

	CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1 Standard Operating Procedures	Initial:
	SOP #: Police 5-26	Revised: 10-2005
	Subject: Alarms	

ALARMS

- A. Dispatchers will receive reports of alarms sounding from one of two sources. The first may be a report from a neighbor or passerby who “heard” an audible alarm sounding and called for the police. The second will be calls received from alarm companies. Statistics show that the majority of alarm calls are activations from sources other than an intruder however; the dispatchers should be aware that all alarm calls should be treated as a potentially dangerous situation until proven otherwise. These types of calls could prove to be dangerous situations to responding officers.

- B. Alarm calls from neighbors or passersby provide the dispatcher with more of an opportunity to obtain more information than would be available from an alarm company. Calls that originate from an alarm company will not provide as much information on the actual situation at the location of the alarm however; the dispatcher will possibly be able to obtain more background information such as: The owner, layout of the building or residence, and location the alarm is originating from within the building or residence. In instances of alarm calls that originate from an alarm company an attempt has already been made to make contact with someone regarding the activation.

- C. For incidents of alarm activation the dispatchers will obtain as much information as possible to include, but not be limited to, the following:
 - Location of the alarm?
 - Is the alarm at a business or residence?
 - Is the alarm a burglary or hold-up alarm?
 - Was anyone observed in the area? Get description.
 - Were there any vehicles in the area? Get description.
 - Is there evidence of forced entry?
 - Was an owner or contact notified? If yes, get the contact name and an ETA for their arrival.

- D. The appropriate police department who covers the area the call is in will be dispatched. The dispatch of further emergency service responders will be done at the request of the police department.

- E. The dispatchers will run any license information that was obtained from the caller and relay it to responding police officers (with the exception of PSP).

- F. BOLO or ATL information will be dispatched by radio as soon as possible. As time permits, the information will also be group faxed to county police departments.
- G. When there are multiple calls on the same incident where an alarm has been reported by someone who is at the location of the alarm, the dispatchers are to obtain the name, telephone number and address of ***all callers***. Information on ***all*** persons who call regarding this type of incident is of extreme importance and may be critical information that is needed to aid in the officer's ongoing investigation and if the case goes to court.