

GENERAL ORDER, OPERATIONS, NUMBER 6
APRIL 3, 2001
WATERLOO POLICE DEPARTMENT

A. SUBJECT:

Alarm Response

B. PURPOSE:

To establish a standard and effective response procedure for all alarm calls.

C. POLICY:

All Department employees shall comply with the following procedures when responding to alarm calls.

D. PROCEDURES:

Financial Institution Alarm Response:

The alarms mentioned in this section are bank alarms, credit union alarms and any other alarms included in the holdup procedure manuals at the Communication Center.

1. Response Procedures:

- a. Assigned units shall proceed as per Code 3 procedures to these alarm calls.
- b. The siren should not be used unless not using it puts the officer(s) in a dangerous situation.
- c. The red lights shall be used until just prior to arriving at a point from which they could be observed by persons in the business or business parking lots.
- d. The primary unit to arrive shall take a position with the Department vehicle out of sight of the assigned entrance/exit.
 1. This unit shall observe and cover the main entrance/exit unless otherwise assigned by communications employees(s).
 2. The officer(s) shall attempt to locate cover or concealment to avoid being observed by persons inside the business or business parking lots.
- e. The secondary unit shall take a position with the Department vehicle out of sight of the other assigned entrance/exits.

- f. All officers assigned shall be alert for persons or vehicles outside the business that may be involved in the robbery.
- g. All officers shall remain in their assigned positions until the all-clear signal is given by the business supervisor.
 - 1. The “all clear” signal is a highly visible 9” x 12” fluorescent red card which will be shown by business supervisory personnel from the same window in the business each time there is an alarm.
 - 2. No officer shall enter the business until contact has been made with the business supervisor outside of that business.
- h. Those involved in the robbery shall not be forced back into the business once they have exited.
- i. If those persons involved in the robbery have left the scene prior to the arrival of the assigned units, the officers shall obtain a description and direction of travel to be dispatched to all units.
- j. Witnesses shall not be allowed to leave prior to the arrival of investigative units or FBI personnel.

All Other Alarms:

- 1. Response Procedures:
 - a. Assigned units shall proceed to alarm locations as per Code 3 procedures.
 - b. Response Code may be changed by communications employee(s), Watch Commander or Patrol Supervisor.
 - c. Officers shall fill out false alarm reports on all alarm calls that prove to be false.
 - d. The siren should not be used unless not using it puts the officer(s) in a dangerous situation.
 - e. The red lights shall be used until just prior to arriving at a point from which they could be observed by persons at the location of the alarm.

By order of:

Thomas J. Jennings
Chief of Police