

GENERAL ORDER 41.10.1

False Alarm Reports

GENERAL ORDER CROSS-REFERENCE: None.

SUMMARY

Establishes procedures for responding to false alarms at both businesses and residences.

DISCUSSION

False alarms reduce the efficiency and effectiveness of police operations, deprive crime victims and other citizens of valuable police services, and create unnecessary risks to police officers and citizens due to the need to respond to any alarm as an in-progress crime. The goal is to create an incentive for alarm users to properly maintain alarms and train the owner's and/or employees in their use.

By definition, City Ordinance 7.010, Definitions, defines a false alarm as the activation of an alarm whereby police respond and detect no evidence of entry or signs of a crime.

POLICY

I

Upon activation of an alarm, the Springfield Police Department shall dispatch officers to the listed location of the alarm to determine whether a crime has been committed. Communications will notify a responsible person to advise them of the alarm activation. The responsible person, or designee, will be requested to respond to the alarm location and contact the investigating officer.

The Communications Officer will advise the investigating officer of the contact, if any, the estimated time of arrival to the scene and a brief description of the responding person and vehicle. The Communications Officer shall record the notification and arrival time of the responsible person.

II

If the location is secure and the owner refuses to respond or fails to respond in a reasonable amount of time as determined by the Watch Commander the officer shall leave the scene.

If the location is not secure and the owner refuses to respond or fails to respond in a reasonable amount of time as determined by the Watch Commander the officer shall secure the building, shall cause the action to be documented by updating the call details via MCT and leave the scene.

If the location is not secure and cannot be secured by the officer, and the owner refuses to respond or fails to respond in a reasonable amount of time as determined by the Watch Commander the officer shall cause the actions at the scene to be documented by updating the call details via MCT and leave the scene.

If the location is not secure and cannot be secured by the officer, and the owner cannot be contacted the officer shall contact the Watch Commander for further instructions.

III

The investigating officer shall attempt to determine the cause of the alarm. If there is no evidence of a crime, the alarm shall be considered false. The officer shall update the call details via MCT documenting who was contacted and the reason for alarm. The officer will clear over the radio with a False Alarm disposition. The Communications Officer shall update the CAD disposition to FALS (False Alarm).

IV

The Management Analyst will monitor the number of false alarm calls patrol responds to. If a location is found to have false alarm activation, a letter will be generated and mailed to the responsible party outlining the date of occurrence and will include the Report of Alarm Form for the responsible party to complete and return within 3 business days. Additionally, the first false alarm activation notification will be forwarded to DPW (Development & Public Works).

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