



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



531.08

ALARM ANSWERING SERVICES

1-31-23

PURPOSE

The purpose of this Communications Directive is to establish guidelines for Communications Division personnel when receiving alarms or video feed indicating suspicious activity from alarm companies or private citizens with information on alarm activation and/or suspicious activity related to or near the monitored site.

POLICY

All residential and commercial alarm calls shall be recorded into CAD regardless of status or type of alarm.

PROCEDURE

When receiving calls from alarm companies, dispatchers must determine through questioning which alarm type code best fits the situation.

A. AUDIBLE BURGLARY ALARMS

1. Audible burglary alarms indicate a potential intrusion into a business or a home. If an alarm company reports an audible burglary alarm, the dispatcher shall:
 - a. First ask the alarm company if there is a permit number on file and
 - b. If provided the permit number, dispatchers shall enter it into the Alarm Number field of the shift + F1 mask. The permit number should be entered beginning with 'P' and omitting any zeroes at the beginning. (e.g., if the alarm company advises the permit number is 00422, enter that permit number in the CAD mask as P422).
2. If no permit number is available, dispatchers shall ask the alarm company for the address and enter it into the Address field of the shift + F1 mask.
3. After entering either a permit number or address, dispatchers shall review the Penalty section of the View Alarm Details Screen to determine if the alarm is enhanced (ENH), full (FULL), or not on file, before proceeding with the call.

B. ALARM PENALTIES

1. Regardless of the penalty, dispatchers shall obtain the following information from the alarm company:
 - a. Full name of residents or business.
 - b. Area(s) of activation.
 - c. Phone number(s) associated with the location.
 - d. Indicate if a responsible party has been contacted and whether they on site or en route.
 - e. If the responsible is not on site and unable to respond, but are requesting police dispatch, indicate if anyone is expected to be on the premises.
 - f. If the responsible party is on site or en route, include their:
 - (1) Name.
 - (2) Estimated time of arrival.
 - (3) Mode of travel and a description of them or their vehicle.
 - g. If no responsible party has been contacted, indicate if the alarm company has made at least two attempts to reach one.
 - h. Determine if the alarm company has live audio or video feed of the location and if alarm company personnel are able to see or hear any suspicious activity. Suspicious activity shall be included in the text of the initial call and prioritized appropriately.

C. AUDIBLE ALARMS ENHANCED

1. When receiving audible alarms with an enhanced status, the dispatcher shall:
 - a. Ensure two attempts have been made by the alarm company to reach a responsible party, or that
 - b. A responsible party is on site or en route, or that at least one responsible party has been reached and is requesting police dispatch.
 - d. Ensure the alarm company name and callback telephone number are correct on the call.



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



2. If two attempts to reach a responsible party have been made, enter an alarm call for dispatch using the 933R type code, ensuring that all other fields and standard alarm information is included.
3. If two attempts have not been made and a responsible party not reached, enter an advised incident using the ALMADV type code and advise the alarm company that there will be no police response until they make at least two attempts to reach a responsible party.

D. AUDIBLE ALARMS FULL

1. When a crime is not confirmed, the dispatcher shall:
 - a. Enter an advised incident using the ALMADV type code with information from section (B)(1)(a-h) in this directive.
 - b. Include in the text of the call the status of the alarm (i.e., FULL).
 - c. Ensure that the alarm company name and callback telephone are correct on the call.
2. If the alarm company has confirmed a burglary or attempted burglary by either on-site visual, video, audio, or responsible party, the dispatcher shall:
 - a. Ensure that the alarm company name and callback telephone are correct on the call.
 - b. Enter a 459ALM call for service. 459ALM indicates that the alarm company has verified a burglary and a report is needed.
3. Audible alarms to city, state or other government buildings shall be entered using the 933R type code regardless of alarm penalty status, as the City of Sacramento's financial penalty ordinance does not apply to government entities.

E. AUDIBLE ALARM CANCELLATION

1. An alarm company may only request cancellation of an audible alarm if they have received the proper code, in which case the dispatcher shall request a cancellation of the call by utilizing the supplement command.
2. Members of the public may not request cancellation of alarms called in by alarm companies. They shall be referred to their alarm company.

F. MEMBERS OF THE PUBLIC REPORTING ALARMS

1. If a member of the public is calling in to report an audible alarm, the dispatcher shall ask:
 - a. the name of the residents or business.
 - b. If they have any contact phone number associated with the location of the alarm.
 - c. If the resident(s) is/are usually home at this time, or if the business is open, if known.
 - d. If they are aware of anything else suspicious occurring.
 - e. If they can they see a point of entry into the location of the alarm.
 - f. If they can tell that a fire alarm is sounding, in which case the dispatcher shall transfer the call to the Sacramento Fire Department.
2. If they are calling in regarding something they are viewing on their home cameras (Ring doorbell, installed cameras that are personally monitored etc.) the dispatcher shall enter it as the type code fitting the situation and not an alarm type code (i.e., 910, 459T, 927P).
3. If a member of the public is calling in to report a vehicle alarm sounding, it shall be handled as a 415E as long as no other known crimes are associated (i.e., 921, 594).

G. SILENT BURGLARY ALARMS

1. Silent burglary alarms may be called in for both homes and businesses.
2. They are not subject to FULL and ENH alarm protocols.
3. All silent burglary alarms shall be entered regardless of alarm penalty status.
4. Alarm companies shall be asked the same questions as in audible burglary alarms in section (B)(1)(a-h) in this directive.
5. Alarm company name and callback phone number must be correct in the contact field.

H. PANIC/PRIORITY ALARMS:

1. Panic/Priority alarms may be called in for residences, businesses, and vehicles.
2. They are not subject to FULL and ENH alarm protocols.
3. They shall be entered regardless of alarm penalty status.
4. Alarm companies shall be asked the same questions as in audible burglary alarms in section (B)(1)(a-h) in this directive.
5. The alarm company name and callback phone number must be correct in the contact field.



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



I. SILENT ROBBERY ALARMS:

1. Silent robbery alarms shall only be used for businesses.
2. They indicate a priority incident in progress (i.e., robbery in progress).

[REDACTED]

J. RESIDENTIAL SILENT AND AUDIBLE PANIC ALARMS:

1. Residential silent and audible panic alarms shall only be used for residences.
2. They indicate a priority incident, such as a home invasion, in progress.
3. If it is unknown whether the alarm is silent or audible, 952A shall be used.

[REDACTED]

K. PANIC ALARM - VEHICLE

1. Vehicle panic alarms are typically called in by vehicle safety/roadside service companies to indicate in-vehicle emergencies such as an accident or duress. Dispatchers shall confirm the following for the call:
 - a. Location of the vehicle including accuracy of location information.
 - b. Complete vehicle description.
 - c. Whether the vehicle is moving or stationary.
 - d. Vehicle owner information including name, phone number, and home address.
 - e. Vehicle safety/roadside service company name, phone, and reference number.
2. 952V shall be used in the Type field of the standard incident mask (F1). These alarms shall not be entered using an alarm incident mask (shift + F1).