

COOLIDGE POLICE DEPARTMENT		
	CHAPTER 8 ALARM PROCEDURES CALEA Standard(s):	General Orders
Issue Date: 6-24-13 10-31-13	Review Date:	Revision Date:

A. Bank alarm response

1. The following procedures will be observed by Officers and dispatchers when responding to bank alarms.
2. When a bank robbery alarm occurs during bank working hours or within 30 minutes of closing, the dispatcher shall:
 - a. Dispatch at least one uniformed patrol unit. Additional units will be dispatched if available.
 - b. Dispatch at least one Officer/Investigator in civilian attire.
 - c. Make telephone contact with the bank and, by pre-arranged code words, determine the validity of the alarm; notify responding units.
 - d. In case of actual robbery, the dispatcher will notify the shift commander, division commander and the Chief of Police.
3. The assigned unit, or the first unit on the scene, will station himself approximately one-half block from the bank in a position where he can observe the bank entrance and use the patrol vehicle for cover. He will then direct back-up units to the scene by radio.
4. The second unit to respond will take a similar position on the opposite side of the bank. In no case will Officers enter the bank to check the validity of the alarm. If the alarm proves to be valid, the Officer(s) will attempt to apprehend the suspect(s) AFTER THEY MAKE THEIR EXIT FROM THE BANK.

B. Instructions for using code words to ascertain the validity of the alarm

1. The dispatcher shall, as soon as possible, make phone contact with the bank. The dispatcher shall identify himself/herself as the Coolidge Police Dispatcher and request to "speak with the Chief Administrator of the bank". Don't mention the alarm being activated. If the bank employee hangs up or refers the dispatcher to the "home office", this will signify that a hold up is actually in progress. If the bank employee gives an explanation for the alarm being activated and informs the dispatcher that it is a false alarm, all Officers shall be so notified immediately. The dispatcher shall then request the bank manager, or an employee, walk outside to the rear of the bank and personally contact one of our Officers on the scene to confirm the situation and to ascertain the reason for the false alarm.
2. When a bank alarm is activated more than 30 minutes after working hours and the bank is occupied only by employees, or unoccupied, uniformed Officers may respond directly to the bank and handle the alarm as they would a business burglar alarm.
3. Following these procedures will help prevent unnecessary injuries to bank employees, Officers, and other innocent citizens.

C. Business Alarms

1. The Coolidge Police Department Communications Center contains terminal points for silent alarm facilities. The City of Coolidge has no obligation to provide these facilities, doing so only as a service to the business community. Consequently, it desires to incur no financial responsibility for the costs involved in the installation, operation or maintenance of these systems.
2. The various steps in acquiring an alarm position are outlined in the following procedure:
 - a. The alarm company or business (hereafter called the subscriber) desiring to install its equipment shall make application to the Chief of Police in writing stating all particulars, including the name and address of the alarm company, name and address of the business to be protected, the type of protection (burglary, robbery, etc.) also, the names, addresses and telephone numbers of at least two persons who can be contacted in case of an emergency. These two persons should be people employed by the protected firm who would have keys to the premises and could take charge in case of fire, broken windows, etc.
 - b. The subscriber will then contact the Officer of the Chief of Police for assignment of a position on the alarm panel and, at this time,

will be shown the location of terminal boxes and make any inquiries.

- c. Install equipment according to the requirements of the Coolidge Police Department.