



## SAVVY SERIES

The Golden Triangle Business Improvement District (BID) would like to be of assistance in **creating a more secure office environment**. As a tool to provide public safety tip reminders, the BID presents **Office Savvy** as part of the Public Safety Tips Savvy Series.

A key element of a protected office environment is good communication of safety procedures and policies. The BID and the D.C. Metropolitan Police agree that the following safety tips will help reduce workplace crime.

# Office Savvy



**Golden Triangle BID, Corp.**  
1120 Connecticut Avenue, NW  
Suite 260  
Washington, D.C. 20036  
202.463.3400  
[www.gtbid.com](http://www.gtbid.com)

# OFFICE SAVVY:

- ▲ **KEEP ALL YOUR VALUABLE ITEMS LOCKED** or with you at all times and register high-ticket items such as computers and digital cameras with your insurance provider.
- ▲ **CHECK** the identity of strangers as they enter your office.
- ▲ **LET SOMEONE KNOW WHERE YOU'LL BE.**
- ▲ **WHEN AN EMPLOYEE LEAVES THE COMPANY,** make sure her/his building security card has been deactivated by contacting the property manager.
- ▲ **REPORT** any broken or flickering lights, dimly-lit hallways, doors that do not lock, or broken windows to your property manager.
- ▲ Whenever possible, **DO NOT WORK LATE ALONE.**
- ▲ **USE THE GOLDEN TRIANGLE BID'S AMBASSADOOOR SERVICE** (door-to-door Ambassador escort service) to your car, the Metro, or other destination in the Golden Triangle.
- ▲ **CHOOSE A WELL-LIT, WELL-GUARDED PARKING GARAGE.**
- ▲ **AVOID USING THE STAIRS** when you are alone.
- ▲ Make sure **RESTROOMS ARE LOCKED** at all times.
- ▲ **DO NOT** get into elevators with people who look out of place or behave in a threatening manner.
- ▲ **STAND BY THE ELEVATOR CONSOLE** so if you are uncomfortable, you can press the buttons and exit immediately.

---

## Quick Reference Numbers:

Call 9-1-1 for EMERGENCIES

Call 3-1-1 for NON-EMERGENCIES

---

## Golden Triangle BID Dispatch & AmbassaDoor Escort:

202.293.9580



# ambassador savvy

## SAVVY SERIES

The Golden Triangle Business Improvement District (BID) **Ambassador Savvy** showcases the BID's **Hospitality** and **Clean Team Ambassadors**, who manage the public space – not private property – within the Golden Triangle neighborhood. It is intended to educate BID members and others about the BID Ambassador Program.

### *All Ambassadors:*

- ▲ Greet and assist the public.
- ▲ Report and respond to emergencies (traffic accidents, personal injuries, etc.).
- ▲ Report safety issues (traffic lights not working, potholes, etc.).
- ▲ Communicate via two-way radios to BID Dispatch.
- ▲ Respond to issues raised by property owners, property managers, or other building personnel.

*Note: The Ambassadors have no enforcement authority; they observe and report illegal or suspicious activities and notify the proper agency.*



**Golden Triangle BID, Corp.**  
1120 Connecticut Avenue, NW  
Suite 260  
Washington, D.C. 20036  
202.463.3400  
[www.gtbid.com](http://www.gtbid.com)

# AMBASSADOR SAVVY:

## Hospitality Ambassadors:

- ▲ Act as roaming concierge.
- ▲ Inform public of special events and activities.
- ▲ Provide personalized escorts from one location in the Golden Triangle to another through the AmbassaDoor Service.
- ▲ Work closely with policing agencies (through foot patrols, crime prevention tables/seminars), Fire Department/EMS, and other partners on public safety initiatives.
- ▲ Are a calming and reassuring presence to the public.
- ▲ Report vending and other violations to proper authorities.
- ▲ Develop positive relationships with the homeless and engage Homeless Outreach Specialists as necessary.
- ▲ Trained in CPR, First Aid, and AED (Automated External Defibrillator).

**For Hospitality assistance and AmbassaDoor escorts: 202.293.9580.**

## Clean Team Ambassadors:

- ▲ Operate Golden Best, GumBuster, and other BID specialized equipment.
- ▲ Manually sweep sidewalks, curb cuts, and gutters each day.
- ▲ Remove trash from BID trash receptacles.
- ▲ Remove graffiti within 24 hours.
- ▲ Remove illegally posted flyers and stickers.
- ▲ Prune trees with low-hanging branches, pull weeds, and trim grass.
- ▲ Maintain BID improvements such as trash receptacles and bike racks.
- ▲ Assist building porters by keeping curb cuts, fire hydrants and catch basins clear of snow and debris.
- ▲ Report and track requests for service (traffic lights not working, potholes, missing or damaged signs, etc.) from city agencies.

**For Clean Team services: 202.293.9589**



## SAVVY SERIES

The Golden Triangle Business Improvement District (BID) would like to assist you in preventing one of the most common types of theft – theft from automobiles. As a tool to provide public safety tip reminders, the BID presents **Auto Savvy** as part of the Public Safety Tips Savvy Series.

Theft from an automobile is a preventable crime. Thieves usually will not waste their time with a car if the opportunity is not available. The BID and the D.C. Metropolitan Police Department are pleased to provide the following general safety tips to make you more Auto Savvy.

# Auto Savvy



**Golden Triangle BID, Corp.**  
1120 Connecticut Avenue, NW  
Suite 260  
Washington, D.C. 20036  
202.463.3400  
[www.gtbid.com](http://www.gtbid.com)

# AUTO SAVVY:

- ▲ Keep valuables **OUT OF SIGHT**.
- ▲ **NEVER LEAVE** cell phones, briefcases, suitcases or small electronic devices in plain view. **TAKE THESE ITEMS WITH YOU.**
- ▲ **IF YOUR CAR HAS A TRUNK, USE IT.**
- ▲ **LOCK** small valuables in the glove compartment.
- ▲ **ALWAYS KEEP DOORS AND WINDOWS LOCKED.**
- ▲ If you are able, detach your sound system and **TAKE IT WITH YOU.**
- ▲ **REMOVE ALL LOOSE ITEMS**, no matter how small. They are an invitation to thieves.
- ▲ **REMEMBER, OUT OF SIGHT – OUT OF MIND.**

---

## Quick Reference Numbers:

Call 9-1-1 for EMERGENCIES

Call 3-1-1 for NON-EMERGENCIES

---

## Golden Triangle BID Dispatch & AmbassaDoor Escort:

202.293.9580



# Street Savvy

## SAVVY SERIES

The safety of our Ambassadors and the safety of everyone on the streets in the Golden Triangle are paramount. Working with the D.C. Metropolitan Police Department, the Golden Triangle Business Improvement District (BID) strives to create a welcome and safe environment for all to enjoy. As a tool to provide public safety tip reminders, the BID presents **Street Savvy** as part of the Public Safety Tips Savvy Series.

Street Savvy provides safety tips while walking on public space such as sidewalks, streets and parking lots. Please remind yourself of these basic safety techniques. The BID will do everything possible to make your time in the Golden Triangle safe and enjoyable.



**Golden Triangle BID, Corp.**  
1120 Connecticut Avenue, NW  
Suite 260  
Washington, D.C. 20036  
202.463.3400  
[www.gtbid.com](http://www.gtbid.com)

# STREET SAVVY:

- ▲ Trust your instincts.
- ▲ **BE AWARE** of your surroundings.
- ▲ **DO NOT** carry large amounts of cash.
- ▲ When you go out, **LET SOMEONE KNOW** where you're going, whom you're going with and when you'll be back.
- ▲ Park in a **WELL-LIT** space, and make sure you **CLOSE THE WINDOWS**, place **ALL PACKAGES OUT OF SIGHT**, and **LOCK YOUR CAR**.
- ▲ **DON'T INVITE PURSE-SNATCHERS AND PICK POCKETS.** Women, carry your purse close to and **ACROSS** your body. Men, carry wallets in your **FRONT** pocket.
- ▲ Make sure you are **NOT** overburdened with packages.
- ▲ **DON'T LET YOURSELF BE DISTRACTED.** Remember, criminals often work in pairs.
- ▲ If you're shopping with children, **TEACH THEM** to go to a store clerk or to a security guard if you should become separated.
- ▲ When approached by a stranger, such as for directions, **BE ALERT.** Project a no-nonsense attitude, keep your distance and move quickly. **NEVER** go near a car to answer a question.
- ▲ If you need an **AMBASSADOOR ESCORT**, please call BID Dispatch.
- ▲ As a pedestrian, **CROSS ONLY AT MARKED CROSS WALKS** and only when **"WALK" SIGN IS ILLUMINATED.**
- ▲ If you, or someone you know has been the victim of a crime and need information or referral to local services, contact the **NATIONAL CENTER FOR VICTIMS of CRIME** at **1.800.FYI.CALL** or TTY **1.800.221.7996.**

---

## Quick Reference Numbers:

Call 9-1-1 for EMERGENCIES

Call 3-1-1 for NON-EMERGENCIES

---

## Golden Triangle BID Dispatch & AmbassaDoor Escort:

202.293.9580



## SAVVY SERIES

The Golden Triangle Business Improvement District (BID) is strongly dedicated to decreasing the incidence of homelessness by providing those individuals with resources to improve their situation.

The BID began working in 1999 in collaboration with D.C. Central Kitchen's First Helping program to address this problem. These professionals, in conjunction with BID Ambassadors, closely engage homeless clients to provide nutritional and social service assistance while helping them identify and address the core reasons that led to their life on the streets. Over the years, BID **Homeless Outreach Specialists** have helped hundreds of homeless men and women gain access to various resources, while guiding others into shelter, substance abuse treatment, mental health care, and housing.

The public plays an important role in helping the homeless. If you see someone in need of assistance, please contact the BID Dispatch or one of the BID's Homeless Outreach Specialists at 202.438.2869 or 202.438.5832.

# Outreach Savvy



**Golden Triangle BID, Corp.**  
1120 Connecticut Avenue, NW  
Suite 260  
Washington, D.C. 20036  
202.463.3400  
[www.gtbid.com](http://www.gtbid.com)

# OUTREACH SAVVY:

Instead of giving spare change, businesses and employees in the Golden Triangle are encouraged to give to homeless service organizations that provide assistance on a broader scale. For your consideration, the following organizations can all benefit from a contribution of time or resources.

▲ **Bethany Women's Center**

1333 N St., NW  
Washington, D.C. 20005  
202.939.2060  
[www.nstreetvillage.org](http://www.nstreetvillage.org)

▲ **Miriam's Kitchen**

2401 Virginia Ave., NW  
Washington, D.C. 20037  
202.452.8926  
[www.miriamskitchen.org](http://www.miriamskitchen.org)

▲ **Central Union Mission**

1350 R St., NW  
Washington, D.C. 20009  
202.745.7118  
[www.missiondc.org](http://www.missiondc.org)

▲ **Salvation Army Grate Patrol**

1434 Harvard St., NW  
Washington, D.C. 20009  
202.332.5000

▲ **Charlie's Place at**

**St. Margaret's  
Episcopal Church**  
1830 Connecticut Ave., NW  
Washington, D.C. 20009  
202.232.3066  
[www.charliesplacedc.org](http://www.charliesplacedc.org)

▲ **St. Matthew's Homeless  
Ministry**

1725 Rhode Island Ave., NW  
Washington, D.C. 20036  
202.347.3215  
[www.stmatthewscathedral.org](http://www.stmatthewscathedral.org)

▲ **D.C. Central Kitchen**

425 2nd St., NW  
Washington, D.C. 20001  
202.234.0707  
[www.dccentralkitchen.org](http://www.dccentralkitchen.org)

▲ **Unity Health Care Outreach**

1717 Columbia Rd., NW  
Washington, D.C. 20009  
202.328.1100  
[www.christhouse.org](http://www.christhouse.org)

---

## Quick Reference Numbers:

9-1-1 for EMERGENCIES

3-1-1 for NON-EMERGENCIES

2-1-1 for SOCIAL SERVICES

---

## Golden Triangle BID Dispatch

202.293.9580

---

## BID Homeless Outreach

202.387.2015

---

## Shelter Hotline

1.800.535.7252

---

## Mental Health Access HELP Line

1.888.793.4357



# enviro savvy

## SAVVY SERIES

To assist in addressing the needs of heightened security on public space, **Enviro Savvy** offers a reference list of agencies that deliver a variety of health and public safety services. As a tool to provide public safety tip reminders, the Golden Triangle Business Improvement District (BID) presents Enviro Savvy as part of the Public Safety Tips Savvy Series.

## EMERGENCIES

### **Center for Disease Control and Prevention**

[www.cdc.gov](http://www.cdc.gov) ..... 800.311.3435

### **Central Intelligence Agency (CIA)**

Report Emergencies..... 703.482.1100  
[www.cia.gov](http://www.cia.gov)

### **D.C. Metropolitan Police Department**

(emergency) ..... 911  
(non-emergency) ..... 311  
[www.mpdc.dc.gov](http://www.mpdc.dc.gov)

### **D.C. Fire and Emergency Medical Services**

(emergency) ..... 911  
(non-emergency) ..... 202.673.3331  
[www.fems.dc.gov](http://www.fems.dc.gov)

### **Federal Bureau of Investigation (FBI)**

[www.fbi.gov](http://www.fbi.gov) ..... 202.324.3000

*Continued on back...*



**Golden Triangle BID, Corp.**  
1120 Connecticut Avenue, NW  
Suite 260  
Washington, D.C. 20036  
202.463.3400  
[www.gtbid.com](http://www.gtbid.com)

# ENVIRO SAVVY:

## EMERGENCIES *(continued)*

- Metro Transit Police** . . . . . 202.962.2121  
[www.wmata.com/about/mtpd.cfm](http://www.wmata.com/about/mtpd.cfm)
- National Center for Victims of Crime** . . . . . 1.800.FYI.CALL  
[www.ncvc.org](http://www.ncvc.org)
- Poison Center, Washington, D.C.**  
(emergency) . . . . . 1.800.222.1222  
(non-emergency) . . . . . 202.625.3333  
[www.poison.org](http://www.poison.org)
- U.S. Department of Homeland Security**  
[www.ready.gov](http://www.ready.gov) . . . . . 1.800.BE.READY
- U.S. Park Police** . . . . . 202.619.7310  
(emergency) . . . . . 202.619.7300 or 911  
(non-emergency) . . . . . 202.619.7105  
[www.nps.gov/uspp/](http://www.nps.gov/uspp/)

## DISASTER ASSISTANCE & RELIEF

- American Red Cross**  
D.C. Chapter . . . . . 202.728.6401  
[www.redcross.org](http://www.redcross.org)
- D.C. Emergency Management Agency** . . . . . 202.727.6161  
[www.dcema.dc.gov](http://www.dcema.dc.gov)
- Federal Emergency Management Agency (FEMA)**  
[www.fema.gov](http://www.fema.gov) . . . . . 1.800.621.FEMA

## CITY AGENCIES

- D.C. Water and Sewer Authority (WASA)** . . . 202.612.3400  
[www.dcwasa.com](http://www.dcwasa.com)
- Department of Consumer & Regulatory Affairs**  
[www.dkra.dc.gov](http://www.dkra.dc.gov) . . . . . 202.442.4400
- Department of Public Works (DPW)** . . . . . 202.727.1000  
Solid Waste Issues . . . . . 202.645.4301  
[www.dpw.dc.gov](http://www.dpw.dc.gov)
- Department of Health** . . . . . 202.535.1600  
Rodent Control Issues . . . . . 202.535.2250  
Water & Air Quality Issues . . . . . 202.535.2190  
[www.dchealth.dc.gov](http://www.dchealth.dc.gov)
- District Department of Transportation (DDOT)** . . . . . 202.673.6813  
[www.ddot.dc.gov](http://www.ddot.dc.gov)
- Environmental Crimes Unit** . . . . . 202.645.7196  
[www.mpdc.dc.gov](http://www.mpdc.dc.gov)
- Mayor's Citywide Call Center** . . . . . 202.727.1000  
General City Information [www.dc.gov](http://www.dc.gov)
- PEPCO** . . . . . 202.833.7500  
[www.pepco.com](http://www.pepco.com)
- The Humane Society of the United States** . . . 202.452.1100  
[www.hsus.org](http://www.hsus.org)
- Washington Gas** . . . . . 703.750.1000  
[www.washgas.com](http://www.washgas.com)