



6500 ALARM RESPONSE [CALEA 81.2.13]

6510 GENERAL

Alarm companies call the Communications Section to report alarm activations that occur at properties or come from individuals who subscribe to their services. These types of alarms include:

- Audible alarms at businesses and residences
- Silent alarms at businesses and residences
- Other alarms such as duress/panic personal alarms, monitored vehicle alarms, and alarms at locations identified by the agency for special responses.

The manner in which the agency responds to alarms is delineated in the Communications Section Rules and Procedures manual and may be affected by the provisions of City Code 11-2 - *Alarm Systems*.

6520 COMMUNICATIONS SECTION RESPONSIBILITIES

6521 **Verified vs. Non-Verified Alarms**

In the case of premise alarms, the Communications Section Police Service Operators (PSO's) are tasked with determining whether the alarms are verified or non-verified, because the status determines the call level assigned to the incident.

Verified alarms are generally defined as:

- Multi-trip alarms with two attempts to contact the subscriber for verification. Responsible parties are not required to respond to the scene.
- Audio feedback alarms where the monitoring company hears or has heard evidence of possible criminal activity.
- Video feed from the alarm location to a monitoring company showing evidence of possible criminal activity.
- Verification of criminal activity by a guard service representative or responsible party who has responded to the scene before an officer.

Generally, verified alarms will be dispatched as calls for service and non-verified alarms will not. Both categories of alarms shall be verbally broadcast on the radio frequency for officers to hear.

6522 **Bank Robbery Alarms**

Bank robbery alarms (including those at other financial institutions) present the potential for life-safety threats to patrons, passers-by, and responding officers if the incident is valid. For example, alarms may be reported to the department while a robbery is still in progress, which could result in a hostage taking or barricaded suspect situation.



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Upon receipt of a robbery alarm, the Police Service Operator (PSO) shall immediately call the business, confirm as accurately as possible that the person answering the phone is an employee, and state, "We have received a robbery alarm, please do not put me on hold. Is the alarm false?" When the Dispatcher receives a bank robbery alarm, three units will be dispatched immediately. When possible, an attempt will be made to dispatch plainclothes units to position themselves on quads at the business.

6522.1 False Alarm

If both the alarm company and the business confirm that there is no problem at the location prior to the arrival of TPD officers, the PSO shall relay this information to the Dispatcher so that the field response may be adjusted. The PSO shall tell the employee to exit through, and stand to the right of, the front door of the building and await instructions from an officer at the scene. The PSO shall obtain a description of the employee's clothing and provide it to the Dispatcher for broadcast to the officer(s). This will assist the officers in making a positive identification of the employee.

If the PSO indicates the alarm has been confirmed as false, the Dispatcher will cancel one of the three responding units. Information received from the PSO, describing the bank employee who will exit the building, will be relayed to the officer designated to make contact.

6522.2 Valid Alarm - Suspect has Left the Scene

If the alarm is valid and the suspect has left the premises, the PSO shall ask to speak to the person with the most information about the incident (usually the victim). The PSO shall obtain a description of the suspect and/or vehicle and provide it to the Dispatcher for broadcast.

Responding officers will determine and execute a tactical plan to address the incident.

6522.3 Valid Alarm - Suspect at the Scene

If the alarm is valid and the suspect is still in the building, the PSO shall immediately advise the Dispatcher so officers may be alerted. The PSO will attempt to obtain as much information as possible without alerting the suspect to the fact that the Police Department is on the phone. The PSO will be cognizant of the fact that the suspect may instruct employees to hang up the phone or give misleading information. If a suspicious or unusual verbal response occurs, the PSO will conduct the call as if the suspect is still inside the bank. This information shall be relayed to the Dispatcher immediately.

Responding officers will determine and execute a tactical plan to address the incident.