



**Las Cruces Police Department
GENERAL ORDERS
FIELD OPERATIONS VOLUME 2
GO-201 FINANCIAL INSTITUTION ALARM RESPONSE
Revised 5/13/2005**

201 FINANCIAL INSTITUTION ALARM RESPONSE

DISCUSSION

It is essential that police officers understand their role and responsibilities when responding to financial institution alarms because of their inherent dangers.

POLICY

When responding to robbery alarms at financial institutions, officers shall follow the procedures set forth in this policy in order to enhance arrest possibilities of suspects and to observe proper precautions for the safety of officers, employees and bystanders.

201.01 DISPATCHER / SUPERVISOR RESPONSIBILITIES

- A. Upon receipt of a financial institution alarm, at least two patrol units will respond to the alarm, and the supervisor will monitor the call. If the robbery notification is received by telephone, a complete description of the suspect(s) shall be obtained from the caller along with as much additional information as possible by the dispatcher; particularly, whether the suspect(s) is at the scene and, if not, his / her direction and mode of travel and a complete description of any vehicle involved.
- B. If the robbery notification is made by alarm, the dispatcher will attempt to contact the institution by telephone in order to determine the validity of the alarm until officers have given notice that they are in position at the establishment. If the dispatcher is subsequently notified that the alarm is false, he / she shall:
 - 1. Advise the caller that police units are responding.
 - 2. Obtain the identity of the caller and maintain contact.
 - 3. If a false alarm is reported, verify the false alarm with a key employee of the establishment (manager or head teller) and advise him / her that they will need to exit the facility to meet the responding officers.
 - 4. Obtain a physical description of the key employee and provide responding officer with the description and that the employee will meet them outside as required.



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201.02 PROPER USE OF WARNING DEVICES

The responding officers shall use the appropriate vehicular warning devices (lights and siren) when approaching the scene of a confirmed robbery, but will not use these devices within hearing range of the reported robbery. The responding units should be observant of any suspicious vehicles leaving the scene as well as other vehicle or persons outside the facility who may be serving as lookouts, cover or drivers for a robbery team.

201.03 FIRST ARRIVING OFFICER'S PROCEDURES

A. The first unit on scene shall serve as the primary unit until relieved by the supervisor or primary officer dispatched, and shall take a position in front of the institution that provides good observation without being easily visible to those inside the financial institution. The primary unit shall report his / her location and any observable conditions at the location to the dispatcher but should not initially approach the building. If a robbery in progress is suspected:

1. The primary unit or supervisor should determine whether additional units will be needed.
2. Whether SWAT, Hostage Negotiators, or K-9 is needed.
3. Direct responding units into position, establishing a perimeter covering all exits and entrances.
4. Once all units are positioned, and no notices of a false alarm have been received, the primary officer should determine whether dispatch will telephone the institution.
5. If a telephone call is decided to be placed, the dispatcher shall identify him / her self and inquire whether a robbery is in progress.

201.04 SUBSEQUENT ARRIVING OFFICER'S PROCEDURES

All subsequent units arriving at the robbery location shall report their arrival and position to the dispatcher. Subsequent arriving officers, once in position will maintain an observation of the building and its surroundings, including people and motor vehicles, waiting for further instructions, and noticing anything unusual or suspicious.



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201.05 FALSE ALARMS

Dispatch will ask the person making the report of a false alarm to provide a description of themselves and exit the building and walk to the officer located on their side of the building. The dispatcher shall relay this information to the officers at the institution along with the side of the building the employee will be exiting from. The officer will wait for the employee to approach him / her and evaluate as to whether the alarm is false or actual. The officer will notify dispatch as soon as he / she has verified that all is well.

201.06 ROBBERY IN PROGRESS

If a telephone call by the dispatcher is decided to be made, and it is either not answered or there is a questionable response to the inquiry by the dispatcher from the person answering the telephone, officers at the scene shall be informed of these facts and told that a possible robbery is in progress. Unless otherwise instructed, officers at the alarm shall wait until the suspects have exited the building before they attempt apprehension. This will aid in preventing the taking of hostages.

201.07 APPREHENSION OF SUSPECTS

Once suspects have been apprehended, the crime scene shall be secured by officers, and CIS and / or FBI will be called for the investigation. The crime scene contamination sheet shall be initiated and no one allowed to remain in the crime scene or to contaminate the scene until Detectives and federal agents have arrived.

201.08 SUSPECT(S) FLED SCENE

If a robbery has been confirmed, but the suspect(s) have fled the scene, the primary unit should begin preparation of the initial report by identifying witnesses, caring for any injured parties, protecting and closing the crime scene and obtaining necessary information regarding the perpetrators for supplemental broadcast over the radio. CIS and / or FBI should be called in or allowed in the crime scene at this time. The remaining units should initiate the search for the suspect's likely escape routes, being alert to unusual activities and circumstances.

201.09 AFTER HOURS FINANCIAL INSTITUTION ALARM

If an alarm is received after business hours and the establishment is not occupied, responding officers shall assume positions in the front and rear of the building and jointly conduct an inspection of the facility for signs of forced entry. If signs of forced entry exist, officers shall follow procedures for conducting a building search.



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If the building is secure, dispatch shall contact the person on file for emergency contacts, and have them come to the institution and meet with officers. If the contact person refuses to meet with officers, a thorough search of the outside perimeter will be made, and the condition of the building shall be noted on the dispatch card, along with the name of the contact person and the fact that they refused to meet with officers at the time the alarm was being investigated.