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|  | KENOSHA POLICE DEPARTMENT | | | |
| | POLICY AND PROCEDURE | | | |
| | 41.7 Bank Alarm Response | | | |
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I. POLICY

Officers of the Kenosha Police Department will respond to all alarms at a banking institution as quickly and as safely as possible and will at all times conduct themselves in a manner that will provide the maximum protection to life and property.

II. PROCEDURE

The following procedures are set forth as a guide and will be adhered whenever possible in the event of an alarm at a banking institution.

A. DISPATCHER RESPONSIBILITY

1. Upon receipt of a silent alarm, dispatch units to the alarm by using the bank name and address.
2. Call the financial institution in question via telephone and use the coded message. "This is Kenosha; give me the 200_ balance (use current year). If a response "Please call back later" is received from the telephone operator, this indicates he/she is aware that a robbery is in progress. If he/she does not reply "Please call back later", he/she may be interrogated as to whether or not he/she is aware that the alarm has been activated. The dispatcher will then request the operator to direct him/her to the "Security Officer". (Each banking institution shall have a designated security officer.)
3. The dispatcher will give the "Security Officer " the following coded message "This is Kenosha; give me the 200_ balance to which the security officer will reply either "Please call back later" (which signifies he is aware of a holdup) or he will attempt to determine whether or not a robbery has occurred or a false alarm situation exists. If the "Security Officer" indicates that it is a false alarm, dispatcher shall advise "Security Officer" to follow procedure as set in sub-D. False Alarm Situations.
4. In the event of an actual robbery, the dispatcher will obtain and provide to responding officers all pertinent information as to descriptions, weapons, getaway routes, etc.

B. DUTIES OF RESPONDING OFFICERS

1. Officers assigned to respond to an alarm should proceed to the scene as quickly as possible utilizing safe driving procedures and conforming to Wisconsin State Statute 346.03-Applicability of rules of the road to authorized emergency vehicles.
2. Upon arrival secure the perimeter of the building.
3. Position yourself in a position of advantage to observe the bank.

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4. Advise the dispatcher of your arrival at the scene and your location.
5. Assume the robbery is in progress and take all action to avoid a hostage situation.
6. All plainclothes officers will display badges or visible identification.
7. Document the incident as appropriate.

C. ROBBERY IN PROGRESS SITUATION

1. If advised by the dispatcher that a robbery is in progress, do not enter the bank, remain outside and concealed.
2. The officer in charge at the scene will make the decision on what action to take. If a supervisor has not been dispatched to the scene, one shall be requested.
3. Avoid a hostage situation.
4. When responding officers are notified that a robbery has occurred and the suspects have departed, one officer is to approach the front door and identify the "Security Officer" who should be inside the door. The security officer should not come outside the building. Employees have instructions to lock all doors after the suspects have left.
5. Responding officers will obtain all pertinent information as to descriptions, weapons, getaway routes, etc. This information will be forwarded to the dispatcher and other officers.
6. A detective will be requested to conduct a follow up investigation.

D. FALSE ALARM SITUATION

1. If the dispatcher has determined that the alarm is false, at least one officer will continue to the scene.
2. Upon arrival at the scene, the responding officer(s) will wait outside the building for the security officer to come out and identify himself/herself by waving a handkerchief.
3. One officer will enter the bank with the security officer and verify the false alarm.

E. RESPONSIBILITY OF BANK EMPLOYEES

1. Each financial institution will have a security officer and at least one alternate to act as a liaison between the law enforcement officers responding to an alarm and the financial institution.
2. Bank employees will lock the doors of the bank after the robbers have left as a safety precaution to prevent reentry and a hostage situation.
3. In a false alarm situation the security officer or alternate will call the police dispatcher and advise them. The security officer shall say "This is Kenosha; give me the 200_ balance" and inform them it was a false alarm. The security officer should then proceed outside and wave a handkerchief to signal the responding officers. The security officer will then accompany the officers into the financial institution and verify the false alarm.
4. The security officer, in a robbery situation, will call the police dispatcher after the suspects have left and give the coded expression, "This is Kenosha; give me the 200_

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balance". This tells the dispatcher that the bank officer calling is not a hostage of the robbers. The bank officer, after giving the code, can then provide the information to the dispatcher concerning the robbery. When the responding officers arrive, they will identify themselves with a handkerchief and allow officers to enter.