

WEBER COUNTY SHERIFF'S OFFICE		POLICY AND PROCEDURES	
SUBJECT: False Alarm Response		CHAPTER/SECTION NO.: 53.16, 53.17, 53.18, 53.19, 53.20	
EFFECTIVE DATE: 10/7/03		REVIEW DATE:	
AMENDS/SUPERSEDES: See attached sheet		APPROVED: <u>**See Master File</u> Sheriff	
STANDARD NUMBER: 81.2.13			

53.16 Purpose

- 53.16.1 It is the intent of this policy to address and resolve the problem of false residential and business alarms in Weber County through close cooperation between residential and business alarm owners and the Sheriff's Office Community Resource Officers.
- 53.16.2 The CRO's will educate alarm users and the community of the resources expended on false alarms the Sheriff's Office responds to every year.
- 53.16.3 The CRO or primary deputy responding to an alarm will advise the alarm user that he/she is responsible for ensuring that his/her system is installed and maintained to prevent inadvertent activation, therefore, requiring police response when an actual criminal event or emergency does not exist.

53.17 Definitions

- 53.17.1 Alarm System: Mechanism, equipment, or device which is designed to detect an unauthorized entry into any building or onto any property, or to detect attention to a robbery, burglary, or other emergency in progress, and to signal the above occurrences either by a local or audible alarm; a silent or remote alarm; or a device designed to detect smoke or fire hazards.
- 53.17.2 The following devices shall not constitute alarm systems within the meaning of this

subsection:

- A. Alarm devices which are not installed, operated or used for the purpose of reporting an emergency to the Sheriff's Office.
- B. Alarm devices that are installed on a temporary basis by the Sheriff's Office.

53.17.3 Alarm User: The person, firm, partnership, associations, corporation, company, or organization of any kind in control of any building, structure, facility or portion thereof wherein an alarm system is maintained.

53.17.4 Emergency: The commission or attempted commission of a robbery, burglary or other criminal action, life threatening situation, or a hazard caused by smoke or fire.

53.17.5 False Alarm: The activation of an alarm system which results in a response by Sheriff's Office personnel where an emergency does not exist. This includes an alarm signal caused by conditions of nature which are normal for that area and subject to control by the alarm user.

- A. False alarms will not require "problem solving" for the purposes of this section when:
 - 1. The alarm was proximately caused by a violent act of nature, or
 - 2. The response of the Sheriff's Office is canceled prior to the Deputy's arrival, or
 - 3. The alarm was actually caused by the act of some person other than:
 - a) The alarm user, which, for purposes of this subsection includes deputies, agents, employees, independent contractors, or other persons subject to the direct or indirect control of the alarm user,

- or
- b) The person who installed, connected, operated, maintained, or serviced the alarm system, or
- c) The manufacturer of the alarm system, including the manufacturers deputies, agents, employees, independent contractors, or any other person subject to the direct control of the manufacturer.

53.17.6 Notice: Personal contact with the alarm user by law enforcement personnel or by official mailings or correspondence.

53.17.7 Person: Includes natural persons without regard to gender and any partnership, corporation or other legal entity.

53.17.8 Central Station: Office to which alarm systems are connected, where operators supervise the circuits and where guards and/or service personnel are maintained continuously to investigate signals.

53.18 **Discussion**

53.18.1 Any alarm user which has more than six false alarms in any 180 day (6 month) time period will be contacted by the Sheriff's Office. It is the intent of the Sheriff's Office to assist the alarm users in resolving the false alarm problem. The Deputy or representative will inform the alarm user of the circumstance, ascertain the possible causes for the false alarms and what actions if any have been taken to address the issue.

53.18.2 Each false alarm reactivation, which is reported to the Sheriff's Office, within a two (2) hour time period, will be considered as a single false alarm. This section is intended to address those circumstances when an alarm user cannot be located to deactivate the false alarm or the alarm user is physically incapable of deactivation.

53.19 **Policy**

- 53.19.1 A certain number of false alarms are expected to occur due to changes in the physical environment or user error, over the life of an alarm system. The alarm user, under this policy, may experience six(6) false alarms during any 180 day (6 month) period of time prior to being contacted by a deputy regarding the issue. An additional alarm within the same 180 day (6 month) period of time, will warrant contact by the Sheriff's Office to the alarm user in a problem solving capacity.
- 53.19.2 The false alarm policy is the primary responsibility of the Patrol Section Commander and directly administered by the Community Resources Sergeant.
- 53.19.3 WACDC will maintain a record of each false alarm reported to them.
 - A. WACDC may provide the Sheriff's Office, upon request, written documentation of any and all false alarm responses including location, date and time.

53.20 **Procedure**

- 53.20.1 In order for the WEBER COUNTY SHERIFF'S OFFICE to maintain high levels of efficiency and effectiveness, a procedure for the reduction and management of residential and business false alarms has been established. The procedure is designed to:
 - A. Identify those alarms in the County that, due to equipment, environmental, or user failures, activate and require police response when no emergency exists.
 - B. Educate the alarm users of the County regarding patterns of false alarms and request that they work with the Sheriff's Office in reducing the number of false alarms and subsequent unnecessary costs to the County.

- C. Identify alarm users who fail to properly manage their alarms and assist in identifying means to correct the problem.
- 53.20.2 The responding primary Deputy who is dispatched to a business or residential alarm of any kind, should make every effort to determine if the alarm was activated under the following circumstances:
- A. No evidence of a silent or audible alarm that required police response, was activated by an actual or attempted burglary, criminal trespass, actual or attempted robbery, act of actual or attempted criminal mischief, or any other act, deemed as criminal in nature.
 - B. Panic, fire or other type of alarm was activated when no actual or apparent threat to the safety of persons or property due to fire or any criminal act existed.
 - C. The alarm user or other person accidentally or intentionally activated the alarm with the knowledge that no actual or apparent threat to the safety of persons or property existed.
- 53.20.3 In order for the Sheriff's Office to account for the existence and number of false alarms at any residence or business, the dispatch center will document the police response to each alarm and the fact that they were false alarms as described in the previous section.
- A. The dispatch center should retain information on the number of all alarms including the date, time, location, and clearance information, whether the alarm was false or not.
 - B. It is the responsibility of the primary Deputy to relay the alarm status to the dispatcher in the event of a false alarm as described in the previous section.
- 53.20.4 The existence of a false alarm at any residence, business, building, or structure

in Weber County may be determined by the responding primary Deputy.

53.20.5 The primary Deputy should complete a *Weber County Incident Report* under the circumstances described in the previous section. The report should include, but not be limited to, the following:

- A. If the alarm is at a residential location, the name and address of a responsible person who is the primary resident, home owner, apartment or home renter, or any resident occupying the premises where the alarm device exists who is over the age of eighteen (18). (For purposes of this procedure, this person will be considered the alarm user as described in this policy)
- B. If the alarm is at a business or other commercial location, the name of the business, building or structure, where the alarm device exists, as described on same by sign, license or other documentation indicating a D.B.A., ownership or title of representation.
 - 1. The name of the business owner, proprietor, partner, manager, or other declared responsible person being the alarm user, and over the age of eighteen (18). (If this person cannot be determined by the primary Deputy, this information may have to be omitted from the report and obtained during a follow-up contact.
- C. The report should be forwarded to the primary Deputy's supervisor at the conclusion of his/her shift.

53.20.6 The Community Resource Sergeant will assemble information, with assistance from records or crime analysis personnel as needed, regarding false alarms as part of a monthly report on CRO activities and provide the information to CRO's in each community area.

- A. Each CRO will assess the information for patterns of false alarms at residences or businesses and contact the alarm owner as appropriate. Contact is required if the false alarm pattern shows more than six false alarms in any 180 day (6 month) time period, and a report on actions taken to alleviate the problem will be submitted by the CRO to the CRO sergeant.
- B. The CRO sergeant will include a summary of false alarm incidents and actions taken in an annual report on the CRO program to the Operations Bureau Commander, the Chief Deputy and the Sheriff.