

Hamden Police Department General Orders

Policy Number: 028-001

Effective Date: August 01, 2005

Section: General Operating
Procedures.

Rescinds:

Title: Bank Robbery Alarm
Procedures.

Approved By:

Approval Date:

PURPOSE

To establish guidelines for officers responding to bank alarms within the Town of Hamden

POLICY

One of the most dangerous calls facing an officer is responding to bank alarms. With this in mind the department will set up procedures to be followed that will allow the maximum amount of protection for the officers involved.

Procedures

A. Duties of the Communication Center:

1. Upon receipt of an alarm, the communications dispatcher will:
 - a. Initiate a signal "91" to all vehicles.
 - b. Dispatch at least two area cars to the bank.
 - c. Dispatch a patrol supervisor.
 - d. Notify the Detective Division.
 - e. Notify the desk officer.

2. After the above has been completed, communications will then:
 - a. Attempt to make contact with the bank to determine if the alarm is accidental.
 - b. Advise responding units as information becomes available.
 - c. Notify the Chief and Shift Commander in the event of an actual robbery.
 - d. Send out information needed over the HOT-LINE.
 - e. If no initial contact is made, communications will continue to try and make contact.
 - f. If actual robbery has taken place notify the F.B.I. 777-6311.

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B. Responsibilities of the Patrol Supervisor.

1. Proceed to the scene as quickly as possible.
2. Coordinate area vehicles responding to the alarm.
 - a. Instruct area car to wait for arrival before initiating action.
 - b. Instruct first arriving unit to park as to observe the front and one side of the bank.
 - c. Instruct second arriving unit to park as to observe the rear and other side of the bank.
 - d. Have additional units patrol surrounding area.
3. Upon arrival, will attempt to make a determination of false alarm or actual robbery, through observations of activity within and around the bank.
4. In event of a false alarm will meet the manager OUTSIDE the bank.
5. Will keep headquarters advised of the situation.
6. Will reassign area vehicles, as necessary, in the event of an actual robbery.

C. Responsibilities of the Sector Vehicles.

1. Proceed to the location as quickly as possible. A silent, cautious approach should be made.
2. When 2-3 blocks away, slow down to observe:
 - a. Speeding vehicles fleeing the area.
 - b. Suspicious vehicles parked near or at the bank.
 - c. Evasive action taken by a vehicle upon observing the patrol vehicle.
3. First vehicle in to observe the front and one side.
4. Second vehicle in to observe rear and other side.
5. Area vehicle should be on the alert for:
 - a. Suspicious vehicles or individuals in immediate area of the bank.
 - b. Lack of customer activity in or out of bank.
 - c. Any other unusual activity in the area of the bank.

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6. Remain at assigned post until instructed otherwise by a supervisor.
7. Other units will continue to patrol surrounding area within one mile of the bank.
8. If area unit arrives while robbery is in progress, officer will make use of available cover and secure the scene.
 - a. Weapons will ONLY be used to protect the officer or third parties in the event of the use of deadly physical force against the officer or third persons.
9. If a hostage situation develops, the officer will do the following:
 - a. Make every effort to contain the situations.
 - b. Take no action that would put the life of the hostage in jeopardy.
 - c. If, as a last resort, and no other alternatives are available, the suspect(s) want to leave the area with a hostage they will be allowed to. This will be done ONLY after a command officer has made that decision.

D. Detective Division.

1. Upon arrival, will meet with patrol supervisor for an update on the situation.
2. Will enter the building after meeting bank manager or a representative outside the bank.
3. In the event a robbery has taken place, and the subject(s) have fled the scene, necessary action will be taken to protect the crime scene, and normal investigation procedures will be followed.

E. Bank Robbery In Progress Upon Arrival Of Patrol Units.

1. The following procedures will be used:
 - a. Remain outside bank and use available cover.
 - b. Cover all exits and await the arrival of command officers.

F. General Comments.

1. Do not assume that the alarm is false.

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2. Take all necessary precautions until the alarm has been classified as false.
3. Speed is important in responding, but a cautious silent approach is essential.
4. Careful observation of the area as you approach is important.
5. Upon leaving the patrol vehicle, shut off engine and remove the keys.
6. In the event of an actual bank robbery all press releases will be given through the Chief of Police or his designee.

G. Procedures for bank personnel.

1. The bank manager, if he/she is aware that the alarm has been sounded accidentally, will immediately call the department 911 number and:
 - a. Identify himself/herself by a prearranged code.
 - b. State the alarm was accidental and inform the dispatcher what clothing he/she is wearing. He/she will go out the front door and wait for arriving units.
 - c. When the alarm is received at Central Communications, the dispatcher will immediately notify patrol, detectives and patrol supervisor and also put in a signal "91".
2. To assure protection to all bank employees and to eliminate hostage situations, the following procedure will be used by the dispatcher:
 - a. The dispatcher will contact the bank and ask for the bank manager or the assistant manager.
 - b. Upon contacting the bank the dispatcher will say, "This is Hamden Central Communications. We are receiving an alarm".
 - c. When the bank employee hears this, he should respond with the proper code. The bank manager should follow the procedure as outlined above.

H. No Contact with the Bank Manager or Improper Code.

1. In the event no contact can be made with the bank manager or his representative, or upon contact, an improper code is given, all patrols will surround the bank. No one will be allowed to enter the bank until the alarm can be verified as false.