

**CITY OF FERGUSON  
OFFICE OF THE CHIEF OF POLICE**

**Index as:**

Banks, Alarms

Holdup Alarm Response

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**HOLDUP ALARM RESPONSE PROCEDURES**

466.00 PURPOSE

The purpose of this General Order is to establish procedures for responding to a reported holdup alarm sounding or a holdup in progress at a bank or savings and loan association.

466.01 POLICY

The intent of this procedure is to minimize the threat of injury to bank employees, customers, and police officers, while ensuring a professional and expeditious response to a potentially serious situation. Primary emphasis is given to avoiding hostage situations or situations where the suspect becomes trapped within the occupied building. When such circumstances have developed, the officers should attempt to apprehend the robbery suspects outside the bank premises.

466.02 OFFICER'S PROCEDURE

When the dispatcher is notified that a holdup alarm is sounding or that a holdup is in progress or just occurred, the following procedures will be initiated:

- A. Two units will be dispatched to the location, the primary response unit and the assist unit (secondary response unit).
- B. When the units arrive on the scene, they will position themselves in their vehicles at strategic locations around the bank building and notify the dispatcher of their arrival AND the positions they have assumed.
- C. Use of emergency equipment should be kept to a minimum when responding to these alarms, and extreme caution should be used while responding.
- D. Officers will remain by their vehicle and will not enter the bank premises until one of the following conditions are verified:
  1. The dispatcher advises them that the alarm is valid and that a holdup has occurred or,
  2. That the alarm was accidentally set off.

- E. Under any of the two above conditions, the primary responding officer will be advised of the name, title, and clothing description of a bank supervisor who will contact him outside the front entrance of the bank for verification of a valid or false alarm. The officer should then meet the employee outside and may then proceed into the bank premises.
- F. While officers are posted outside of the bank or loan company they shall take appropriate action to identify witnesses or potential suspects exiting the building.
- G. If, while enroute to the alarm sounding, the officers are advised that the alarm has been accidentally set off, they will still proceed to the location following steps B - E above.

#### 466.03 DISPATCHER'S RESPONSIBILITY

When a notice of a holdup alarm is received from an alarm company, the dispatcher will:

- A. Dispatch two units to the scene, designating the primary and assist unit. At UMB (1 Church St.) there are three exits and three units shall be dispatched.
- B. When the officers have arrived at the bank and are in position, the dispatcher will contact the bank and ask to speak with a supervisor. The dispatcher will advise the supervisor of a HOLDUP ALARM SOUNDING and ask the supervisor procedural questions to determine the authenticity of the alarm.
- C. If the dispatcher is advised that the alarm was accidentally set off, immediately advise the responding units. Ask the bank supervisor to contact the officer outside the front of the building, and provide the officer with the name, title, and clothing description of the supervisor exiting the building.
- D. If the dispatcher is advised by the bank supervisor that a holdup has occurred, obtain all available descriptive information of the suspect(s) and vehicle and broadcast this information to the responding units.
- E. The dispatcher will likewise ask the supervisor to contact the responding officer outside the front of the building and provide the officer with the name, position, and clothing description of this supervisor.
- F. If the dispatcher is unable to make contact with a dispatcher then the procedure may be processed through another employee, understanding that their knowledge of the workings of the institution may be less knowledgeable than a supervisor.
- G. If the dispatcher cannot make contact with a supervisor, or if the bank supervisor does not respond properly to the dispatchers questions, or if the dispatcher cannot make

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telephone contact with the bank, the dispatcher should advise the responding units. The officers will respond assuming a holdup is in progress.

#### 466.04 RESPONSIBILITY

- A. When an supervisor becomes aware that a holdup alarm was accidentally set off, the supervisor should immediately notify this Department, identify them self, and advise the dispatcher that contact will be made with the officers outside the front entrance upon their arrival.
- B. If an actual holdup has occurred, the authorized supervisor should immediately contact this Department (even if the alarm has been activated), identify themselves properly, and provide all available suspect and vehicle information. They should then remain on the phone until advised by dispatch to contact the officers outside upon their arrival.
- C. The bank and loan companies will provide the Department with names and titles of supervisors from the business.
- D. The names of these supervisors will be kept on computer file in the dispatcher's office. Any communication concerning a holdup alarm sounding must be conducted between the dispatcher and one of these authorized supervisors.
- E. It is the bank manager's responsibility to ensure that the list of authorized supervisors is updated as the employees retire, transfer, etc. Failure to do so may result in improper information exchange between the bank employee and the dispatcher.

#### 466.05 BANKS LOCATED IN FERGUSON

UNITED MISSOURI BANK  
UNITED MISSOURI BANK  
FIFTH THIRD BANK  
US BANK  
PNC  
FIRST NATIONAL BANK

1 Church Street  
10805 Old Halls Ferry  
10797 New Halls Ferry  
201 Florissant Rd.  
10385 West Florissant Ave.  
10704 West Florissant Ave.

By order of:



COLONEL THOMAS JACKSON  
Chief of Police

#### Distribution

All Department Personnel

GENERAL ORDER 466.00  
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