

SPRINGFIELD POLICE DEPARTMENT

Standard Operating Guideline

Effective Date: 04/04/2017	Supersedes Policy Dated: 12/31/2013	Rescinds:	SOG Number: 401.3
Accreditation Index:			
Part Title: Operations	Chapter Title: Patrol Operations		
Chief of Police:			

Alarm Response / Reporting

I Policy

The policy of the Springfield Police Department is to enforce Springfield City Code, Chapter 50, Article II, Alarm Systems. The Department shall respond to alarm calls, determine the cause of the alarm, and take appropriate action. ¹

II Definitions ²

Alarm System – A mechanical or electrical device which is designed to be activated manually or automatically upon the detection of an unauthorized entry, intrusion, or other emergency in or on any building, structure, facility, or premises.

False Alarm - Means any activation of any alarm system intentionally or by inadvertence, negligence, or unintentional act to which the Police Department responds, including activation caused by the malfunction of the alarm system.

III Procedure

1 Alarms shall not be considered to be false under the following circumstances: ³

1 Policy Statement revised, ordinance reference updated, per Policy Change Order 17-016.

2 Definitions revised, minor wording and punctuation changes, per Policy Change Order 17-016.

3 Section 1 revised, unnecessary/redundant wording removed and punctuation changes, per PCO 17-016.

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- 1.1 When caused by the malfunction of the indicator at the Emergency Communications facility;
 - 1.2 When caused by damage, testing, or repair of telephone equipment or lines by the telephone company, provided such incidents are promptly reported to the telephone company;
 - 1.3 When caused by an unauthorized or illegal entry or attempted entry, of which there is visible evidence;
 - 1.4 When intentionally activated by a resident or employee acting under a reasonable belief that a need exists to call the Police Department;
 - 1.5 When followed by a call to the Police Department canceling the alarm by giving proper information prior to the arrival of the officer at the source of the alarm;
 - 1.6 When caused by natural or man-made catastrophe, including such events as tornadoes, floods, earthquakes, or other similar violent conditions.
- 2 Priority Codes ⁴
- 2.1 Alarms will be coded as priority 4 unless one of the following circumstances apply, which will justify coding it as a priority 2: ⁵
 - 2.1.1 The alarm is manually activated (e.g. holdup, panic, ambush, robbery, etc.);
 - 2.1.2 The alarm has secondary verification (e.g. witness information, a perimeter alarm followed by an interior motion detector, etc.);
 - 2.1.3 Any other reasonable belief on the part of Emergency Communications personnel.
- 3 Officer Response ⁶
- 3.1 Officers will assume an alarm to be genuine until facts indicate otherwise.
 - 3.2 If the alarm is genuine, the officer will take necessary action to resolve the situation at the scene.
 - 3.3 If the alarm is false, officers will complete a False Alarm Report electronically via the Records Management System. False Alarm Reports shall include the following information: ⁷
 - 3.3.1 Name of the business or resident who lives at the address;
 - 3.3.1(a) Officers are required to include the suite/apartment number for addresses containing such numbers.

4 Section 2 revised, capitalization, per Policy Change Order 17-016.

5 Section 2.1 revised, punctuation and abbreviation changes, per Policy Change Order 17-016.

6 Section 3 revised, capitalization, per Policy Change Order 17-016.

7 Section 3.3 revised, minor wording and punctuation changes, per Policy Change Order 17-016.

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- 3.3.2 Name and phone number of anyone contacted on scene who is a key holder or employee of the business;
 - 3.3.3 If the alarm appears to have been caused by weather-related conditions or damage/testing of telephone lines, the officer needs to document the related condition in the report;
 - 3.3.4 Actions taken by the officer and what they found (e.g. exterior checked secure, etc.).
- 3.4 Priority 2 alarms will not be declared false until every reasonable effort is made to determine the cause of the alarm.
- 3.4.1 This will include waiting for management to arrive, if feasible, to conduct an interior check of the building.

IV Attachments