POLICY STATEMENT

The purpose of this policy is to establish a standard procedure to be followed when responding to hold-up alarms at banks, savings and loans, and other financial institutions, and to enhance the safety of the employees, customers and responding officers.

Armed Robbery is one of the most dangerous risks employees of banks and other financial institutions encounter. There is always a serious threat to their safety and that of the customers when a gunman exhibits a firearm or other deadly weapon and demands money.

Proper response by the police when answering a hold-up alarm is essential. Laxity on the part of responding officers many times creates an incident causing injury or death to a police officer or others.

I. REGIONAL DISPATCH CENTER (RDC) RESPONSIBILITY

A. When the RDC receives a hold-up alarm from a financial institution, the dispatcher shall:

1. Notify all available units and advise them of the incident.
2. Provide all incident information available at that time.
3. Request a patrol car to be dispatched to the financial institution.

B. If an employee of the facility...

C. If the robbery is valid; the dispatcher will proceed as follows:

1. Notify surrounding jurisdictions of the incident and provide them with the descriptions of suspects and vehicles, direction of flight, etc.

2. Notify the local FBI office with pertinent details.
II. RESPONDING OFFICERS RESPONSIBILITY

A. Patrol officers should plan in advance for response to an alarm at a financial institution in their division. They should survey the areas around all financial institutions on their assigned beats and in their divisions for the following purposes:

B. En route to the scene
   1. Proceed as quickly and safely as possible
   2. Utilize safe driving procedures

C. Arrival on the Scene

D. Arrival on the Scene - Validity of Alarm Unknown
E. Arrival on the Scene - Actual Robbery - Suspects still inside the facility

F. Arrival on the Scene - Actual Robbery - Suspects have fled
9. The investigating supervisor in charge will ensure the notification of the affected Division/Field Commander, the Chief of Police, and the FBI. The supervisor will also request the following personnel be dispatched to the scene: the affected investigations sergeant, two detectives, crime scene investigator, and K-9 if available.

III. INVESTIGATIONS RESPONSIBILITY

A. The Violent Offender Unit sergeant is to assume FULL AUTHORITY for the investigation upon their arrival. If they are not available, the uniformed sergeant is to assume the responsibility. They will:

1. Ensure that all reports and witness statements are completed.

B. Neither the amount taken nor the names of witnesses will ever be disclosed to the press.

IV. HOSTAGE SITUATIONS

V. FALSE ALARMS

B. The dispatcher is to notify all crews that the alarm is false and cancel the channel restriction.

1. The initial crew dispatched is to fill out an Alarm Response Report on the MDT and clear that call as “not valid”.

2. All other crews on the call are to return to service.
VI. FINANCIAL INSTITUTION EMPLOYEES RESPONSIBILITY

VII. TRAINING