
I. Purpose
II. Procedures

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This Directive establishes the policy and procedures for the Division's response to alarm calls.

II. Procedures

A. When a Commission facility alarm is received in Communications, it will be dispatched using the facility's name. All alarm calls will be handled with a routine response unless specific information is received by Communications that would indicate that a priority response is warranted.

B. If an employee calls Communications indicating that an alarm was in error the dispatcher will verify the identity of the person calling. If verified, the police response will be terminated. If not verified, police response will continue.

1. All unverified attempts to terminate police response will be immediately communicated to the responding unit(s).

2. Whenever a caller's identity cannot be immediately verified, the caller will be advised to meet the officer outside of the building. The dispatcher will obtain a brief description of the caller and relay this information to the responding unit(s).

3. All other alarm calls received will be handled in a similar manner.

C. Hold Up Alarms

1. Whenever the Communications Section is notified of a holdup alarm at a Commission Facility, the dispatcher will assign a minimum of two units to respond.

2. The responding officers will position their vehicle and themselves in a manner that will afford them their safest vantage point. When the officers are in position, one of the officers will request the dispatcher to telephone the establishment and have one employee come outside to meet the officers. The dispatcher will attempt to get a brief description of the responding employee at that time, including clothing.

3. The officers will wait for the employee to come to their position and identify himself. Officers should be alert to any unusual circumstances that may indicate that a robbery is in progress, such as:

a. A long period of time before the employee comes out.

b. A person, identifying himself as an employee that is dressed unlike the description obtained by the dispatcher.

c. An employee that is visibly upset or keeps looking behind him/her.

d. Two or more persons coming out of the facility at one time.

e. Curtains drawn or doors locked when the facility is normally open.

f. Anything else that seems unusual

4. If after a reasonable period of time, no one has come out of the facility, the officer will request that the dispatcher call the facility again. The dispatcher will advise the person answering the telephone that if an employee does not step outside, the officers will assume that a holdup is in progress.
5. If after a reasonable period of time, no one has exited the facility, or telephone contact has not been made, notifications to the Watch Commander and command staff will be made. The dispatcher will dispatch the Watch Commander and as many units as the Watch Commander deems necessary, up to and including a full SWAT call out by the county police. The Watch Commander and additional units will set up an outer perimeter, taking the steps necessary to safeguard officers on the scene, persons in surrounding areas or buildings, and any persons in the facility while Incident Command System is established.
6. Whenever a facility is closed and appears to be vacant, the alarm will be treated as any other burglary alarm.
7. Each holdup alarm will be treated as though a robbery is in progress until it is determined otherwise.
8. This procedure, while not absolutely fool proof, should give the police officer the greatest advantage possible if a robbery were actually occurring.

**Approved Park Police Document
Signed Original on File**

End of Directive