



# GENERAL ORDER

Loudoun County Sheriff's Office

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<b>Chapter:</b> Operations	<b>Section:</b> 406.5
<b>Subject:</b> Response to Selected Situations	<b>Topic:</b> Alarms
<b>Accreditation:</b> ADM 24.06, ADM 24.07	<b>Revised:</b>
<b>Enacted:</b> 07/30/2015	<b>Last Review:</b> 07/24/2015
	<b>Reaffirmed:</b>
	<b>Review:</b> 07/30/2016

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## I. PURPOSE:

The purpose of this General Order is to assure an organized, well considered response to alarms that will provide for the safety of the deputy or employees and residents of a protected premise and offer the greatest possibility for apprehension of offenders.

## II. POLICY

It is the policy of the Loudoun County Sheriff's Office to respond to alarms in such a manner as to provide for the safety of deputies and citizens

## III. BACKGROUND

Alarms may be transmitted to the Emergency Communications Center (ECC) in several ways: by notification from an alarm company; citizens who may overhear an alarm and personally call in the complaint using either emergency or non-emergency lines, depending on the circumstances; deputies may discover and report alarms in homes or businesses during the course of their patrol activities.

## IV. PROCEDURES

### A. Emergency Communications Center (ECC)

1. The ECC dispatcher/call taker is responsible for obtaining sufficient information on reported alarm activations to ensure the proper classification of the event. Should the monitoring company advise they have confirmed with the protected premises that an actual criminal action has taken place, the dispatcher/call taker shall enter the correct classification
2. If an alarm has been received through a monitoring company, the ECC dispatcher/call taker shall request the following information from the monitoring company operator:
  - a. Correct street address
  - b. Suite number or apartment number
  - c. In the case of a business, verify the correct name of the business when entering a suite number

1. If the business name does not match with the suite number, enter the business name on the complainant line and obtain a correct telephone number for the business
  2. If the business name is showing incorrectly in CAD, the ECC shift supervisor shall be notified of the discrepancy
  3. If the alarm/monitoring company advises that they do not have a suite number for the business, the responding deputy should be advised so he/she can obtain the suite number
- d. Verification of the first and last name of the residential alarm user
  - e. Location of the alarm within the building and what type of alarm has been activated, e.g. panic, burglary, robbery, etc.
  - f. Verification that the monitoring company has made two attempts to contact the owner/residence prior to calling the Sheriff's Office, the results of the attempts (excluding panic, duress or holdup alarms) and if there is a responder
  - g. Identification number of the Loudoun County alarm registration
  - h. Name of the responder along with a vehicle make, model, color and estimated time of arrival
  - i. Name of the monitoring company, telephone number, operator name or number. The monitoring/alarm company should not be entered as the complainant
3. Upon receipt of an alarm complaint, including those observed by citizens or by deputies during patrol, the dispatcher/call taker who receives a call about an alarm shall notify the area patrol unit or other nearest in-service unit
- B. Patrol Responses to Alarms
1. The first unit to arrive at the scene of an alarm will approach the premises carefully, being observant for lookouts, getaway cars, etc., and will take up a position to cover the entrance without being seen from inside, unless it has been determined that the suspects have left. If it has been determined that the suspects have left, the unit will enter and obtain information for radio lookout if the premises are occupied
  2. The first backup unit to arrive at the scene will take up a position to cover the

second most likely exit. Unless the suspects are known to have left, the backup unit will attempt to position themselves to avoid being seen from within the protected premises. The backup unit will advise the ECC as soon as they are in position and will remain alert for suspects acting as lookouts and for getaway vehicles, etc.

3. In cases of a verified alarm, all other patrol units will proceed as follows until given other assignments or instructed to resume normal patrol activity
  - a. Patrol units not dispatched to, but near the scene of the alarm will begin moving toward positions from which to observe possible escape routes or areas where suspects might switch vehicles
4. If, at the deputy's discretion, an alarm activation has been determined to be due to actual or attempted criminal activity, the clearance code shall be changed to an appropriate classification, e.g. burglary, robbery, etc.
5. After arriving at an alarm location and the deputy finds that an employee of an alarm company has caused the alarm activation, the deputy shall obtain the name of the employee, the company name, and telephone number. The deputy shall verify that the employee has a valid registration card issued by the Department of Criminal Justice Services (DCJS). If so, the information shall be included in the CAD notes so the appropriate action can be taken with the alarm company
  - a. If the alarm company representative does not have a valid registration card, this information should also be included in the CAD notes. The employee's name, company name, and telephone number should be noted so appropriate action can be taken with the alarm company as well as with DCJS
6. When clearing an alarm call from the Mobile Data Computer, as much detail as possible should be included to substantiate the findings that verify the clearance code

C. False Alarm Reduction Unit

1. The False Alarm Reduction Unit shall be responsible for monitoring the compliance of alarm users by authority of Chapter 655 of the Codified Ordinance of Loudoun County
2. Billing and tracking software have been established for the purpose of administering the alarm ordinance. This software will notify the False Alarm Reduction Unit of the number of alarms at an individual business/residential for the purpose of requiring a registration, alarm inspection, alarm adjustment, or imposing a fine; provide statistics as significant alarm levels are attained;

track suspense dates for required inspections; permit the printing of reports generated by the CAD system, etc.

3. The False Alarm Reduction Unit Administrator is designated as the Administrative Hearing Officer for the purposes outlined in Section 655.11 of the False Alarm Ordinance