

**CITY OF OCONOMOWOC POLICE DEPARTMENT
POLICIES & PROCEDURES**

DATE: May 13, 2020

HISTORY: April 7, 1999

SUBJECT: Financial Institution Alarms

POLICY NUMBER: 99-070

I. PURPOSE

It is the purpose of this policy to provide law enforcement officers with guidance for responding to and handling alarms at banks and other financial institutions.

II. POLICY

When responding to robbery alarms at banks or financial institutions, officers shall follow the procedures set forth in this policy in order to enhance arrest possibilities of suspects and observe proper precautions for the safety of officers, employees and bystanders.

III. PROCEDURES

A. Dispatcher Responsibilities

1. Upon receipt of a financial institution alarm, a minimum of two patrol units shall be dispatched and a field supervisor shall be notified.
2. If the robbery notification is received by telephone, a complete description of the perpetrators shall be obtained from the caller along with as much additional information as possible; particularly, whether the perpetrator is at the scene and, if not, his direction and mode of travel and a complete description of any vehicle involved.
3. If the robbery notification is made by alarm, the dispatcher shall not attempt to contact the institution in order to determine the validity of the alarm until officers have given notice that they are in position at the establishment.
4. If the dispatcher is subsequently notified that the alarm is false, they shall:
 - a. Advise the caller that police units are responding.
 - b. Obtain the identity of and maintain contact with the caller.
 - c. Verify the false alarm with a key employee of the establishment (e.g., manager or head teller) and advise him that he will need to exit the facility to meet the responding officers.
 - d. Obtain a physical description of the key employee and provide responding officers with the description and the fact that the employee will meet them outside as required.

B. Responding Officer Procedures

1. Responding officers shall use appropriate vehicular warning devices when approaching the scene, but the siren will not be used within the hearing range of the reported robbery.
2. Responding units to the scene should be observant of any suspicious vehicles leaving the scene as well as other vehicles or persons outside the facility who may be serving as lookouts, cover or drivers for a robbery team.
3. The first unit on the scene shall serve as the primary unit until relieved by a supervisor, and shall take a position in front of the facility that provides good observation without being easily

visible to those inside. The primary unit shall report on observable conditions at the location to the dispatcher but should not initially approach the building.

4. The primary and all subsequent units arriving at the robbery location shall report their arrival and position to the dispatcher. The primary unit or supervisory officer should direct responding units into positions that will establish a building perimeter covering all exits and entrances.
5. Once the building perimeter has been established and no notice of a false alarm has been received, the primary unit or supervisory officer on the scene shall determine whether the dispatcher shall telephone the establishment. If the call is made, the dispatcher shall identify himself and inquire whether a robbery is in progress. If the call is not answered or a questionable response is provided to the inquiry, officers at the scene shall be informed of these facts and told that a possible robbery is in progress.
6. If a robbery in progress is suspected, the primary unit or supervisory officer shall determine whether to request additional backup and whether specialized units shall be alerted to include canine and SWAT teams. Unless otherwise directed, officers shall maintain perimeter positions until relieved.
7. Once perpetrators have been apprehended, the crime scene shall be secured by officers in preparation for processing by crime scene technicians, departmental investigators and federal agents.
8. If a robbery has been committed and the perpetrators have left the scene the primary unit should begin preparation of the initial report by identifying witnesses, caring for any injured parties, protecting the crime scene and obtaining necessary information regarding the perpetrators for supplemental broadcast. Remaining units should initiate the search for suspects on likely escape routes, being alert to unusual activities and circumstances.
9. If the dispatcher notifies officers that he has been in contact with an employee of the establishment and there does not appear to be a robbery in progress, officers shall determine the identity and description of the employee and wait for him to exit the building and approach the officers. Officers shall accompany the employee into the establishment in order to verify the situation and shall notify dispatch once the verification is complete.
10. If the alarm is received after business hours and the establishment is not occupied, responding officers shall assume positions in the front and rear of the building and jointly conduct an inspection of the facility for signs of forced entry. If signs of forced entry exist, officers shall follow procedures for conducting a building search. If the building is secure, dispatch shall be notified to contact the owner or the establishment's designated contact person to meet them at the location.

IV. NOTIFICATIONS

- A. In the event of a bonafide robbery. the following notifications will be made:
 1. Chief of Police
 2. Captain of Police
 3. FBI

V. EXCEPTIONS TO THIS POLICY MAY BE AUTHORIZED ONLY BY THE CHIEF OF POLICE

This policy is effective immediately
and will supersede any directives or understandings in conflict