



**SACRAMENTO POLICE DEPARTMENT
GENERAL ORDERS**



**531.05
RESPONSE TO ALARM CALLS
09-26-95**

PURPOSE

To establish procedures for responding to alarm calls.

POLICY

To respond to alarm calls on a pre-determined priority basis.

PROCEDURE

A. RINGER AND SILENT-RINGER ALARMS

1. Ringer and silent-ringer alarms shall be dispatched as a Priority 4 call unless information is received indicating extenuating circumstances. Communications personnel answering complaint telephones shall be expected to use good judgment when deviating from the Priority 4 classification to a higher or lower priority based on the information given by the caller.
2. The initial dispatch shall be a single-officer unit per G.O. 510.04, Dispatching Sequence of Assignment. Assistance may be requested if a possible entry is located or suspicious circumstances exist.
3. Officers shall respond to a request for service via a burglar alarm system or an alarm company referral service even though a permit from the city has not been obtained or has been revoked for alarm violations.

B. SILENT BURGLARY ALARMS

1. Silent burglary alarms received by alarm companies shall be considered a burglary in progress and dispatched as a Priority 2 call.
2. The dispatcher shall dispatch [REDACTED] officers. If available, a canine unit shall be dispatched as a one officer cover unit. Assistance shall be requested if deemed necessary by an officer at the scene

C. STANDBY OF UNITS

When there appears to be no entry and/or a false alarm, the primary officer at the scene shall determine if the situation warrants a standby unit. If there is no need to stand by, the primary officer shall enter a miscellaneous (M,) comment to the call on their MDT explaining the condition of the premises and return to service.

D. SILENT ROBBERY ALARMS

1. Robbery alarms shall be:
 - a. considered an "Armed Robbery in Progress".
 - b. dispatched as a Priority 1 (Emergency).
2. The dispatcher shall assign a minimum of [REDACTED], and alert the field supervisor.
 - a. [REDACTED]

E. ALARM COMPLAINTS

A Sacramento Police Department Preventive Services Premise Report (SPD 578) may be made by the primary officer when:

1. any business or residence has a high incidence of false alarms or improper use of alarms, i.e. 211 silent alarm for petty theft or 459 silent alarm for a family fight.
2. any business appears to be improperly alarmed.
3. in the officer's opinion, a business should be alarmed.
4. the alarm company or business representative fails to respond when requested by Communications.