

	CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1 Standard Operating Procedures	Initial:
	SOP #: Police 5-18	Revised:
	Subject: Hold Up / Robbery	10-2005

HOLDUP / ROBBERY

- A. Dispatchers should be prepared for these types of calls because there is usually a great amount of confusion, and sometimes hysteria, when the call comes in. With the average citizen this type of crime with direct physical contact generates an excited emotional state of mind which makes communications difficult. The dispatchers will try to calm callers so that the appropriate information can be obtained.
- B. For incidents of holdup or robbery the dispatchers will obtain as much information as possible to include, but not be limited to, the following:
 - Location of incident.
 - Time the incident occurred. What was the time lapse?
 - Number of suspects. Armed? Descriptions?
 - If the suspects fled the scene? Direction of travel? Mode of travel? Description of vehicle? License number?
 - What was taken?
- C. The appropriate police department who covers the area the call is in will be dispatched. The dispatch of further emergency service responders will be done at the request of the police department.
- D. The dispatchers will keep the caller on the phone until the arrival of an officer if possible; the dispatchers will tell the caller when an officer is enroute. The dispatchers will advise the caller, as well as any others at the scene, not to disturb anything until the officer arrives. The dispatchers will run any license information that was obtained from the caller and relay it to responding police officers (with the exception of PSP).
- E. It is important that the dispatcher clarifies the time lapse for a robbery. Callers may state, "I've just been robbed", when in fact the incident occurred some time ago. A robbery is defined to mean that a victim was physically involved in the incident. This information can mean a great deal to the responding officers.
- F. BOLO or ATL information will be dispatched by radio as soon as possible. As time permits, the information will also be group faxed to county police departments.
- G. When there are multiple calls on the same incident where a holdup or robbery has been reported, the dispatchers are to obtain the name, telephone number and address of ***all callers***. Information on ***all*** persons who call is of extreme importance regarding this type of incident and may be critical information that is needed to aid in the officer's ongoing investigation and if the case goes to court.