



GENERAL ORDER

DURHAM POLICE DEPARTMENT
DURHAM, NC

NUMBER:

4016 R-2

RESPONSE TO ALARMS

Effective Date: 12/15/1995

Revision Dates: R-1 09/01/2002; R-2 11/16/2009

INTRODUCTION

Rules and regulations of alarm systems in the City of Durham are regulated under City Code [Chapter 46 Article IV Police and Fire Alarm Systems](#).

RESPONSE PRINCIPLES

All alarm calls shall be treated as crimes-in-progress and require sufficient units to control the scene and assure officer safety. Officers will not respond to alarm calls with lights and sirens unless prior supervisory approval has been obtained.

The first officer on the scene shall search the perimeter of the location of the alarm for reasons for the activation and persons who may have caused it. If evidence of unlawful entry is found, the officer shall take a position from which he or she can observe the entrance point and call for backup. The building shall not be entered until sufficient personnel are on the scene to maintain a perimeter observation and a minimum of two officers to conduct the building search. A police canine should be used whenever possible.

A history of false alarms to any given location shall not alter an officer's response.

COMMUNICATIONS ALARM CODES

The DECC will attempt to verify each alarm and advise the responding officers. The following is a list of alarm status codes:

- **SIGNAL GREEN:** The alarm is **false** and a representative will meet the officer outside the building to verify that.
- **SIGNAL YELLOW:** The ECC cannot determine whether the alarm is false, or cannot make contact with the site. Officers will proceed as if the alarm is valid.
- **SIGNAL RED:** Communications has determined that the alarm is valid and this code shall be used to alert the officers that an intrusion or incident is in progress or has just occurred.

BANK ROBBERY RESPONSE PROCEDURES

All officers responding to the bank alarm shall proceed as safely and quickly as possible to the vicinity of the bank. If lights and siren are approved for use, they shall be turned off upon approaching the vicinity of the bank to prevent alerting suspects who may still be in the area. All other officers responding shall refrain from approaching the bank, but instead shall take up positions to intercept fleeing suspects.

When suspects have left the scene, the first officer at the scene shall station himself or herself with a radio inside the bank and lock the doors to retain witnesses. All witnesses shall be separated and not allowed to move about or touch anything.

The first officer at the scene shall immediately provide DECC with a description of the suspect's vehicle and the suspects.

Officers shall search the vicinity of the bank and ask all witnesses located to come to the bank. Officers shall protect the scene until the arrival of investigators and F.B.I. agents and assist them if requested.

Any information gathered about the robbery shall only be released, to the media and/or to citizens, by the Public Information Officer or designee.

The amount of money taken in the robbery will **NOT** be released to the news media.

DISPOSITION OF ALARM CALLS

The officer shall clear all false alarms using one of the following reasons: false alarms cancelled before arrival; false alarms due to weather conditions; false alarms due to any other cause.

For alarms that are not false, an investigation report shall be completed for the underlying crime.



Jose L. Lopez, Sr.
Chief of Police