



Alexander Protective Services, Inc.
PPD 14038 - ACO 6200

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APS Dispatch Center: Response Guidelines

Your association has contracted with APS to provide private patrol service to supplement the public law enforcement services in your area. At most times, APS has multiple marked and some unmarked cars patrolling your neighborhood plus other adjacent neighborhoods and local shopping centers. Your association can tell you the frequency with which we patrol (drive the streets of) your neighborhood.

Our goal is your safety and peace of mind. If you are a subscriber and need assistance from our patrol service, call the APS Dispatch Center. Our dispatcher will ask you a series of questions to determine the nature and urgency of your situation. If appropriate, the dispatch center will direct the nearest available patrol car to the scene. 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. If requested, the dispatcher can estimate the time of arrival for you.

Please read the detailed guidelines below. It is important to note that our dispatchers are trained to prioritize the multiple patrol responsibilities we have and the calls we receive, and to dispatch patrol consistent with that priority. We may not have the resources to respond immediately to each call – especially if we are not patrolling your area at the time of your call. The information you provide to the dispatcher is critical to determining our response. As you would expect, calls about physically threatening situations receive higher priority than other calls. Typically, calls with more specific information receive higher priority than similar calls with more vague information.

FINALLY, ALWAYS CALL 911 WHEN....

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



PROPERTY CRIME - PERPETRATOR LEFT SCENE (Vandalism, Burglary or Theft from a Motor

Vehicle, or Residential Burglary)

1. If you call the APS 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, 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. APS 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 can not be secured, we will stand by until a responsible person (Owner, Tenant or police) arrives
- c. If you request, come to your home to report on what we found

A. SUSPICIOUS PERSON IN THE AREA:

1. 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. APS will direct a patrol officer to attempt to locate and make contact with the Suspicious Person. The timing of our response will depend on:

- a. If an APS car is then patrolling your neighborhood and not responding to another call or incident, we will dispatch the car immediately
- b. If an APS car is not then patrolling your neighborhood, we will look at several factors to determine when we dispatch a car:
 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 an APS 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.

C. IMMINENT PHYSICAL DANGER (ALARM ACTIVATION):

Assuming the residence is being monitored by APS, 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, APS would
 - 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. APS would then take a supporting role as needed or requested by the LAPD.
- a. If the primary residence telephone is not answered, APS would 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