


PINE BLUFF POLICE DEPARTMENT POLICY & PROCEDURES MANUAL

	SUBJECT:	POLICY NUMBER 212
	POLICE RESPONSE TO BANK ALARMS	ISSUE DATE 02/19/2008
	CHAPTER: PATROL	EFFECTIVE DATE 02/19/2008
	ISSUED By: Chief of Police John E. Howell	TOTAL PAGES 3

I. POLICY

With the threat of robberies of banks and related financial institutions, it is essential that all law enforcement officers understand their role and responsibilities when responding to these offenses and the inherent dangers involved.

Most bank and related financial institutions robberies last less than five (5) minutes. Therefore, when responding to robbery alarms at these establishments, officers shall follow the procedures set forth in this policy in order to enhance arrest possibilities of suspects and observe proper precautions for the safety of officers, employees and bystanders.

II. PROCEDURES

A. BANK ALARM PROCEDURE DURING NORMAL HOURS OF OPERATION

1. WHEN AN ALARM FROM A BANK OR ALARM COMPANY IS RECEIVED:

- a. A Metropolitan Emergency Communications agency (M.E.C.A.) telecommunications employee will telephone the bank and ask "Is Doctor Clinton Available?"
- b. Employee(s) at location acknowledge code by saying "Yes he is available" or "No, he is not available."

2. IF THERE IS NO PROBLEM THE RESPONSE WILL BE:

- a. If the response to the question is "Yes", employee(s) WILL turn on a green flashing light at main entrances. This indicates a false alarm and everything is alright.
- b. The Metropolitan Emergency Communications agency (M.E.C.A.) will notify on-duty officers of the situation at location of the alarm.
- c. Responding officer(s) shall take surveillance positions at the location of the alarm.
- d. Officer(s) at surveillance positions shall wait for the safety signal in an area where they can observe the building without being seen. .

- e. When the safety signal is observed by officers at surveillance positions, they may enter the location for investigation at their discretion. However, officers shall not enter the location alone.
- f. The Police Dispatcher is to remain on the phone, to confirm all clear with responding officers when they enter the location.
- g. The preceding procedure shall be followed by the law enforcement officers, even though the dispatcher has advised that the call is a FALSE ALARM.

3. IF A ROBBERY OCCURS THE RESPONSE WILL BE:

- a. If the response to question is "No:", employee(s) **WILL NOT** turn on the green flashing light until it is safe to do so. Employee(s) will not hang up phone but will lay receiver down to allow dispatcher to monitor background activity. This indicates robbery may be in progress.
- b. The Metropolitan Emergency Communications Agency (M.E.C.A.) telecommunications employee will notify on-duty officers of the situation at the location of the alarm.
- c. Responding officers will respond in an emergency mode, however, will use the following procedures:
 - i. If close to the location of the alarm when the call is received, do not activate a siren.
 - ii. Deactivate the patrol unit blue light prior to coming within sight of the location.
 - iii. If response is from a long distance, activate both the siren and blue light, however, deactivate both before coming within sight or sound of the response location.
- d. Responding officer(s) shall take surveillance positions at the location of the alarm.
- e. Officers do not enter location.
- f. Officer(s) at surveillance positions wait for safety signal in an area where they can observe the building without being seen.
- g. After the safety signal is activated and clearly observed by officers at surveillance positions, the officers may enter location for investigation at their discretion. However, officers shall not enter the location alone.
- h. The Dispatcher is to remain on the phone, to confirm all clear with responding officers when they enter the location.
- i. The first officer arriving at the bank will be responsible for securing the crime scene, identifying witnesses, and obtaining additional information from witnesses. This officer will maintain the security of the crime scene until relieved.
- j. Uniformed Officer(s) are the **primary** investigating officer of bank alarms. If a supervisor is not present non-uniformed officer(s) shall coordinate their activities with the senior uniformed officer present.

- k. In addition to securing the crime scene and identifying and briefly interviewing witnesses, the first officer on the scene shall immediately determine if the suspect(s) left in a vehicle or on foot. If a vehicle was used the officer will obtain a description, direction of travel and occupant information. This information shall be given to the dispatcher for immediate broadcast.
4. Should the suspects leave the facility **AFTER** your arrival, do not attempt any arrest until they have left the building. Also remember the suspects may have received a tear-gas or dye pack device.
5. Employees will, after the suspect(s) have left the premises, turn on the green flashing light at main entrances to signal an "ALL CLEAR."
6. Responding officers should remember that it is possible that the suspect(s) have left the scene, and prior to leaving may have locked customers and employees in a room. BEFORE YOU ENTER THE FACILITY, BE CERTAIN THAT ALL SUSPECTS HAVE LEFT THE SCENE.
7. Officers may enter the location for investigation at their discretion. However, officers shall not enter the location alone.
8. The preceding procedure shall be followed by the law enforcement officers and the personnel of alarmed facilities, even though the dispatcher has advised that the call is a FALSE ALARM.

B. ADDITIONALLY:

1. THE INVESTIGATING OFFICER SHALL KEEP RESPONDING AND PATROL OFFICERS INFORMED AS INFORMATION BECOMES KNOWN.
2. AS ALREADY STATED ABOVE, OFFICERS WILL NOT ENTER THE BANK UNTIL THE GREEN FLASHING LIGHT IS ACTIVATED IN THE ASSIGNED AREAS.
3. SAFETY OF THE EMPLOYEE'S IS OF THE UTMOST CONCERN. IF REASONABLE POSSIBLE, NOTHING WILL BE DONE TO PLACE THEM IN JEOPARDY .