

 NORFOLK Department of Police	Administrative General Order - 440: False Alarm Reports		
	Office of Preparation: Strategic Management Division (lkb/mar)		
	CALEA:	81.2.13	
	VLEPSC:	ADM.24.02	
LEGAL REVIEW DATE:	7/16/15	PRESCRIBED DATE:	7/24/15
City Attorney:	<i>David M. Munn</i>	City Manager/Director of Public Safety:	<i>W. M. ...</i>
APPROVED BY THE AUTHORITY OF THE CHIEF OF POLICE:		<i>[Signature]</i>	

Purpose

To establish procedures for reporting False Alarms.

Policy

Norfolk City Code requires all alarm users to obtain a permit to operate a burglary, panic, and holdup alarm system within City limits. Law enforcement officers will be assigned to respond to alarms in an attempt to protect individuals and property. In order to limit the number of false alarms, alarm users with repeated false alarms will be fined.

Supersedes:

1. G.O. ADM-440, dated March 02, 2011
2. Any previously issued directive conflicting with this order

Order Contents:

- I. Authority
- II. Conditions for Filing a False Alarm Report
- III. Completion of PD 890, False Alarm Report
- IV. Central Records Division Responsibilities

I. Authority

- A. Norfolk City Code, Article IV. Alarm Systems, regulations attempt to reduce the number of false alarms; thereby making law enforcement resources available to locations where police action may be needed.
- B. Alarm companies and users are required by City Code to file a permit with the Police Department, supplying up-to-date information.
- C. City Code allows the collection of fees for repeated false alarms in an attempt to reduce the number of false alarms. A fee will be assessed for the third false alarm within six months, and a separate, higher fee for the fourth and subsequent false alarms.

II. Conditions for Filing a False Alarm Report (ADM.24.02d.) (CALEA 81.2.13)

- A. False alarms are defined in Norfolk City Code, Section 33-95(j), Definitions, which requires the responding law enforcement officer to file a PD 890, False Alarm Report under the following conditions:
 - 1. Equipment Malfunction
Activated alarms which are the result of faulty, malfunctioning, or improperly installed or monitored equipment.
 - 2. User Error
 - a. Negligently or accidentally activated alarms (e.g., user forgot alarm code, or structure left unsecured).
 - b. Activated alarm due to an unsecured pet (e.g., pet left on premise activated the alarm).
 - 3. Intentional/Malicious
 - a. Instead of calling the police non-emergency dispatch, building occupants purposely activate the alarm to summon police for what they perceive to be an urgent, but a “non-emergency” situation. This is intentional but not considered mischief.
 - b. Purposely activate alarm to summon the police in non-emergency situations and intended as acts of mischief (e.g., prank or student activates alarm during exam periods to delay test-taking), or with deliberate intent to harm through an activation.
 - 4. Other
When the cause for the activation is undetermined, the officer shall document the facts surrounding the alarm in the Notes section of the False Alarm Report.
 - 5. When the alarm was activated on government property (i.e., City, State, or Federal) a False Alarm Report shall be completed; however, both copies of the report shall be forwarded to Central Records Division.

B. Exceptions

Two conditions for which officers shall not complete a False Alarm Report are:

1. Alarms activated by severe weather conditions.
2. When the alarm activation is the result of an actual offense (e.g., burglary), either completed or attempted.

III. Completion of PD 890, False Alarm Report

- A. Only law enforcement officers shall respond to an activated alarm; ensuring that the telecommunicator is notified of the event. Telecommunicators shall ensure at least two officers are assigned to the event.
- B. If multiple units are assigned to respond to the alarm, the first unit on the scene shall become the primary unit and be responsible for:
 1. Notifying the telecommunicator, and any additional officers responding, of any pertinent information; e.g., if a false alarm has been determined, a crime was attempted or completed, suspect information, etc.
 2. Completing PD 890, False Alarm Report, if the reporting officer determined a false alarm has occurred.
 - a. Officers shall complete a False Alarm Report (two page report) supplied by the Property and Evidence Unit.
 - (1) All information must be correct; date, address, and system user name are required for the proper billing of any service fee.
 - (2) Notes shall include a detailed description of the circumstances and police actions taken, as the responding officer may have to describe the false alarm conditions in court (e.g., checked windows and doors, talked to user, etc.)
 - b. Distribution of Copies
 - (1) If the alarm occurs at a business or residence, forward the original to the Central Records Division. The copy shall be left at the premise, or with a responsible person representing the premise, where the false alarm occurred.
 - (2) If the alarm occurred at premises owned or operated by city, state, or federal government both copies shall be forwarded to the Central Records Division.
 - c. All False Alarm Reports shall be checked for accuracy and initialed by a supervisor prior to submission to the Central Records Division. Central Records will return False Alarm Reports containing errors or determined to be incomplete to the originating command for correction.
 - d. All False Alarm Reports shall be turned in by the end of the officer's tour of duty.

3. Ensuring a False Alarm Permit has been filed with the Department
 - a. The responding officer will give the alarm user a PD 892, Alarm User Permit Form to complete if the alarm user has never obtained a permit, or knows the original information is out-of-date.
 - b. Personnel may contact the Central Desk personnel if contact information is needed.

C. Computer Aided Dispatch System (CADS)

Officers responding to an alarm will update the event type if necessary (e.g., from alarm to the actual event type such as burglary, etc.), enter any necessary notes, and clear appropriately, via mobile terminal. Officers in police vehicles without a mobile terminal shall request the telecommunicator to update CADS.

IV. Central Records Division Responsibilities

The Central Records Division shall be responsible for establishing procedures to ensure:

- A. Proper registration of alarm companies and users.
- B. The collection of registration and false alarm fees.
- C. Records are maintained and kept confidential, restricting access to information, to include any correspondence and departmental forms:
 1. PD 891, Alarm Company Operator Permit Application
 2. PD 892, Alarm User Permit Form
 3. PD 890, False Alarm Report

Related Document

G.O. OPR-510: Radio Communications