

DEPARTMENTAL GENERAL ORDER 01-30

ST. LOUIS COUNTY POLICE DEPARTMENT
OFFICE OF THE CHIEF OF POLICE

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December 11, 2001

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Special Order 00-259

ALARM SYSTEM CODE

I. PURPOSE

The purpose of this General Order is to establish procedures for enforcing Chapter 720, SLCRO, entitled, "Alarm System Code" which regulates the installation and use of alarm systems in the unincorporated areas of St. Louis County.

II. PROCEDURE

- A. Patrol officers shall respond to and investigate all alarm activations, except when responding to a residential alarm and the dispatcher notifies the officer prior to arrival that the alarm is verified as canceled.
- B. Officers shall prepare an Alarm Activation Report on all alarms that they have investigated, with the following exceptions:
 - 1. A criminal offense has occurred or is suspected for which an appropriate offense report will be completed.
 - 2. The response was for a fire alarm, carbon monoxide detector, medical alert, automobile alarm or a panic alarm intentionally caused by the resident acting under a reasonable belief that a need existed to call the police.
 - 3. The alarm was canceled by the dispatcher prior to the officer's arrival.
 - 4. The precinct watch commander authorized officers to not complete Alarm Activation Reports due to severe weather or other unique conditions (i.e., heavy winds or power outages).
- C. When an alarm is investigated, every effort will be made to contact the homeowner/business owner for the purpose of notifying them of the alarm activation and possible service charge. The officer shall advise the homeowner/business owner of the officer's name, complaint number, date and time of the alarm.
- D. When it is not possible to make the notification of the alarm sounding and subsequent charge to an appropriate party in person or by phone, notification will be accomplished in the following manner:
 - 1. A "Notice of Preventive Patrol Activity Card" will be completed with the notation "Alarm Sounding," the report number and signature of the reporting officer.
 - 2. Every effort will be made to place the card in an inconspicuous spot, such as a mail slot or beneath the door of a residence so that it cannot be seen by the general public. Do not place the card in a homeowner's mailbox.

3. In the event there is no inconspicuous place to leave the notification card, the alarm report will reflect that notification could not be made.
- E. The Alarm Activation Report will be completed in the MobileNet computer system. When an officer is unable to access the MobileNet system prior to the end of shift, the officer shall complete a paper copy of the Alarm Activation Report (F-296R). The paper copy will be forwarded to the Alarm System Coordinator for entry into the Mobile Net System. Upon entry the paper copy may be destroyed.

III. OPEN DOORS

When responding to an alarm sounding at a residence or business that is unoccupied and the premise is found insecure, the following actions will be taken by the reporting officer:

- A. The interior of the premise will be properly searched, and every effort will be made to determine the cause for the alarm sounding.
- B. If a criminal offense is discovered, the appropriate CARE report will be prepared reflecting the incident.
- C. If a criminal offense did not occur or it cannot be determined why the alarm was activated, the "open door" will be reflected in the narrative section of the alarm report.
- D. In all "open door" situations, every effort will be made to have the owner respond to secure the premises.

IV. SUPERVISOR RESPONSIBILITY

- A. Supervisors may access Alarm Activation Reports in the MobileNet system up to five days after their entry to recommend that no service charge is assessed to the home or business owner as outlined in St. Louis County Ordinance 720.030. After five days, the report will be closed and will automatically approve a service charge.
- B. In the event that a change in status must be made subsequent to the Alarm Activation Report being closed, the Precinct Commander may make this change by calling the Alarm System Coordinator.

V. THE ALARM SYSTEM COORDINATOR

- A. During daytime business hours, the Alarm System Coordinator will handle inquiries concerning service charge information.
- B. The Alarm System Coordinator will notify the Office of the County Counselor for possible prosecution proceedings:
 1. If there is a willful refusal to pay a service charge as required in Sections 720.140 and 720.180 of the Alarm System Code.
 2. When the Department receives an automatic dialer alarm with a recorded message in violation of Section 720.150 of the Alarm System Code as determined by the Bureau of Communications.
 3. For other violations as determined by the investigating officer.

VI. DIVISION OF CRIMINAL INVESTIGATION

The Bureau of Crimes Against Property will investigate special or unusual situations as requested by the Director of Licenses.

Adopted by Command Staff

By order of:

COLONEL RONALD A. BATTELLE
Chief of Police

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Attachment: [Alarm Activation Report \(F-296R\)](#)

Approved at the regular Board meeting of December 11, 2001.

ROBERT W. FLAGG
Chairman

PATRICK A. TWARDOWSKI
Secretary

Distribution
All Department Personnel

CALEA Reference
81.2.13