

LITTLETON POLICE DEPARTMENT

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Policy # 12**SUBJECT: Robbery Response to Banks/Businesses**

NOTE: This written directive is for the internal governance of the Littleton Police Department, and as provided by RSA 516:36, is not intended and should not be interpreted to establish a higher standard of care in any civil or criminal action than would otherwise be applicable under existing law.

PURPOSE

The purpose of this policy is to govern the response of the Littleton Police Department to the report of robbery's at banks/businesses in the Town of Littleton. Furthermore, this policy shall reduce the potential for confusion between alarm types and the necessary response of the assigned officers and dispatchers.

POLICY

It is the policy of the Littleton Police Department to respond to all bank/business alarms in the belief that there is an actual crime in progress.

PROCEDURE**Definitions:**

- During normal business hours, any bank/business alarm will be treated as though an armed robbery may be in progress.
- During non-business hours, any bank/business alarm will be treated as though a burglary may be in progress.
- Supervisor- this is an officer is in the position of Sergeant or above as recognized by the Littleton Police Department rank structure. In absence of any officer in the position of Sergeant or above the senior most officer shall be the officer in charge until relieved by the next available supervisor.

Dispatcher Responsibility

- When an alarm is received by the Grafton County Communications Center, the dispatcher will dispatch notify all officers on duty.

- The dispatcher will call the officer using the designated "ten code". The on-duty supervisor will be automatically dispatched to the alarm.
- Once all officers have been assigned to a location and they report that they are in position, the supervisor will ask the dispatch center to place a call to the bank to inquire about the alarm activation.
- Dispatcher will relay information as it becomes available to the supervisor or upon the supervisors request.

SUPERVISOR'S RESPONSIBILITY DURING ROBBERY RESPONSE

- During normal business hours, officers will be assigned to positions that allow for safe observation of the bank/business and where they cannot be seen from the bank/business. Additionally, no officer shall approach the bank/business until the proper "safe" code has been given by the bank/business to the dispatcher.
- The supervisor will assess the responding officer's positions and adjust them if necessary.
- Once all officers are in position, a pre-arranged telephone call will be made by the dispatcher at the direction of the Littleton supervisor (see above text).
- If the bank/business responds that there is no threat, a bank/business representative will be asked to step outside to meet with an officer. An officer will meet with the bank/business representative to determine the cause of the alarm. After meeting with the bank/business representative the officer will escort that person/s back to the bank/business. Once there the officer will conduct a search for anything irregular or out of the ordinary inside the bank/business.
- If the bank/business gives the code indicating that a robbery is in progress, or if the bank/business does not answer the phone, the supervisor will:
 1. Declare a Signal 1000.
 2. Request assistance from one or more of the following police agencies:
 - a) Whitefield Police Department,
 - b) Bethlehem Police Department,
 - c) Lisbon Police Department,
 - d) Franconia Police Department,
 - e) Dalton Police Department, and/ or
 - f) New Hampshire State Police.

Note: At no time shall these departments be dispatched to the bank alarm with out the specific direction of the Littleton supervisor.

3. Notify the Chief or his designee.
4. The supervisor will direct additional units to locations around the bank/business that will reduce the risk of escape of the suspects. The supervisor has the sole discretion for making response location assignments.

RESPONDING OFFICER'S RESPONSIBILITY

- Unless otherwise directed by a supervisor, officers shall respond to the alarm CODE 3.
- Officers shall select the firearm that is most appropriate for the situation.
- Officers shall select positions of observation and consider cover and concealment as the terrain provides when selecting this location.
- A secure perimeter will be established in the immediate area around the bank/business.
- Officers shall be required to communicate their positions of observation with each other to prevent a crossfire situation.
- Officers shall make observation of all parked vehicles in the immediate area of the bank/business.
- Officers that are in positions of observation shall report any changes in the condition of the bank to the supervisor.
- Officers shall take whatever action is both reasonable and necessary to apprehend the robbery suspect(s).

RESPONSE TO BANKS/BUSINESSES AFTER HOURS

During hours that the bank/business is not in operation, all alarms shall be treated as though a burglary was in progress.

TROUBLE ALARMS AND RESTORED ALARMS

When the dispatch center receives a trouble alarm or an alarm that has been restored, they shall dispatch the primary on-duty car to the bank/business. It shall be the Shift Commander's decision whether to respond or send an additional officer to the bank/business.

- During normal business hours, the officer(s) will take a position that allows for safe observation of the bank/business.
- Once in position, a pre-arranged telephone call will be made by the dispatcher at the direction of the officer (see above text).
- Once it is determined that the bank/business is safe, the dispatcher shall ask that a bank/business representative meet outside the bank/business with the officer. The dispatcher shall ask what the physical description of the representative is and then broadcast that description to the on-scene officer(s).
- The officer will meet with the representative, record their identifying information if they are not known to the officer, and interview them about the cause of the trouble alarm or reason for the restored alarm. After meeting with the bank/business representative the officer will escort that person/s back to the bank/business. Once there the officer will conduct a search for anything irregular or out of the ordinary inside the bank/business.

REPORTING RESPONSIBILITIES OF RESPONDING OFFICERS

- Each officer that responds to an alarm that is determined to be an actual crime shall prepare a written report. The initial responding officer shall prepare an investigation report; "back up" officer's shall prepare supplemental reports detailing their involvement.
- Any use of force shall be reported in accordance with the Use of Force Policy.
- If an alarm is determined to be false, or is the result of an unknown cause, the initial responding officer shall tell the Grafton County Communications Center that the call is "10-79". The only report necessary is a printed copy of the officer's dispatch log item.

INVESTIGATORS RESPONSIBILITY

- If an alarm is determined to be an actual crime in progress, the on scene supervisor shall have the Detective notified immediately.
- Upon arrival on scene, the Detective shall be responsible to coordinate the investigation with State and Federal law enforcement agencies, as applicable.

This policy shall be reviewed annually by the Chief of Police or his/ her designee.