



Policy and Procedure

Number: 1905

Subject: Responding to Emergency Alarm Systems		
Date Issued: 09-09-83	Effective Date: 06-24-11	Revision Number: 4

POLICY:

The Racine Police Department will respond to all alarms as if they are actual emergencies. False alarms create unnecessary work for the Department.

In order to reduce the frequency of false alarms, the City of Racine has a billing system in place to impose fines for repeated needless false alarms. It is the policy of the Department to thoroughly document our response to alarms and to ensure accountability for those alarms found to be false.

DEFINITION:

False alarm - is a signal from an alarm system resulting in a response by this Department and will be classified as a **"FALSE ALARM"** when no actual cause for the alarm can be determined or when something within the building triggers the alarm. Examples can include, no one observed leaving the area, no forced entry, or other particular cause for the alarm to have been activated. Alarms triggered by something within the building can include animals or movement of normally stationary items by air currents.

METHOD:

1. A response will be made to all alarms received by this Department with police response appropriate to the nature of the alarm. The Department will not respond when a certified repair technician notifies Communications that work is being performed on the alarm system.
2. On Scene Investigation
 - a. The responding officer(s) determine cause of alarm, if possible.
 - b. The officer(s) will notify Communications of results.
 - a. Communications will document the information on a PHOENIX entry.

PUBLIC SAFETY SYSTEMS ADMINISTRATOR
:

1. Follow-up of repeated responses to alarms found to be false:
 - a. Whenever a request is made to this Department to verify a false alarm, the Public Safety Systems Administrator shall conduct the follow-up investigation.
 - b. The Public Safety Systems Administrator will act as a liaison between the alarm owner/subscriber and the Finance Department:
 - (1) The Public Safety Systems Administrator will gather information if a false alarm is questionable, or if problems exist in the maintenance of the alarm.
 - (2) Prepare a FALSE ALARM NOTICE and forward to the Finance Department.
 - (3) When an alarm is determined to be false, advise the owner/subscriber of the proper procedure to follow for an appeal.
2. Statistical Information
 - a. Communications will enter alarm information into the computer, classifying the alarms as false or actual.
 - b. Data Processing will bill the owner/subscriber of the alarm through invoice.
 - c. Data Processing will compile all pertinent information and submit any required reports.

RELATED PROCEDURES:

- [1900 – Responding to Calls for Service](#)
- [1906 – Response to Alarms – Financial Institutions](#)
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