



ALEXANDER PROTECTIVE SERVICES
P.O. Box 45103
Los Angeles, California 90045-0103
www.mypatrol.com



DISPATCH CENTER: RESPONSE GUIDELINES

Our goal is your safety and peace of mind, if you are a subscriber and need assistance from our patrol service call the Dispatch Center at (310) 606-2727, pressing Option 2 to be connected to an operator. Our dispatcher will ask you a series of questions to determine the nature and urgency of your situation. If appropriate, the dispatcher will direct the nearest available patrol car to your location. If a car is currently patrolling your neighborhood and not responding to another call, it will be there in minutes. If it is not in your neighborhood it may take longer.

Please read the detailed guidelines below. It is important to note that our dispatchers are trained to prioritize the multiple patrol responsibilities we have, the many calls we receive, and to dispatch patrol services consistent with the highest priority first. The information you provide to the dispatcher is critical to determining our response. To help clarify this position, calls about physically threatening situations receive higher priority than calls not with a danger to life.

Finally, calls with more specific information receive higher priority than similar calls with vague or incomplete information.

FINALLY, ALWAYS CALL 911 WHEN....

- IT IS A LIFE THREATENING SITUATION
(SUCH AS A BURGLARY, ROBBERY IN PROGRESS, OR KIDNAPPING)

- AND IF YOU SEE A WEAPON OF ANY KIND

Please remember our patrol officers are not granted police powers and must conform to strict rules when responding to your calls. We cannot arrest someone unless we see them commit the crime unless it is a Felony, then we must have reasonable suspicion to clearly believe the person actually committed the Felony.

FOR PROPERTY CRIMES:

If you call the Dispatch Center with the following information:

- a. Your name, address & Contact Telephone Number
- b. Description of the incident
 - i. Time
 - ii. Location (address)
 - iii. What you have seen or heard

- c. If seen, a description of the perpetrator:
 1. Gender

2. Height
3. Weight
4. Ethnicity
5. Possible Age
6. Type of Clothing worn
(Ball Cap / Hat, Jacket, Shirt, Type of Pant, Shoes)

2. We will:

- a. Dispatch a patrol car to drive the area and look for the suspect(s).
- b. If a burglarized home is left open and cannot be secured, we will stand by until a responsible person (Owner, Tenant or police) arrives
- c. If you make a request, we will come to your home to report on what we found

SUSPICIOUS PERSON IN THE AREA:

If you call the Dispatch Center with the following information:

- a. Your name, address & contact telephone number
- b. Description of the person and/or the vehicle
- c. Why the person is suspicious
(Did he or she do something weird – looking into parked cars, walk down someone's driveway and/or does not look like the gardener...)

2. We will direct a patrol officer to attempt to locate/make contact with the Suspicious Person. The timing of our response will depend on:

- a. If a patrol car is then patrolling your neighborhood and not responding to another call or incident, we will dispatch the car immediately
- b. If a patrol car is not then patrolling your neighborhood, we will look at several factors to determine when we dispatch a car (for example):
 1. How suspicious is the behavior?
 2. How soon is the next scheduled patrol?
 3. Have we heard about or made contact with this suspicious person before?
 4. What other activities will we pull a patrol officer from performing to respond?

Please note: If the person is in the street or on the sidewalk and not committing a crime, then we are limited to making a *consensual* contact with the person(s). Consensual contact means that the individuals can refuse to speak to us if they so choose.

IMMINENT PHYSICAL DANGER (ALARM ACTIVATION):

Assuming the residence is being monitored by us, we would:

1. receive the alarm signal activations
2. contact the primary residence telephone attempting to speak with the home owner to verify the alarm
 - a. If the phone is answered the dispatcher would ask if everything was ok and if so then request a password. If the password is correct, the security response would end there.
 - b. If the password was incorrect or the password given was a DURESS password, we will
 - i. Dispatch all Patrol Officers in the Area with Emergency Response and simultaneously contact the Los Angeles Police Department for Emergency Response.
 - ii. Once at the residence, the patrol officer would take a position of advantage and await the LAPD responding units for the additional support. We will then take a supporting role as needed or requested by the LAPD.
 - a. If the primary residence telephone is not answered, we will continue down the pre-designated contact list and attempt to make contact with a responsible party.
 - b. If there is no contact by the third notification listed number, the Dispatcher would begin sending a patrol officer to the location.
 - i. If contact is made after, the third notification and the activation cleared. The patrol officer would be cancelled.
 - ii. If contact is not made, the patrol officer will respond to the location, investigate the reason for the activation, and take the necessary course of action based upon what he or she finds at the location.

FIREARM USE:

FIREARMS ARE USED FOR THE PRESERATION AND PROTECION OF LIFE ONLY.

AT NO TIME WILL ANY PATROL OFFICER USE A FIREARM TO PROTECT PERSONAL OR REAL PROPERTY.