

## <PD/Sheriff> POLICY ON ALARM NOTIFICATION FOR SECURITY SYSTEMS

### A. GENERAL

In an effort to reduce the instances of false police notifications and the adverse impact it creates on the <PD/Sheriff>, the following policy is being implemented effective <Date>. Please feel free to contact <Admin Person> at <Contact Phone> if you have any additional questions.

This policy DOES NOT apply to Fire Alarms.

### B. ALARM RESPONSE POLICY

#### 1. GENERAL

- a. Alarms being reported to the <PD/Sheriff> from alarm companies that have not met the requirements of this policy, may not be responded to by the <PD/Sheriff> and/or in accordance with the local alarm ordinance may result in a fine to the alarm company providing the notification.
- b. The alarm company shall provide any/all requested information to the dispatcher in a manor determined by the <PD/Sheriff> communications center.

#### 2. PANIC, HOLDUP, DURESS ALARMS

##### a. COMMERCIAL

The <PD/Sheriff> will accept immediate notification on all alarms of this type.

##### b. RESIDENTIAL

- 1). The <PD/Sheriff> will accept notification of this type of alarm after the Alarm Company has attempted to contact the premises to verify that an emergency exists and the response of a sworn officer is required or the call has failed to properly identify someone or there is no answer.

#### 3. BURGLAR ALARMS

##### a. COMMERCIAL & RESIDENTIAL

The <PD/Sheriff> will accept notification of alarms of this type after the Alarm Company has followed the procedures in section C.1 below as appropriate.

### C. ALARM COMPANY OPERATING/MONITORING PROCEDURES

#### 1. VERIFICATION (Reference: ANSI Standard CSV-0-1, Section 2.0)

- a. Upon receipt of a Burglary or Intrusion alarm activation regardless of the time of day/day of week and prior to notifying the <PD/Sheriff>, the alarm company will attempt to contact a legitimate system user at the protected premise in an effort verify that there is an emergency requiring a response by a sworn officer.
- b. Failing to reach an authorized person at the premise and prior to notifying the <PD/Sheriff>, the alarm company will call a second phone number that has been designated by the alarm system user in a further effort to verify that an emergency exists and the response of a sworn officer is required. This process is known as ECV, Enhanced Call Verification or Multiple Call Verification

## 2. ELECTRONIC VERIFICATION

Various forms of electronic alarm verification are acceptable in lieu of and are considered to have completed the requirements of "verification" (as specified in C.1.a above) Some of these are frequently called "listen-in", "two-way-voice", "video", "audio", and the like. If there is any question of whether a certain technique qualifies, please contact the alarm administrator for an interpretation.

## 3. ALARM ABORT

The Alarm Company shall consider the receipt of an "Authorized user", "Automatic cancel", "Abort" or "Opening" signal from the alarm system within 2 minutes of the initial Burglary or Intrusion activation as valid authorization and will not notify the <PD/Sheriff> department of the initial alarm activation . If a verbal indication from the customer that the alarm is false occurs within 15 minutes after the initial notification call, an update (Cancel) call to <PD/Sheriff> shall be made to provide a request to cancel dispatch.

## 4. ALARM CANCEL

After notification, the alarm company shall continue the effort to contact the remaining designated persons on the emergency call list and upon contact and learning that the alarm is false, update the <PD/Sheriff> with a "cancel" notification.

## 5. EMERGENCY CONTACT RESPONDING

If the alarm company contacts a designated emergency contact who indicates they will respond to the premise, the alarm company shall provide an update call to the <PD/Sheriff> to provide information about the responding party, including estimated time of arrival and make and model of vehicle or other information requested by the <PD/Sheriff> (In accordance with section B.1.b above)

## 6. ADDITIONAL ALARMS

Additional alarms from zones or devices that have already been notified to the dispatcher shall not be re-notified for a minimum period of one hour unless the alarm user arrives at the protected premises and resets the alarm system. Alarms from new devices or zones may be communicated to the <PD/Sheriff> in the form of an update to the existing dispatch request after verifications efforts have been made to the premises following the procedures in section C.1.a.

## 7. RESIDENTIAL PANIC OR DURESS

Upon receipt of an alarm activation, the alarm company will attempt to contact the protected premise in an effort verify the validity of the alarm but the monitoring center is not required to perform Enhanced Call Verification as described in section C.1.a above.

## 8. UNEXPECTED OPENINGS/CLOSINGS

Conditions considered as Unauthorized Opening, Late to Open or Late to Close shall not be considered as alarm conditions and shall not be communicated to the <PD/Sheriff> unless verbally requested to do so at the time of the event by a designated emergency contact.