from some of the finest shops in the neighborhood... right out on the sidewalk. Mark your calendar and don't miss out on the fun.

Participating areas:
800-1200 block South Charles Street
800-1200 block Light Street
Both Cross Streets

REFRESHING
SUMMERTIME TREATS
FROM AREA RESTAURANTS

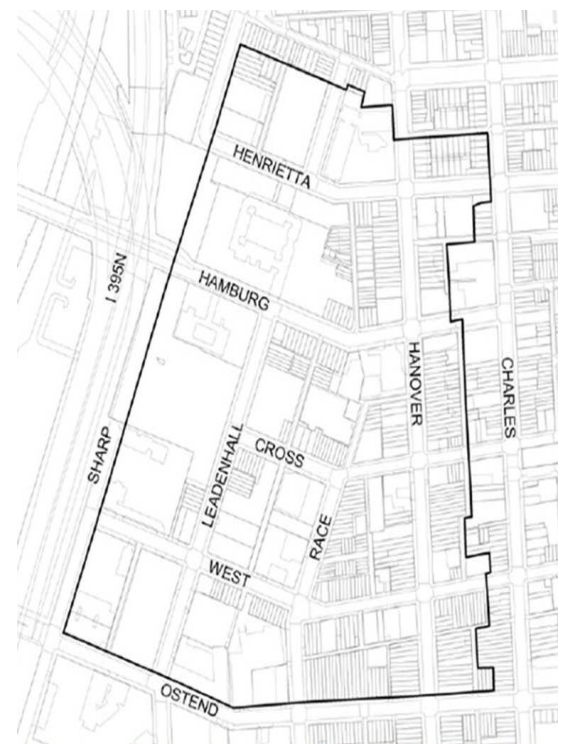
For more information contact Sobotanical at info@sobotanical.com or call 410-234-0333.

Proposed New "Zero Hour" Residents-Only Parking AREA

Unit and 100 West Ostend and AREA A blocks north of West Ostend have been identified as blocks in the Sharp Leadenhall boundaries set for annexation by petition into a newly formed Sharp Leadenhall permit parking area with "Zero Hour" or Residents Parking Only. This new area, as shown in the attached map, will have no grace period whatsoever for parking.

If this petition to move these blocks into Sharp Leadenhall's parking area is successful, residents of these blocks will no longer be able to park in any other RPP area, including their current RPP area, except for the allowed grace period time displayed on the signs.

Petitions to convert each block require 60% of each block face to sign, one adult homeowner signature per address.



Design Review Committee

By Steve Zaleskiwicz

There is still a lot of construction activity in the neighborhood, and with it plenty of illegal, unpermitted and unscrupulous work. Part of the requirements associated with building permits is maintaining a clean job site, free of construction debris, but many Contractors are leaving trash and chemicals in back yards or just dumping it in the alleys. So I urge you to report any contractors who are not willing to clean their work site by emailing or calling 311 to file a complaint, and continue to do so until you get help.

Permit information can be found online at www.baltimorehousing.org, but proper posting of the permits at the job site is required. Currently, there is no contact information on the permits beyond the owner's name, but I am going to contact the permits office and see if there is anyway that it be mandatory for persons getting permits to place a telephone number on the permit that is going to be displayed at the work site. If you see work being done without a permit posted please report it. Call 311 and file a complaint, you do not have to give your name or number for this.

For those of you who are considering the sale or rental of your house, your first marketing effort should be to clean and maintain the front of your house and sidewalk clear of leaves, trash and newspapers. Not only is it your legal responsibility, but a clean front step is much more attractive to potential buyers and tenants.

Attracting Zipcar to Federal Hill and South Baltimore

By Kitty Chan

Have you heard about car-sharing? Wondered if it could be right for you? Want to get a car-sharing program to expand to Federal Hill and South Baltimore?

It's convenient having your own car, but owning a car in the city can be tough. Without considering depreciation, the cost of car payments, insurance, and gas can take a big chunk out of your monthly budget. Also, unless you have off-street parking, finding a space, especially on Friday and Saturday nights, can be frustrating. Enter car-sharing. The concept is simple. Rather than having your own car, you share a car with other members. You reserve and use the car when you need it, paying an hourly or daily rate. One car-sharing company, Zipcar, already has a presence in Baltimore with 10 hybrid cars (mostly Prius and Honda Civic) around the Johns Hopkins University Homewood campus in Charles Village.

If you don't use your car to commute or have a second car you don't use regularly, car-sharing can be a good solution. Using a Zipcar for 8 hours a month will cost (after membership fee) \$72/month; using 20 hours per month would run \$180/month. Of course, the more you use the car, the less economical the car-sharing would be. However, it still seems a bargain compared with total costs of car ownership. By Zipcar's calculation, it costs \$644/month to own and operate your own car (includes depreciation, financing, maintenance and registration costs, parking as well as gas and insurance; see <http://www.zipcar.com/jhu/is-it/compare-own>).

So how does Zipcar work? After you pay an annual membership (\$50 annual membership; \$25 one-time application fee), you get a Zipcar card that you will use to unlock the car. You reserve a car online or by phone for when you need it and pay for use of

the car by the hour (\$9) or the day (\$66). The rate includes gas and insurance, plus 180 free miles for reservation(s) within a 24 hour period. Each additional mile cost \$0.35. You get and return the car to the same reserved spot (no more finding parking space!) (<http://www.zipcar.com/how/>).

Interested? Would you like to encourage Zipcar to locate a car in our area? Zipcar needs 25 members to support a car. If they know lots of folks from our area would seriously consider joining up, we will get on their radar as a priority location for future expansion. There's no need to pay to become a member now. Just let them know that you'd be interested in being notified if Zipcar comes to this area so they can estimate the number of potential members from our area.

So how do you do this? Go to the [zipcar.com](http://www.zipcar.com) home page and click on "contact us" at the bottom of the page. From the "contact us" page, clicking on "stay in touch" in the left hand side will take you to the "notify me" page (or you can just type in: <http://www.zipcar.com/notify-me>) where you would be asked to provide your name, e-mail address and your home address. While you don't have to enter every piece of information if you don't want, your e-mail address will allow them to notify you if there's a car in your area and the street/zipcode will help them figure out where the interest is.

Even if car-sharing isn't for you, help spread the word to your friends and neighbors. Taking a car out of commission will not only save money and aggravation for the person who gives up the car, it can open up more parking spaces for the entire community! Go find out more about Zipcar by going to [Zipcar.com](http://www.zipcar.com) today!






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In a Minute

By Joe Costa

The following is a summary of the June 3rd General Meeting:

Speakers

Jane Seebold is the new Executive Director of Federal Hill Main Street, a business oriented South Baltimore association. She is seeking to involve her group with other community groups to identify and work on common issues, concerns and initiatives. The organization issues a newsletter every four months. It has 8 offices around Baltimore. Julie Tice, SBIC Newsletter and Business Liaison person, chairs Main Street's Design Committee. The organization is involved in a number of ongoing activities, such as: improving the Key Highway/Light Street intersection; establishing free circulator buses in the City; and, establishing a Charles Street Trolley that will operate on fixed tracks and extend from Conway Street up past Hopkins University.

Kitty Chan described the Zip Car concept, which is in use in other cities and at Hopkins, as a way for individuals to share the use of cars located conveniently in an area. Hopkins has 10 cars in its Zip Car area. There is an annual fee for those who would participate in such a scheme, and a \$9 hourly rate for the use of a car that covers gas, insurance and other related expenses. She suggested that this was a good concept for folks who drive only occasionally. If there is enough interest, consideration will be given to locating Zip Cars here. Approximately 25 persons are needed to support a car for consideration to be given to implementing the concept in an area. Kitty will be writing an article for the SBIC newsletter with more information on this subject.

Announcements

-SBIC is looking for volunteers to chair several of its executive committees. Contact Donnie Fair for more information.
-Small recycling bins are for sale--\$7. Contact Patrick Mutch.
-Reduced price Orioles tickets are for sale for the August 20th Red Sox/Orioles game. \$12 for SBIC members. \$15 for non-members. Contact Julie Tice.

Vibe Hair Studio

Urban chic at a savvy price



OPEN TUES-FRI: 11AM-7PM. SAT: 10AM-4PM
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Miss Mow Mow

Miss Mow Mow is brown tabby who is quite chatty and affectionate, loves of hugs and kisses. Come hear her friendly, "mow mow." 1.5 years old. 7.5 lbs. Brought to the shelter on 3/31 because her family could no longer care for her. Spayed, tattooed,

Denny

Denny is a terrier mix who is a playful guy with puppy energy. He knows sit on cue and loves to work for treats. 9 months old. 29 lbs. Brought to the shelter on 3/12 after someone found him and brought him to our care. Neutered, tattooed, heartworm negative.



Felv/FIV negative.

\$65 adoption fee includes Spay surgery, Rabies, DHLPP, and Bordatella vaccines, De-wormer, Flea preventative, Heartworm or Felv/FIV test, General examination, Pet License for Baltimore City residents.

To learn how to adopt these orphans, stop by BARCS at 301 Stockholm St (near Ravens' Stadium), phone 410-396-4695 or visit www.BaltimoreAnimalShelter.org

Artscape 2008

What is Artscape?

The largest free public arts festival in the country, Artscape features 150+ artists, fashion designers and craftspeople; visual art exhibits on and off site, including exhibitions, outdoor sculpture, art cars, photography and the Janet & Walter Sondheim Prize; incredible live concerts on four outdoor stages; a full schedule of performing arts including dance, opera, theater, fashion, film, experimental music and performances by the Baltimore Symphony Orchestra; family events such as hands-on projects, demonstrations, competitions, children's entertainers and multiple street theater locations; and a delicious, international menu of food and beverages that is available throughout the festival site.

JULY 18TH-20TH

FRIDAY & SATURDAY, NOON-10:00P.M.

SUNDAY, NOON-8:00P.M.

MOUNT ROYAL AVENUE & CATHEDRAL STREET

VISIT WWW.ARTSCAPE.ORG FOR MORE INFO

It's music, too

Over 60 musical performances are scheduled over three days, including:

Roberta Flack
Joan Jett & The Blackhearts
Rusted Root
Ne-Yo
Mike Doughty
The Wallers

Preventing Armed Robbery - Both in the Home and Commercial Business

By Sharron McCulloch

Wouldn't you agree that a robbery is a dangerous situation for everyone involved? Robberies are over in less than two minutes. What you do in those two minutes of time could make the longest two minutes of your life, or the last two minutes of your life. ***Your number one priority in any crime is your personal safety!***

Remember: If the robber demands cash or property, give it up! It's not worth injury or death. No one likes to think about becoming a victim of a crime. However, the time to think about a robbery is before it happens. Crimes against individuals, homes, and businesses are usually crimes of opportunity. If you make it easy for someone to target you for a robbery, chances are someone will. So don't make it easy. Make it risky and unrewarding.

Develop a plan for what to do before, during and after a robbery, and regularly check to see that policy and procedures are communicated and followed.

What to Do Before:

- **Lighting:** Install good lighting both inside as well as outside of your home or business.
- **Clean:** Keep your property or business clean and free of clutter.
- **Escape Routes:** Locate and eliminate any potential escape routes or hiding places for a robber.
- **Visibility:** Never restrict the view either into or out of your home or business with signs or displays on the windows or door. Always maintain maximum visibility.
- **Check:** Keep alert at all times, checking for loiterers or people watching your property. If you own or work in a business, greet and make eye contact with everyone who enters the store.
- **Cash Control:** Keep a minimal amount of cash on hand. Less than \$50.00 is ideal, and use of a drop safe is advisable. Make frequent cash pickups and never count cash at the counter area.
- **Register:** Should be centrally located within the business and easily seen by customers as well as passers-by.
- **Bank Runs:** Should be made at alternate times and routes. Try to use a variety of containers to carry the cash in and whenever possible try to use a different courier to make the bank runs. Also: Go directly to the bank!

What to Do During:

- **Stay Calm:** Let the robber know that you intend to cooperate. Don't make any sudden moves. Warn the robber of any children or persons in the home. Warn the robber of surprises such as an employee in the back, delivery people, or a customer about to enter the business.
- **Do What You're Told:** Don't argue. Obey all of the robber's orders. Keep all communication with the robber short and simple.
- **Give It Up:** Turn the money over to the robber. Try to treat this as if it was just another business transaction.
- **Don't Try:** Remember whether a robber produces a weapon or not, you must assume that the robber is armed and that the robber has the advantage and controls the scene. More importantly he/she will not hesitate to use it. Do not fight the robber or use a weapon—violence will only increase everyone's personal risk.
- **Alarm:** The time to push the ALARM is AFTER the robber has left your business.

What to Do After

- **Don't Follow:** Do not follow or try to chase the robber. Instead, call 911 immediately!
- **Observe:** Observe as much as you can about the robber's physical features and mannerism, type of weapon used, the route and means of escape, the type of vehicle (i.e. make, model, and color) so you can accurately describe them to the police.
- **Report It:** Immediately report it to the police. DO NOT hang up the phone until the police arrive.
- **Lock Up and Protect:** Lock the door and protect the crime scene. Separate all employees and customers, do not let them
- **and discuss the robbery until the police arrive.** Have them write down what they observed.
- **Cooperate:** Cooperate fully with authorities. Do not disclose to anyone other than the police the amount taken in the crime.

Tips for Calling 911 and 311!

The Baltimore City Police Department asks that you use the 911 and 311 systems to report problems in your neighborhood. When you call 911 and 311, please remember these important tips:

Provide the specific street address or the nearest street address of the location of the problem; business names and intersections are not specific enough!

Provide as many details as possible, such as what is occurring, how many persons are involved, what you saw them do, what they look like, what they are wearing, and where they are right now.

Remember to obtain a confirmation number!