

RENO POLICE DEPARTMENT GENERAL ORDER

This directive is for internal use only and does not enlarge this department's, governmental entities and/or any of this department's employees' civil or criminal liability in any way. It is not to be construed as the creation of a particular standard of safety or care in an evidentiary sense, with respect to any complaint, demand for settlement, or any other form of grievance or litigation. Violations of this directive, if substantiated, can only form the basis for intra-departmental administrative sanctions.

Chief of Police: Steven Pitts /s/		
Approving Deputy Chief:		
General Order No: P-120-05	Revised: September 3, 2010	Supersedes: 3/235.000, 3/236.000, 3/237.000, 7/130.000, 7/135.000
General Order Title: RESPONSE TO ALARMS		

I. POLICY

The Reno Police Department responds to a variety of alarms and has established procedures to handle each type. The primary concerns when answering alarms are public safety, officer safety, and the apprehension of criminals.

The Reno police Department will contract with an Alarm Management Company to administer the management of false alarms.

The selected Alarm Management Company will be responsible for:

- Communicating with all known alarm installation and monitoring companies operating business in the City of Reno
- Billing and collection of annual permit fees for all City of Reno Alarm users
- Billing and collection of fees for false alarms within the City of Reno
- Debt collection for non-registration, late notices, and/or false alarm fees

II. PROCEDURES

A. **Alarm Administrator Procedures and Responsibilities**

The Reno Police Department Alarm Administrator will be assigned to the Record Division of the Reno Police Department. The Alarm Administrator will be responsible for providing information to the contracted Alarm Management Service on documentation required to assist the Alarm Management Service in managing false alarms. The Reno Police Department Alarm Administrator will oversee all alarm suspensions, complaints, revocations, formal appeals and all other administrative work related to the maintenance of the False Alarm Reduction Program.

B. **Intrusion Alarm Procedures**

1. The Communications section will dispatch at least one marked unit.
2. A perimeter search will be conducted to determine if a crime has been committed.
3. If the location appears secure and it is determined that no crimes have been committed, the officer(s) will clear the call "False Alarm".
4. If signs of forced entry are found, or the officer determines further investigation is warranted, Communications will request that the building's responsible representative respond to the scene.
5. Officers will complete a crime report when it has been determined that a crime has been committed. Officers will advise dispatch when an alarm is a valid alarm and a report will be completed.
6. Officers are not required to wait on-scene for the responsible party to show up when it is determined that the building is secure and no crime has been committed. Should a responsible party respond after the location has been found secure, units will only be re-dispatched if it was determined that a crime has occurred.

C. Panic / Hold Up Alarm Procedures

1. Complaint-taker will ascertain the point of origin, type of alarm and phone number inside the location. Communications will enter the call for service. Hold up and panic alarms are Priority One calls.
2. Two officers will be dispatched for these types of alarms.
3. Communications will advise the district supervisor of the call. The supervisor may call inside to attempt to validate the alarm. If the supervisor can reasonably determine the alarm is false, he/she may cancel any further response and close the call as a false alarm through dispatch.
4. Two incoming units will establish a perimeter and give updated information to Communications as to whether it appears to be business as usual or if there is unusual activity at the alarm location.
5. If phone contact is established, a supervisor will advise incoming units of the alarm's validity.
6. If a supervisor is able to make contact with a responsible party from the alarm location, supervisors will instruct the individual to step outside to make contact with the officers if the alarm is false or if valid and the suspect(s) have fled. If no contact is established, officers will safely approach the

residence or building for further investigation.

7. If a responsible is contacted and fails to respond within a responsible amount of time after acknowledging the request to step outside, the alarm will be deemed valid and handled as a crime in progress.
8. In the event that a crime is in progress, officers will maintain their assigned vantage points and provide further information to dispatch. A field supervisor will be assigned to provide further direction.

D. Disposition Procedures

When clearing an alarm call, it is important to make sure officers identify the correct disposition codes. The alarm user will be billed based on the responding officer's disposition. If the alarm is a FALSE alarm, they will be billed accordingly. Officers returning to an alarm location and determining a crime had occurred must ensure the earlier false alarm disposition code is corrected.

Officers have discretion using the false alarm disposition code. For example, if an alarm user activated a panic or hold-up alarm due to suspicious circumstances, or maybe security activated an alarm due to a shoplifter, the officer should educate the alarm user of the proper procedure and advise dispatch that it was not a false alarm.

False intrusion alarms are fined per the ordinance for each occurrence. Police response is suspended for three or more false intrusion alarms within a permit period (1-year). False panic or hold-up alarms are fined per the ordinance for each occurrence. Panic or hold-up alarms are not subject to suspensions.