

ST. PETERSBURG POLICE DEPARTMENT

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GENERAL ORDER

Distribution: All Employees

Subject: **FINANCIAL INSTITUTION ROBBERIES AND OTHER ALARM RESPONSES**

Index as:	Alarms	Financial Institution	Malfunction (of Security Alarm)
	Bank Robberies	Financial Institution Robberies	Responsible Party
	False Alarm	In-progress Robbery	Robberies, Bank
	False Security Alarm	Just Occurred Robbery	Security Alarm System

Accreditation Standards: 81.2.13
Cross Reference: §119.07(3)(f), F.S.S
Replaces: G.O. III-11 Financial Institution Robberies (September 14, 2007)
I.O. V5:06, False Alarms (April 4, 2000)

Portions of this Order are exempt from disclosure under the Public Records Law of the State of Florida, §119.071(2)(d), F.S.S., since it contains “comprehensive policies or plans compiled by a criminal justice agency pertaining to the mobilization, deployment or tactical operations in responding to emergencies.”

This Order establishes the policy and procedures for investigating robberies of financial institutions and other alarm responses within the jurisdiction of the St. Petersburg Police Department. It consists of the following sections:

- I. Definitions
- II. Financial Institution Robberies
- III. Other Alarm Responses

I. DEFINITIONS

A. False Security Alarm – A security alarm malfunction or the activation of any alarm not caused by forced entry, attempted forced entry, or robbery, which results in the official response of the Police Department and which is caused by the negligent or intentional misuse of the system by the owner or their employees. A presumption exists that the alarm was false if the Police Officer responding to the alarm finds no evidence of criminal activity, attempted criminal activity or an emergency at the premises. (Examples of false alarms include but are not limited to, opening doors or windows protected by sensors, walking through or on areas protected by sensors, or failing to prevent the activation of sensors by animals or objects of which the alarm user/owner has, or reasonably should have, control).

B. Financial Institution – Any bank, savings and loan, credit union, or other financial facility that is federally insured by the F.D.I.C. or the F.S.L.I.C.

C. Malfunction (of Security Alarm) – The activation of any alarm which results in the response of the Police Department caused by mechanical failure, malfunction, improper installation or lack of proper maintenance, or any other response for which Police Department personnel are unable to gain access to the premises for any reason, or unable to determine the apparent cause of the activation.

D. Official Response – A response to an alarm activation where any Officer or member of the Police Department shall be dispatched to the premises where the alarm has been activated, or where any on-duty Officer or member of the Police Department learns of the activation of the alarm system(s), by any means whatsoever, and responds thereto by traveling to those premises. The response ends when the Officer or member has completed their investigation of the incident.

E. Responsible Party – Any person or entity who owns or controls the premises in which an alarm system is installed. By way of example and not limitation, the person who controls is a person or entity who leases, operates, occupies or manages the premises.

F. Security Alarm System – Any mechanical, electrical or radio-controlled device designed to be used for the detection of any unauthorized entry into a building, structure or facility, or both, which emits a sound or transmits a signal or message when activated. Without limiting the generality of the foregoing, alarm systems shall be deemed to include audible alarms at the site of the installation of the detection device, proprietor alarms, and automatic telephone direct-dial devices or digital communicator systems.

1. Excluded from the definition of Security Alarm Systems are devices designed or used to register alarms that are audible, visible or perceptible in or attached to any motor vehicle, or auxiliary devices installed by telephone companies to protect telephone systems from damage or disruption of service.

NOTE: The following sections of this policy are exempt from disclosure under the Public Records Law of the State of Florida §119.071(2)(d), F.S.S., since it contains "...comprehensive polices or plans compiled by a criminal justice agency pertaining to the mobilization, deployment, or tactical operations involved in responding to emergencies."

NOTE: The preceding sections of this Order are exempt from disclosure under the Public Records Law of the State of Florida, §119.07(3)(f), F.S.S., since it contains “comprehensive polices or plans compiled by a criminal justice agency pertaining to the mobilization, deployment or tactical operations in responding to emergencies.”

III. OTHER ALARM RESPONSES

A. When responding to an alarm, other than a financial institution robbery alarm, the Officer shall determine whether to:

1. Issue an alarm notice,
2. Conduct a burglary investigation, or
3. Document an open door in an incident report.

B. If there is any evidence of criminal activity, attempted criminal activity or other emergency that resulted in the alarm activation, the nature of the call will be changed with the Emergency Communications Center.

C. If there is no evidence of criminal activity, attempted criminal activity or other emergency that resulted in the alarm activation, the Officer will determine whether the alarm was the result of a false security alarm or open door.

1. When responding to an alarm, false or otherwise, where there are no persons on the premises:

a. The Officer on scene will request contact be made with the authorized representative(s) who shall respond to the premises within forty-five (45) minutes, for the purpose of conducting a security check of the premises, and when necessary, resetting the alarm system.

1) If the authorized representative(s) is not available after notification is attempted, or fails to respond to the premises as required, the Officer shall report same in CAD notes.

2) If the authorized representative(s) responds or is present and it is determined that the alarm was false, the Officer will enter CAD notes detailing the cause of the alarm.

2. If it is a false security alarm, not the result of criminal activity, attempted criminal activity, or other emergency, the Officer will:

a. Complete the *Call for Service* section in **RMS** and select the appropriate type of alarm from the drop down menu.

b. Complete the *False Alarm Notification* form (Attachment A) in full, and:

1) If no one is present, post the *False Alarm Notification* form (Attachment A) in a conspicuous location so that the person responsible for the property will find it.

2) If the authorized representative is present, provide that person with the *False Alarm Notification* form.

3. When the cause of the alarm is unknown, the Officer must specifically document their actions, observations, and comments/statements by the subscriber, if present.

D. The Officer may exercise discretion as to whether it is necessary for the authorized representative(s) to respond to the alarm activation.

1. If, after arrival at the scene, there is no need for the authorized representative(s) to respond to the premises **no action needs to be taken**.

2. If the **alarm company has advised** the authorized representative(s) elects to respond the Emergency Communications Center will notify the Officer and enter appropriate information into the CAD notes.

3. If, after arrival at the scene, if there is any need to have the authorized representative(s) respond to the scene, the Officer will:

a. Notify the Emergency Communications Center to contact the authorized representative(s) and provide a brief description why the authorized representative(s) is needed (examples include but are not limited to, torn screen, apparent fresh pry marks on door; or alarm has activated previously during your shift).

1) If the authorized representative(s) cannot be contacted, regard the activation as a false alarm and clear the call. The Emergency Communications Center will make appropriate entries into the CAD notes.

2) If the authorized representative(s) is contacted, but declines to respond, regard the activation as a false alarm and clear the call. The Emergency Communications Center will make appropriate entries into the CAD notes.

- 3) If the authorized representative(s) responds, notify the Emergency Communications Center of:
 - a) The authorized representative(s)'s arrival so it can later be determined whether response was within forty-five (45) minutes. and
 - b) The cause of the activation, if determined.
- 4) The Emergency Communications Center Operator will make appropriate entry into the CAD notes.
 - b. Under the Ordinance, when requested to respond, the authorized representative(s) is required to respond to the scene within forty-five (45) minutes, even if the alarm is not valid.

E. Codes

1. The Emergency Communication Center is required to show a cause for false alarms in the CAD notes.
2. The current list of false alarm codes are:
 - a. AAE – False Alarm, Acc/Operator Error
 - b. ACO – False Alarm, Alarm Co Error
 - c. ANM – False Alarm, Animal Set off
 - d. AOF – False Alarm, Officer Activated
 - e. APH – False Alarm, Phone Problem
 - f. APL – False Alarm, Power/Signal Loss
 - g. AST –False Alarm, Storm Malfunction
 - h. AUK – False Alarm, Unknown Cause.

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