

**ALBUQUERQUE POLICE DEPARTMENT**  
**\* PROCEDURAL ORDERS\***

Effective: 12/07/2011 Replaces: : 09/06/00

**2-40            RESPONSE TO HOLD-UP/SILENT/PANIC/AUDIBLE ALARMS**  
[7]

**POLICY:**

Department policy is to provide the maximum safety possible for officers and citizens during in-progress armed robberies, hold-up alarms, and other alarm situations. **In cases of hold-up and Domestic Violence Personal Panic alarms, officers will always be dispatched.**

**RULES:**

**2-40-1        ARMED ROBBERIES IN PROGRESS AND HOLD-UP ALARMS**

**A.        Communication Responsibilities:**

1. When notified of a hold-up alarm or armed robbery to a business or financial institution, the Communications dispatcher will:
  - a) Sound the alert tone putting the air 10-3.
  - b) Announce the type of occurrence and the location.
  - c) Immediately dispatch a primary and a minimum of one secondary unit (some situations may require several units).
  - d) Advise the field supervisor.
  - e) Not initiate any type of telephone contact with the scene.
2. The first unit at the scene will make the determination whether to have Communications telephone the business or financial institution and confirm the validity of the alarm.
3. In the event of a false alarm, the Communications dispatcher will:
  - a) Advise the responding officers.
  - b) Obtain identification data from an employee and advise the employee to meet the officers.
  - c) For financial institutions, a pre-designated signal will be used by the employee meeting the officers.
4. Advise the officers of the description of the employee.
5. In the event of a hold-up in progress, the Communications dispatcher will:
  - a) Advise the dispatched officers of the possibility that an actual hold-up is in progress.
  - b) Dispatch additional officers as directed by the field supervisor.

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B. Dispatched Officer's Responsibilities:

1. Advise the dispatcher of their location immediately.
2. Respond (Code 2) as quickly and safely as possible without use of the siren, slowing down before arrival to avoid making their presence known.
3. The first unit at the scene will be considered the primary unit.
  - a) The primary unit will be in charge until relieved by a supervisor or by Tactical Team personnel, if it is a hostage situation.
  - b) All other units will be considered secondary or back-up units.
4. Officers will practice "invisible" deployment upon arrival, taking safe positions to avoid cross-fire.
5. The primary unit will evaluate the situation and advise Communications whether to initiate a telephone contact to determine the validity of the alarm.
6. Officers will continue to maintain "invisible" deployment until advised of the status of the alarm by Communications.
7. If the dispatcher advises that a hold-up is not in progress, the responding officers will:
  - a) Remain in position and obtain identification of the employee who is to exit the business to verify the alarm status.
  - b) Continue to consider the alarm valid until proper identification of the employee is made.
  - c) Check the inside of the business with the employee after all safety precautions have been taken before leaving the scene.
8. In the event of an actual holdup, the responding officers will
  - a) Maintain "invisible" deployment until the offenders leave the business.
  - b) Not enter the business under any circumstances, unless it is determined that all offenders have left the business.
  - c) Request additional units as needed to secure the perimeter and evacuate civilians.
9. If a hostage situation develops, the Tactical Team will be called and will assume responsibility for the situation. Refer to section 2-42 (Hostage Situations) for officer's responsibilities.

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10. If the offenders have left, identification of the employee has been established, and all necessary safeguards have been taken, officers may enter and secure the scene.

**C. Non-dispatch Response to Armed Robberies and Hold-up Alarms**

1. Officers from other sectors, areas, etc., in the immediate vicinity, will advise Communications and responding officers of their presence and status (i.e. in uniform, marked unit, off duty, plainclothes, etc.)
2. Officers in plainclothes and/or unmarked units will provide a physical description of themselves to the responding officers.
3. Random/non-dispatched units will not respond unannounced.
4. An off-duty officer within a business establishment or in close proximity, should not take arrest action unless an immediate life threatening situation exists.

**2-40-2**

**RESPONSE TO ALARMS**

**A. Audible Alarms (10-52):**

1. Will be classified as a Priority 3 call, **unless special circumstances exist.**
2. **If there is evidence of entry, forced or unforced, the officer will request a back-up officer immediately.**

**B. Silent Alarms (10-53):**

1. Will be classified as a Priority 1 or 2 call depending upon the information received from the alarm company.
2. Two officers will be dispatched on all silent alarm calls.

**C. Officers when clearing an alarm call will determine whether the alarm was true or false.**

1. **If the alarm was false, the call will be cleared with "89" and the officer SHALL add remarks indicating that the location was checked and all appeared secure.**
2. **If the alarm was true, the call will be changed to the appropriate call, for example, 38 or 27-5R and clear the call with a 42.**

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- a) If the officer determines the alarm was a true alarm and does not meet the requirements to change the call, they may clear the alarm with an “88”, but SHALL add remarks indicating why the alarm was true and there was not a report written.
- 3. Under no circumstances shall an officer clear an alarm with any other code.
  - a) Dispatch WILL clear an alarm with “CAN” if the alarm company calls to cancel the alarm before an officer arrives on scene and add remarks indicating why the alarm was canceled.
  - b) If a primary unit is canceled from the call by another unit, dispatch must preempt the original unit and if needed, re-assign a new primary unit.
  - c) If the primary unit rolls up on another call, dispatch must preempt the original unit so the call can go back to a pending status and be re-dispatched.
  - d) If the primary unit cancels his cover unit, it WILL be done over the air, so dispatch can preempt the cover unit.
- 4. If officers are dispatched to an area for an audible alarm and officers locate the source of the alarm, officers will have dispatch change the location of the call. Officers will then clear the call appropriately.