Effective Patrolling

Objective

At the completion of this module you will understand:

- Different types of patrols
- Purpose and importance of patrolling
- Conduct perimeter and interior patrols

Purpose of the Patrol

- Detection of criminal or unauthorized activity:
  - Loud noise or disturbing the peace
  - Trespassing
  - Property rule or lease violations by tenants/residents (i.e. alcohol, pets, parking, etc.)
- Prevention and deterrence of crime and unauthorized activity by providing a presence and being visible.
- Ensure compliance with organizational policies

Purpose of Patrol

4. Assess, report, and record loss-causing situations or circumstances: Fire, safety, health hazards, leaks, etc….
5. Investigate situations as directed by the central alarm station, dispatch, or supervisor in charge.
6. Test and inspect the physical security system: alarms, locks, lights, CCTV, access points, and physical barriers such as fence lines.

Purpose of Patrol

7. Act as a back-up/substitute measure during system outages.
8. Respond to emergencies: accidents, fights, HAZMAT problems, bomb threats, floods, fires, crowd control, etc.
9. Perform of other services required by management: lock and unlock, greeting visitors, handing out literature, delivering mail and newspapers, conducting surveys, test equipment.

Visibility and Value

Place yourself where the people can see you.

- Instill confidence in customers, visitors and clients by being seen.
  - Areas to be seen:
    - Arrival,
    - Departure
    - Lunch
    - Events

Be of Service

- Offer assistance
- Report findings

First Tour

- Most important tour:
  - You make a good assessment of the status of the property when you assume responsibility for it
  - By finding any existing damage early into your shift, you can establish that it occurred prior to you coming on duty.

Last Tour

- 2nd Most Important Tour
  - By conducting a good last tour, you will ensure that any reportable items or events are detected and documented.
  - You do not want the client to locate what you should have!

TYPES of PATROLS

Depending on your location, you may be called upon to conduct one or many different types of **patrols** in and around the property. Conducting patrols are an excellent way to increase your awareness of what happens on the property as well increase the visibility of the Security staff. The patrols may be accomplished a number of different ways:

- Foot patrols
- Vehicle patrols
- Surveillance camera patrols

Foot patrols

These patrols are most common. They can reveal a number of things and may target specific areas and equipment.

Although these may become routine and uneventful, officers should remain alert and prepared to handle all situations. Some issues that you may encounter:

- Suspicious people and activity
- Unsecured doors/areas
- Safety violations
- Unusual property issues
- Energy conservation
  - turn off lights
  - check equipment

Foot Patrols

- Major advantages:
  - Officer learns the area very well.
  - Officer has more time and ability to use all 5 senses
- Disadvantages:
  - Can only cover a small area
  - Time constraints
  - Bad weather

GUARD TEXAS
SINCE 1976

Mobile Patrols

Mobile patrol

<u>Benefits</u>

- Cover a large area
- Access to emergency equipment
- Weather less of an issue
- Quicker response time

<u>Drawbacks</u>

- Initial purchase cost
- Ongoing maintenance
- Size of area to cover

Know the Area

<u>Geographical Layout</u>

- Boundaries of the property – where your jurisdiction starts and stops
- Types of businesses surrounding the area
- Cross streets
- Landmarks

<u>Physical Layout</u>

- Entrances and Exits
- Tenants/residents
- Locations of Emergency equipment

Senses

Conduct all patrols with caution and **use all your senses**

- **Hearing**
- **Sight**
- **Smell**
- **Touch**

Listen for unusual sounds or noises and investigate strange smells or odors. Your senses will generally alert you when circumstances are out of the ordinary.

Areas to Patrol

Interior

- Common areas
  - Halls
  - Lobby
- Suites
- Mechanical/Electrical Rooms
- Central Plant
- Fire Control Room

Exterior or Perimeter

- Access points
- Parking areas
  - Garage
  - Surface lots
- Fencing or barriers
- Lighting

Interior

- Individual floor checks
  - Are suites doors secure?
- Mechanical/Electrical/HVAC/Telephone
  (to check if they are secure and/or the equipment is operating within the guidelines given)
- Fire control room &/or panel

Examples

Restrooms
No leaks?

Coffee Pot
No leaks?
Turned off?

Building

- In a building the foot patrols could target areas such as:

Fire extinguisher checks

In place?

Fully charged?

Patrols should be conducted throughout the course of a day and are especially important after hours when tenants and their employees scarcely occupy the property. Often times this is when construction / contractor and janitorial services are performed. To identify **construction / contractor and janitorial personnel** your post orders will most likely have them enter the property through a specific location and either wear a certain type of clothing, be issued a badge or another form of **identification**.

- *Discuss your post order procedures with your Supervisor for clarification on the procedure for construction / contractor and janitorial employees*
- *entering the property you are assigned.*

Anyone occupying tenant space **after hours** should have proper clearance and authorization. Just as identifiers are required for non-employees, they may also be required for employees. **Tenant identifiers** and authorizations may vary; simply be attentive and look for them while on patrol. In addition, be prepared to respond to individuals without proper identification and / or authorization. Addressing their need to conduct business, report to work or remove property while protecting the property is ultimately the goal. Finally, be courteous, knock or announce yourself before entering to avoid startling anyone occupying the space.

Discuss your post order procedures on honoring your tenant's after hours clearance and authorization Requests including tenant notification and property removal

Garage and parking lots

Vehicle patrols are used at some locations to monitor parking lots, campuses, or other large areas.

Officers should:

- Perform a vehicle inspection prior to each shift
- Texting while driving is prohibited
- Drive the speed limit at all times
- Never leaving the vehicle unattended while running
- Be aware of other vehicles pulling out of a space

or cutting through

- Watch out for recently painted areas and slippery surfaces.

Garage and Parking lots tips

- Become familiar with regularly parked cars
- Check on vehicles driving slowly through every row or people who appear to be looking in vehicles
- Make note of any suspicious activity
- Look closely for committed or attempted burglary.
- Light check – report any lights out and keep reporting until repaired
- Make note of any possible abandoned vehicles (dirt collected, flat tire)

CHANGE IT UP

Know when, where and how patrols are conducted at your location. There may be certain areas or times that you are not supposed to patrol. Your department most likely has a schedule which correlates patrol times and locations. Changing your schedule and varying patrols to include circular, double back and random patrols make it more difficult for a criminal activity to occur and keeps your team more vibrant.

Safety

- A good patrol officer is knowledgeable, safety conscious and thorough.
- The officer is attentive and carries items
  - **Notepad**
  - **Approved Flashlight** during the patrol.

Your account may also use an electronic patrol device to document the patrols. Most importantly, always have a reliable **mode of communication** and keep in mind that night patrols may present additional potential for danger.

REPORTING

All posts require a report of finding but they may vary on how they are reported. Discuss your post order procedures with your Supervisor for reporting patrol findings. Determine if your location uses a Silvertrac or written reporting and discuss how to use it.

Why we Patrol?

Be an additional set of EYES and EARS for the management company.

Report any abnormal situations or issues that could cause loss or just make the property look bad.

Treat the property as if it were your own

Quiz

Driving around in your personal vehicle is an acceptable form of patrolling (True or False)

During one of your patrols you find a coffee pot on. You should:

a. Turn it off
b. Leave it alone, someone is obviously needs it
c. Check the area for someone working late and turn it off if no one is found

Patrols should only be done during daylight hours (True or False)

During a patrol an officer should only focus on criminal activity (True or False)

Patrols should only be done during daylight hours

FALSE –

During a patrol an officer should only focus on criminal activity:

FALSE – there are many other issues the management company may need to be aware of – remember you are their extra eyes and ears

Answers

Driving around in your personal vehicle is an acceptable form of patrolling

FALSE – visibility is a key form of deterrence

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