



Alexandria Police Department

Directive 11.02



ALARMS

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11.2.01 POLICY/PURPOSE

Recognizing that false alarms are a major draw on our resources, it is the policy of this Department to reduce the number of false alarms in order to more effectively manage those resources.

The purpose of this directive is to establish procedures for the proper and efficient handling of residential and business alarms, and to minimize the number of false alarms. It also defines the procedures for citing alarm users when alarms are determined to be false.

11.2.02 AUTHORITY

The authority for the Police Department to address false alarms is specified in the Alexandria City Code, Chapter 4, §4-4-4 and Chapter 8, Sections 10-8-2 and 10-8-3.

11.2.03 RULES/RESPONSIBILITIES

- A. DEC will process and immediately dispatch all alarm calls received.
- B. Patrol Officers will handle alarm calls, determine the cause of the alarm and supply the necessary information to DEC to process false alarms.
- C. The Public Safety Corporation (PSC) will manage the compilation of false alarm data, billing lists and production of statistical reports. The PSC is a third party vendor contracted to handle all false alarm billing and collections.

11.2.04 PATROL PROCEDURES

- A. Officers dispatched to or arriving at alarms will complete the following tasks:
 - 1. Thoroughly examine all doors, windows and other means of access to the building to determine if entry has been gained;
 - 2. Notify DEC when the building has been checked and the results of the check;
 - 3. Contact the owner, resident, employee or responsible person at the property, if possible;
 - 4. Determine the cause of the alarm, if possible;
 - 5. If the alarm is false, the officer will attempt to notify the owner or any responsible person at the business or residence of our false alarm procedures. If no such person is present, the officer will notify the dispatcher of the disposition.
 - 6. If the building is secured with the alarm coming from an interior business, attempts will be made to contact a responsible party to check the building. If none can be located, the officer will notify dispatch of the disposition.
 - 7. The officers will advise DEC of the call dispositions as listed in 11.2.07; and
 - 8. If the alarm is the result of criminal activity the officer will begin a preliminary investigation.
- B. When officers locate an audible alarm (and self-initiate a call for service), they will provide the dispatcher with an exact address and attempt to get a business or residence name.

11.2.05 ADMINISTRATIVE PROCEDURES

The Information Services Section (ISS) Commander will handle any protests from businesses or citizens receiving bills for false alarms.

11.2.06 DISPOSITION OF ALARM CALLS

- A. When clearing alarm calls in which no cause can be found, officers will select the disposition of **False Alarm**. If the call is cancelled after a unit arrives on the scene and there is no exception as noted in section B, the disposition will still be False Alarm.
- B. When clearing alarm calls in which a reasonable explanation for the alarm is found or the alarm is cancelled prior to the first officer arriving on-scene, officers will use the appropriate dispositions (**Report, No Report**) and make an appropriate entry in the Notes field when clearing the call:
1. **Canceled call** - when an alarm is canceled prior to dispatch.
 2. **False alarm due to weather** - for weather related alarms, i.e., electrical storms.
 3. **Outside problem** - when an alarm is caused by an outside problem such as, power cut by VEPCO crew, phone lines interrupted, and power outages not caused by weather, e.g., transformer exploding.
 4. **Report or report and arrest** - when an alarm results in a report and/or arrest due to criminal activity.
 5. **Vehicle alarm** - when an audible alarm is caused by a vehicle and it is the first in a one hour period or less than the fourth in a 24 hours period.
- C. When clearing a vehicle alarm in compliance with 11.2.07 MOTOR VEHICLE ALARMS, in which a vehicle is towed, the officers will select the disposition of **No Report** with a notation in the Notes field that the vehicle was impounded.
- D. When clearing alarm calls, dispatchers are responsible for ensuring the exact locations and names of the businesses or name of persons responsible for the alarms are correctly entered into CAD. If this information is not currently available, an entry will be made noting "owner information not available." This notation will be removed and the information entered as soon as it does become available.

11.2.07 MOTOR VEHICLE ALARMS

- A. City Code Section 10-8-2 states that the actuation of a motor vehicle alarm more frequently than twice in a 1-hour period or four times in a 24-hour period shall be presumed to violate this code section.
- B. City Code Section 10-8-3 authorizes the removal of a vehicle, from public or private property, that violates Section 10-8-2. Prior to the removal of the vehicle, the officer shall attempt to notify the owner and afford them the opportunity to abate the alarm.
- C. Vehicles in violation should be removed from public or private property, and transported to the city impoundment yard or another impoundment facility in accordance with Police Directive 11.22, Impounding/Removing Vehicles.

11.2.08 ROBBERY ALARM RESPONSE

A. Police Response

1. Response to the Scene

a. Officers responding to the scene of a reported robbery alarm shall proceed to the location as quickly, directly and safely as possible, following all departmental instructions for safe driving procedures under emergency circumstances.

[Redacted text block containing multiple lines of blacked-out content under section 1.a.]

2. Upon Arrival

[Redacted text block containing multiple lines of blacked-out content under section 2.]

[REDACTED]

e. *The supervisor assigned to the call shall request the dispatcher to contact CIS as soon as possible. In the case of a bank robbery, DEC will notify the FBI.*

5. *Robbery Resulting in Hostages Taken*

[REDACTED]

6. *Robbery and Suspects Have Left the Scene*

[REDACTED]

[Redacted text block]

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B. Off Duty Police Officers

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By Authority of:

**Earl L. Cook
Chief of Police**