CONCORD POLICE DEPARTMENT
GENERAL ORDER

SHOPPING MALL OPERATIONS

GENERAL ORDER: 09.11	**CREATED:** December 1, 2000	**ISSUE DATE:** August 14, 2026
CALEA STANDARD:		**EFFECTIVE DATE:** August 14, 2026
ACTION: Amends general order dated August 17, 2023.		

09.11.0 PURPOSE

The purpose of this general order is to define the role of the Concord Police Department and its relationship with private security personnel and merchants at shopping malls.

09.11.1 POLICY

Officers responding to calls for service, or engaged in secondary employment at shopping malls shall be aware of the different responsibilities of the Concord Police Department and private mall security.

09.11.2 ALARMS

A. Mall security shall be notified of a store alarm so they may, if equipped with surveillance equipment, monitor the common area near the location of the alarm. Sworn coworkers shall respond to all store alarms except fire alarms.

B. Response to vehicle alarms shall be the primary responsibility of mall security. However, officers patrolling the exterior of a mall may respond to vehicle alarms if they believe a crime has been committed or is in progress.

09.11.3 ENFORCEMENT OF NON-CRIMINAL CONDUCT

A. Enforcement of administrative shopping mall regulations such as dress code, loitering, juvenile curfew or smoking is the responsibility of mall security and mall management. If officers are sent to assist mall staff in such matters, they shall limit their involvement to observing or monitoring the interaction.

B. Under no circumstances shall mall security, mall management, or merchants direct officers to make an arrest for a non-criminal matter.

C. Coworkers shall only disseminate confidential information as authorized by policy and procedures or state and federal law.

09.11.4 ESCORTING EMPLOYEES AND PATRONS

A. Security escort requests from employees or patrons on shopping mall property shall be handled by mall security. If the reason for the escort is related to a domestic issue, or a physical or verbal threat by another party, security should notify an officer and request ~~our~~ assistance. Officers may assist in such circumstances.

09.11.5 FOUND PROPERTY/EVIDENCE

A. Shopping malls typically have lost and found areas, which shall be utilized by coworkers and mall patrons. Persons finding property who contact the police or bring items to a district office shall be directed to the mall's lost and found area. However, contraband (e.g. drugs, weapons), items that have an obvious high value, or cash shall be placed into evidence at the district office or headquarters. Coworkers shall follow proper procedures for logging evidence or property for safekeeping as outlined in evidence related directives.

09.11.6 PARKING ENFORCEMENT

A. Restrictions relating to employee parking, loading docks, or no-parking zones are the primary responsibility of mall security. Handling of abandoned vehicles and requests for impounding vehicles other than those involved in criminal activity are the responsibility of mall security. Officers may assist in verifying the owner of a vehicle that is creating a hazard on the mall property or that is suspected in criminal activity.

B. Enforcement of handicap parking or a fire zone is a police responsibility. Officers that observe violations or respond to these types of calls for service shall enforce the violations accordingly.

09.11.7 SECURITY OF DISTRICT OFFICE

A. Coworkers not on duty, not assigned to the vicinity of the district office, or not on official business shall not loiter at the district office.

B. Officers shall not leave arrestees unattended within the district office at any time.

09.11.8 TRESPASSERS AND UNRULY PATRONS

A. The primary responsibility for enforcement of trespassing is with mall security. Each mall is private property, and therefore, mall security is the agent of the property.

B. Mall security officials shall be responsible for banning persons from mall property. Persons banned from the mall and observed by officers on mall property shall be detained if practicable, and security shall be contacted to respond.

C. If trespassers are observed after closing hours, mall security shall advise the subject(s) to leave. If the subject(s) refuses to leave, mall security may notify the police. Officers shall take appropriate action to resolve the situation, if necessary.

D. The primary responder to an unruly or undesirable patron shall be mall security. It is the responsibility of mall security to eject the person from the property and request for the assistance of the police when needed.

E. Officers shall respond to unwanted patrons as assistance to mall security when requested by mall security personnel. Actions to be taken shall depend upon the store management, mall management, and the unruly person. If either store management or mall management requests a subject to leave the premises of any store or the mall property, and the subject will not do so, he or she shall be arrested for trespassing or other violations observed by the officer.

09.11.9 VEHICLE CRASHES AND TRAFFIC CONTROL ON MALL PROPERTY

A. The police should be notified of vehicle crashes on the mall property, and shall determine if an accident report is required.

B. Traffic control in the parking lot area (PVA) is the responsibility of mall security. Officers may assist mall security with traffic control when requested to do so and when the officer feels assistance is necessary in the interest of public safety. Traffic control on public roadways in close proximity to shopping malls is the responsibility of the officer.

James S. Hughes

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