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**CSU FULLERTON POLICE DEPARTMENT
GENERAL ORDER NUMBER 5-6 [CALEA 81.2.13]**

ROBBERY/BURGLARY ALARM RESPONSE

SUBJECT: Armed robbery and burglary response for Titan Student Union and University Hall Cashiers, Titan Bookstore or Schools First Credit Union; and all panic alarm responses to the Visitor's Information Center or Golleher Alumni House.

PURPOSE: To provide guidelines for armed robbery and burglary response at Titan Student Union (TSU) and University Hall Cashiers (UHC), Titan Bookstore(TB) or Schools First Credit Union (SFCU); and panic alarm response to the Visitor's Information Center(VIC) or Golleher Alumni House(GAH).

PROCEDURE:

- I. Armed Robbery Response
 - A. The armed robbery alarm provides direct notification to the dispatch console that an armed robbery is in progress or has just occurred.
 - B. TSU alarm #300 (zones 4 & 7), UHC alarm #200, TB alarm #340, or alarm SFCU BRANCH.
 - C. Panic Alarm from the Visitor's Information Center alarm #475 or Golleher Alumni House alarm #425 will be handled as armed robberies.
 - D. Upon receipt of the alarm, the dispatcher will take the following actions:
 1. Advise all units to restrict radio traffic to emergency traffic only
 2. Dispatch Police Officers to the location
 3. When officers are in position, establish contact with a responsible person at the alarmed Cashiers Office. When contact is made the pre-arranged script will be followed to ascertain if the alarm is false or genuine and suspect are inside.
 - E. If the alarm is false, the following procedure shall be followed:
 1. Obtain the name and description of the responsible person.
 2. Have the responsible person leave the building and meet an officer outside the building away from the door.
 3. Advise the officer at that location of the name and description of the person exiting (example: Jane Gordon, BF, wearing gray suit).

F. If the alarm is genuine and suspects have left the building, the dispatcher will:

1. Obtain the number of known suspects, a general description, last known direction of travel and type of weapon used.
2. Have the responsible person leave the building and meet an officer.
3. Under no circumstances shall an officer enter a building until contact is made with a victim outside of such building. Should a victim fail to exit a building to meet an officer, it shall be presumed that an actual robbery is in progress.

G. Assuming an actual robbery is in progress the responding officer shall:

1. Notify dispatch of the situation
2. Call for back up and direct officers to stations around the building
3. Watch Commander will respond and set up an Incident Command Post
4. Notify the investigators to respond in plain clothes
5. Incident Commander will determine the best actions to be taken, based on the time of day, the number of potential victims, etc.

H. Armed Robbery Alarm Reset

1. This alarm will automatically reset in fifteen minutes or can be reset manually by turning the burglary alarm "ON" and then "OFF" by entering the appropriate keypad codes.
2. TSU, UHC, VIC, and GAH personnel have the appropriate codes.

II. Panic Alarm Response

- A. All panic alarms utilized on the CSU Fullerton campus report directly to the Communications Center on the Ademco Alarm panel. There are panic alarms in the Bookstore, Alumni House, Cashiers, and President's Office.
- B. Panic Alarms will be handled as armed robberies.

III. Burglary Alarm Response

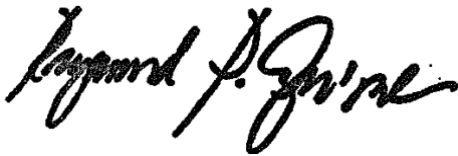
- A. The Titan Student Union (TSU) and University Hall Cashiers (UHC), Titan Bookstore (TB) or Schools First Credit Union (SFCU) are also alarmed for burglary.
- B. All the alarmed locations if breached will activate a silent burglary alarm, which sends a signal to the dispatch console at the Police Department, with an unique, identifying alarm position number. Door contacts and/or a motion detector activate the alarm.
- C. Upon receipt of the alarm signal, the dispatcher will advise the Watch Commander. At the direction of the Watch Commander, one or more Police Officers will be dispatched to the scene.

D. Burglary Alarm Reset

1. The burglary alarm will reset automatically in fifteen minutes or can be reset manually by turning the burglary 'ON' then 'OFF' by entering the appropriate keypad code.
2. The alarm will reset only if all doors and windows are closed and the motion detector is not activated. If these conditions are met, the green light on the keypad will be illuminated. The green light will go out when the system is turned "ON."
3. The alarm control panel is equipped with a battery back-up that will automatically provide power to the alarm if the alarm is unplugged or the building power is interrupted. The battery will last for four (4) hours under normal service. When the battery runs down, the alarm will automatically send a "trouble" signal (a steady red light) to the dispatch panel.
4. The same "trouble signal will be sent if the telephone line carrying the alarm signal is cut. In responding to "trouble" alarms, officers should use care that a criminal does not cut the telephone wire, wait for the officer to respond and, finding nothing amiss, departs, thinking the alarm is broken. The criminal can then force entry to the office without worrying about the alarm system or police response.

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