

STOCKTON POLICE DEPARTMENT

GENERAL ORDER

ROBBERY ALARMS
SUBJECT

DATE: March 28, 2019

NO: N-1

FROM: CHIEF ERIC JONES

TO: ALL PERSONNEL

INDEX: Alarm Calls
Robbery Alarms
Hold-up Alarms
Bank Alarms

I. POLICY

While enroute to or at the scene of an alarm, the preservation of life and the prevention of injuries to officers, victims, and innocent parties is of paramount importance.

II. PROCEDURES

- A. The primary responsibility to respond to alarms rests with the district officer.
 - 1. District officers should know as much as possible about the alarm systems in businesses and banks in their assigned districts. An officer should be cognizant of business and bank floor plans, exits, alleys, streets, etc., surrounding the alarm location.
 - 2. Responding officers should be alert to the fact certain gangs have developed techniques utilizing backup persons.
- B. Bank and Business Robbery Alarms
 - 1. Immediately upon receipt of a holdup alarm from a bank or business by the Telecommunications Center, or telephone call of a robbery in progress, field units normally will be informed on all six radio channels and the Telecommunications Center will dispatch a minimum of three units to the scene.
 - 2. Assigned responding units shall give their location upon receiving the call and will answer the radio as dispatched.
 - a. Units will respond "Code 3" and may discontinue the use of red lights and siren when close to arrival and respond the remainder of the distance in accordance with traffic laws. The exact time to discontinue "Code 3" response is to be decided by each individual member assigned to respond, taking into consideration the fact a hostage situation could be initiated by police response being recognized by the robbers.
 - b. Any units closer to the alarm location than the dispatched unit will advise the Telecommunications Center of their location.
 - c. Other units in service and not assigned may patrol the area surrounding the alarm location.
 - 3. The first units on scene will secure the perimeter of the bank and or business, and advise the Telecommunications Center of their location at the scene.
 - a. The first unit to arrive will visually check the area for suspicious vehicles, or persons who may be accomplices, and immediately alert the Telecommunications Center.
 - b. Officers will position themselves to avoid any cross-fire situations.
 - c. At no time will non-assigned police units (marked or unmarked) penetrate the secured area or enter the bank or business to determine the validity of the alarm.

4. The first unit to arrive will usually be the one to make contact with any employee or bank officer who has or will exit the building.
 - a. This should generally be a uniformed officer. If plainclothes officers arrive on scene, they should help to secure the perimeter exits only. While there, they should wear their badges on their coat lapels or shirt pocket, where it is plainly visible. These officers should be replaced as soon as possible.
 - (1) If the TELECOMMUNICATIONS CENTER, after calling the bank or business, is advised that the alarm is false, the first unit on scene will confer with an employee who will be sent out by the TELECOMMUNICATIONS CENTER. The TELECOMMUNICATIONS CENTER will give the name and description of the person.
 - (2) If the officer conferring with the employee is also convinced it is a false alarm, he or she will advise the TELECOMMUNICATIONS CENTER. The TELECOMMUNICATIONS CENTER will then cancel all but two units. Upon the arrival of the second and third unit, two officers will check the interior while the other officer or officers secure the outside.
 - (3) Signal 900s on false alarms will only be used at the discretion of the officers making entry.
5. Units outside will remain in position until the officers inside exit the business.
6. If the officers who entered the bank or business are taken hostage, the officer is to advise the TELECOMMUNICATIONS CENTER of a "Code 17 Zebra" condition, if possible. At the direction of the Division Commander or Watch Commander, all SWAT personnel on duty will respond to the scene at this time; refer to General Order Q-3.
7. If there is an actual "robbery," or "robbery in progress," a field supervisor will respond and take charge of the scene and coordinate the investigation.

III. CITY TELECOMMUNICATIONS CENTER PROCEDURES

- A. Upon receiving a bank or business alarm, the Telecommunications Center will immediately dispatch three units to the scene on all six radio channels.
 1. Responding units will be advised as to which channel to use.
- B. The Telecommunications Center Dispatcher for the involved area will be responsible for dispatching units.
 1. Upon arrival of the first police unit, it is the unit's responsibility to ask for a Signal 900, if desired. If a Signal 900 is declared, all non-emergency radio traffic will switch to the secondary radio channel.
- C. While the assigned units are en route, the Telecommunications Center Dispatcher for the area will attempt to establish telephone communication with the bank or business, maintaining an open line, to ascertain the validity of the alarm and obtain descriptive information relative to the robbery suspect(s) (Primary Information).
- D. If the Telecommunications Center is unable to make phone contact with the bank or business, or the conversation appears "suspicious," the call will be handled as a "Robbery in Progress" and a field supervisor will respond to take charge of the scene.
- E. If the bank or business alarm is false, the on-scene Officers will direct the Telecommunications Center Dispatcher to request a responsible bank employee or business employee to exit the premises and confer with the units on scene.
- F. The Telecommunications Center will obtain the bank or business employee's name and clothing description and advise the units prior to them exiting the business.

- G. After the units arrive on scene and confer with the employee, confirming the alarm is false, the Telecommunications Center will discontinue all but two additional units and slow the units' response.
1. Upon arrival of the second and third unit, two officers will go into the business or bank and check the interior while the other officer(s) stays positioned outside.
 2. The outside units will remain in position until the officer inside exits the building.
 3. On false alarms, the officer handling the inside search is the only designated person able to cancel the Signal 900.
- H. In the event of a "Robbery in Progress," the Telecommunications Center shall instruct bank or business employees to immediately lock the business doors upon the departure of the last robbery suspect.
1. The purpose of the action is to preclude the return of the suspect(s) to take hostages or seek cover.
 2. The procedure is also designed to keep witnesses at the scene and to preserve evidence.
- I. If the officers who enter the bank are taken hostage and advise the Telecommunications Center of a "Code 17 Zebra," the Telecommunications Center will utilize the MDC to make notification. This is due to the fact that suspects have the ability to monitor all channels on a portable radio.
- J. (BANK ALARMS ONLY) The Telecommunications Center, upon receiving confirmation that a bank robbery has occurred, will notify:
1. All primary information to all units, on all channels.
 2. Investigations and the Watch Commander's Office.
 3. Federal Bureau of Investigations
 4. All area agencies within San Joaquin County (San Joaquin Sheriff, Stockton CHP, Lodi PD, Tracy PD, Manteca PD, Ripon PD, and Lathrop PD).
 - a. The unit assigned to the crime scene will secure all other information and relay it via telephone, when available, to the Telecommunications Center.
 - (1) Use of Channel 2 or Channel 3 may be used to relay the information upon clearance from the Telecommunications Center.
- K. Every officer not in uniform who has been assigned to the scene and is conducting the investigation inside the bank or business, will wear his or her badge on his or her coat lapel or shirt pocket, where it is plainly visible to enable bank and business employees and F.B.I. agents to recognize the officer's authority to be in any portion of the bank.
- L. The field unit originally assigned will clear the call with one of the following codes on the MDC.
1. A (Good Alarm - Arrest Made)
 2. G (Good Alarm - No Arrest)
 3. E (Equipment Failure)
 4. F (Employee Error)
 5. U (Unable to Determine Cause of Alarm)