	<b>Abilene Police Department Operating Procedures</b>		
	Subject: <i>Robbery and Burglary Response</i>	Issued: 10/19/2011	TBP: 7.26

### **Robbery Response (TBP 7.26)**

Primary and back-up officers responding to robbery alarms during a business's formal working hours should use the following procedures. Adherence to these procedures should reduce or eliminate the chances the initial responding officers could be killed, injured or taken hostage in a true robbery situation.


- A. The responding officer(s) should assume observation posts of entries and exits around the business. The officer(s) should not attempt an entry of the business at this time.
- B. Once the exterior of the business is under observation, the primary officer at the scene should establish telephone contact with the employees and request one of the employees to exit the building and contact the officer.
- C. If the employee advises the responding officers the alarm is false, they may return to service.
- D. If an employee of the business does not exit the business and contact the officer within a reasonably brief period of time, then the officer should notify the supervisor a robbery/hostage situation might be occurring.
- E. If a robbery is observed to be in progress, the primary officer should notify their supervisor of the situation. The procedures contained in the SOP relating to hostage, sniper or barricaded subject should be implemented at this time to resolve the situation.
- F. If the perpetrators have already left the scene, the dispatcher should broadcast preliminary descriptions of the suspect(s), any vehicle and direction of travel.

### **Burglar Alarms (TBP 7.26)**

Any person who operates a burglar alarm at a business or residence must have a permit. Vehicle, fire, public schools and all federal, state, county and city government buildings are excluded. If an alarm can be heard outside the residence or business, the owner must have a permit to operate the alarm.

### **Call Sheet Information**

When notified of an alarm, the call taker will begin the call sheet and verify the address. It will be the officer's responsibility to review the call sheet and look at the special situations portion of the call sheet to determine if the alarm is in good standing. If there is a problem with the alarm status of that facility, the comment will be "no permit – cite" or "permit revoked – cite".

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**Officer Response**

Officers assigned to alarm activations will respond to the scene and determine the security of the building.

When an officer believes entry to the building has been gained, the officer will summon the assistance necessary to search the building in an attempt to apprehend those suspects who may be remaining in the building and render it secure.

When the officer cannot secure the building and they believe it has been entered, they shall standby for a reasonable amount of time until the owner or responsible party arrives to take charge of the building.

If there are no broken windows, open doors or other conditions which would indicate entry to the building or require the owner’s immediate attention, the officer shall enter the proper disposition and return to service.


**Alarm Disposition**

When the call sheet comments include “No Permit – Cite” or “Permit Revoked – Cite” and an owner/representative comes to the scene, that person will be issued a misdemeanor citation for operating an alarm without a permit or operating an alarm while permit revoked. The terms owner and representative do not include persons working in the building for an off-site janitorial service, persons making deliveries to the business, or other persons not related to the business or residence.

If no owner/representative comes to the scene, the citation will be issued to the number one keyholder listed in the premise file. If no keyholder is listed, the officer will ask Communications to research the premise file to identify a keyholder. Once identified, the officer will issue a misdemeanor citation to that person. The offender copy will then be mailed to that person at the business or residence address.

If no one can be identified that is associated with the address, a copy of the call sheet will be forwarded to the dayshift patrol commander. The commander or his designee will make necessary arrangements to identify the owner/representative. He will then forward this information back to the original officer who will issue the citation.

Citations issued at occupied residential property where the owner/representative does not respond will be mailed to the owner or, if the property is rented, to the renter. Citations issued for unoccupied residence will be mailed to the owner or property manager.

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The remaining copies of the citation will then be processed as any other misdemeanor citation. Citations must be issued only to persons associated with the business or residence and not to the business or residence itself.

Citations will be issued only when the comments on the call sheet include, "No Permit – Cite" or "Permit Revoked – Cite".

**Owner Response**

City ordinance requires the owner, his agent, or his representative to respond to each activation of his alarm system when called by the police department. The purpose is to allow officers to thoroughly check the premises for intrusion and, if a false alarm, to allow the owner to attempt to determine and correct the cause of the false alarm. If there has been a burglary or an attempt, the building is for some reason unsecure, or if the alarm fails to reset, the officer should advise the B Channel operator to call a representative.

The officer will wait at least twenty (20) minutes for the owner/representative to arrive if one has been called by the Department. Patrol supervision should ensure every effort is made to allow the officer to remain on scene as necessary to meet the representative. If, however, the representative is en route but priority call load requires the officer to leave the scene to answer other calls, this will be noted on the call sheet and the disposition will be carried as "Billable-Show (BS)".

**Officer Dispositions**

Once the building has been checked, there are three dispositions of the call. Officers will include a brief summary of the cause for the alarm activation. The purpose is to record the cause should the owner question a billing or the validity of the alarm.

- A. NB – Non-billable – There are only four (4) allowable causes for a non-billable disposition. All other causes are billable.
  - 1. True alarm – an attempt has been made to gain entry or criminal mischief has been done to the building, or
  - 2. Exempt premises are by definition (public school or government building),or
  - 3. Inclement weather, or
  - 4. Power failure.
- B. BN – Billable No Show – The alarm is billable and the owner, his agent, or his representative did not come to the scene.
- C. BS – Billable Show – The alarm is billable and the owner, his agent, or his representative did come to the scene.



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### **Communications Dispositions**

The dispatcher will change the call title to reflect the disposition entered by the officer. For example: "Alarm Burg" will be changed to read "Alarm BS". If the officer has issued a citation, the appropriate call title would be "Alarm BS – Cite". The dispatcher will close the call with the appropriate disposition code: NB, BN, or BS.

### **Billing**

The Department Alarm administrator will coordinate with the City Accounting Office to determine when billing becomes necessary. With few exceptions, billing will be required for every false alarm over the allowable five within one year. Billing may also be required where an owner/representative did not respond to the scene of a billable alarm.