



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No.	4710.81	Date Issued:	September 1, 2003
Section:	4700 - Specific Procedures	Date Revised:	November 29, 2023
SUBJECT: ALARMS AT THE CAPITOLA MALL			
APPROVED:	<u><signed copy on file></u> Chief, Capitola Police Department		
APPROVED:	<u><signed copy on file></u> Amethyst Uchida, General Manager		

1.0 Purpose

The purpose of this procedure is to identify and define the personnel responsible for handling alarm calls at the Capitola Mall, 1855 41st Avenue.

2.0 Private Security

The management of the Capitola Mall is under the auspices of a private corporation that employs a constant, basic, unarmed security force for the interior and the exterior of the Capitola Mall. This security force is not capable of armed response and does not have peace officer status.

3.0 Procedure

Dispatchers receiving information of an alarm activation at the Capitola Mall will create a CAD incident in accordance with Policies No. 4710 (Alarms – General), 4710.80 (Obtaining the Alarm Site Telephone Number), and 4715 (Alarms – Robbery).

3.1 Burglar alarm activations at interior businesses (audible or silent)

- 3.1.1 The dispatcher will notify Capitola Mall Security and determine if there are available personnel to respond. If Capitola Mall Security personnel are not available to respond, the call will be assigned to the appropriate Capitola Police Department field unit.
 - 3.1.2 When Capitola Mall Security personnel respond to an alarm activation, the call will be assigned to the pseudo unit identifier 'MALL'.
 - 3.1.3 The Capitola Police Department field supervisor will then be advised of the location of the alarm, type of alarm, and response by Capitola Mall Security.
 - 3.1.4 If a response is made by Capitola Mall Security personnel, they will be advised to call back with the disposition of the incident (i.e. - false alarm, scene secure, employee error, response required by Capitola Police Department for a burglary, etc.) The dispatcher will enter this information into the incident comments. If no response is required by Capitola PD, the dispatcher will close the call using the disposition code 'NOTIF'.
 - 3.1.5 When a response is required by Capitola Police Department, the responding officer will be attached to the incident. The dispatcher will then make the officer the primary unit assigned to the incident.
- 3.2 **Burglar alarm activations at anchor stores** (i.e. audible or silent alarms at stores such as Target, Macy's etc.).
- 3.2.1 The anchor stores do not have primary coverage provided by Capitola Mall Security personnel. Capitola Police Department officer(s) will be dispatched to alarm activation calls at anchor stores in accordance with Policies No. 4710 (Alarms – General) and 4710.80 (Obtaining the Alarm Site Telephone Number). Capitola Mall Security can be advised of the alarm activation since they are already onsite and can work with Capitola Police Department to assist onsite.
- 3.3 **Robbery alarm activations at any mall location**
- 3.3.1 All robbery (211) alarm activations will be dispatched to Capitola Police Department officer(s) in accordance with Policy No. 4715 (Alarms – Robbery).
 - 3.3.2 The dispatcher will notify Capitola Mall Security personnel as soon as possible and after the initial broadcast to Capitola Police

Department officers. This is a notification only and not a request to respond to the scene of a robbery alarm. As Capitola Mall Security personnel are unarmed, they could be injured or cause injury by responding to the scene of a robbery alarm activation. However, security personnel can act as 'eyes and ears' for the responding police officers if they are aware of the alarm activation.