

GENERAL ORDER
FAIRFAX COUNTY POLICE DEPARTMENT



SUBJECT: RESPONSE TO ALARMS	NUMBER: 520.1
CANCELS ORDER DATED: 11-6-08	DATE: 4-1-12

I. POLICY

It is the policy of the Fairfax County Police Department to ensure an organized, well considered response to reports of security alarm activations. A controlled response affords the greatest possibility for apprehension of offenders, while offering the greatest measure of safety for the responding officer and the employees or residents of a protected location.

II. BACKGROUND

The connection of alarms/alarm system equipment to the Department of Public Safety Communications (DPSC) Emergency Operations is regulated by Chapter 8.1 of the *Code of the County of Fairfax, Virginia*.

Alarms may be transmitted to the DPSC in several ways. The majority of alarms are transmitted to the DPSC by commercial alarm companies. Alarms may also be transmitted by automatic dialing devices from homes or businesses which transmit a 10-digit emergency number. Citizens may hear an alarm and personally report the event. Finally, officers may discover and report alarms in homes and businesses in the course of their patrol activities.

III. DPSC PROCEDURES

A. Policy

1. The DPSC call taker is responsible for obtaining sufficient information on reported alarm activations to ensure the proper classification of the event. Should the alarm company advise they have confirmed with the protected premises that an actual criminal action has taken place, the DPSC call taker shall enter an event that describes the situation being reported, rather than as an alarm activation.
2. There are eleven categories of alarms used by the DPSC in entering events into the CAD system:

GENERAL ORDER
FAIRFAX COUNTY POLICE DEPARTMENT



SUBJECT: RESPONSE TO ALARMS	NUMBER: 520.1
CANCELS ORDER DATED: 11-6-08	DATE: 4-1-12

Unknown Alarm
Automatic Dial Up
Bank Burglary Alarm
Bank Hold-Up Alarm
Commercial Burglary Alarm
Commercial Hold-Up Alarm
Domestic Violence Alarm
Residential Burglary Alarm
Residential Panic Alarm
Station Phone Monitor
School Alarm

B. Burglary Alarms

1. County Code Section 8.1-3-7 requires alarm monitoring companies to verify every alarm signal they receive with the exception of duress or hold-up alarms. The alarm monitoring company is mandated to call the alarm user or premises prior to requesting police dispatch. DPSC call takers shall ensure the alarm monitoring company attempts to verify the alarm signal by calling the protected premises prior to dispatching police.
2. Upon receipt of a burglary alarm, the DPSC call taker shall enter the event, including all available information.
3. DPSC dispatchers shall, on the basis of the event priority, dispatch appropriate units in accordance with existing General Orders and DPSC Standard Operating Procedures.

C. Bank Hold-Up Alarms / (GPS) Directional Activation Alarms

1. Upon receipt of a bank hold-up alarm, the DPSC call taker shall enter the event, including all available information.
2. The DPSC call taker shall then immediately attempt to make telephone contact with the protected location for the purpose of determining the actual situation. As additional information is available concerning the event, it shall be added as a supplement. If the additional information indicates that an actual criminal action has

GENERAL ORDER
FAIRFAX COUNTY POLICE DEPARTMENT



SUBJECT: RESPONSE TO ALARMS	NUMBER: 520.1
CANCELS ORDER DATED: 11-6-08	DATE: 4-1-12

taken place, the event type shall be changed to appropriately describe the situation.

3. Upon receipt of a (GPS) directional activation alarm, the PLC, or in his absence, the DPSC supervisor shall be responsible for monitoring the alarm.
4. When an activation has occurred, units shall be dispatched directly to the bank to render aid and provide updated suspect information and direction of travel.
5. DPSC dispatchers shall, on the basis of the event priority, dispatch appropriate units in accordance with existing General Orders.
6. A simulcast broadcast of the alarm shall be made on the CIB and adjacent district frequencies.

D. Commercial Hold-Up Alarms

1. Upon receipt of a commercial hold-up alarm, the DPSC call taker shall enter the event, including all available information.
2. DPSC dispatchers shall, on the basis of the event priority, dispatch appropriate units in accordance with existing General Orders.
3. At the direction of the responding unit, the controlling dispatcher shall direct that a DPSC call taker attempt to contact the protected location for the purpose of determining the actual situation. As additional information is available concerning the event, it shall be added as a supplement. If the additional information indicates that an actual criminal action has taken place, the event type shall be changed to appropriately describe the situation.

E. Residential Panic Alarms

1. Upon receipt of a residential panic alarm, the DPSC call taker shall enter the event, including all available information.

GENERAL ORDER
FAIRFAX COUNTY POLICE DEPARTMENT



SUBJECT: RESPONSE TO ALARMS	NUMBER: 520.1
CANCELS ORDER DATED: 11-6-08	DATE: 4-1-12

2. DPSC dispatchers shall, on the basis of the event priority, dispatch appropriate units in accordance with existing General Orders.
3. At the direction of the responding unit, the controlling dispatcher shall direct that a DPSC call taker attempt to contact the protected location for the purpose of determining the actual situation. As available, additional information concerning the event shall be added as a supplement. If the additional information indicates that an actual criminal action has taken place, the event type shall be changed to appropriately describe the situation.

F. Station Phone Monitor Alarms

1. Upon receipt of a station phone monitor alarm (ALRMP), the DPSC call taker shall enter the event, including all available information. The DPSC call taker shall stay on the line with the station personnel, adding supplements as necessary until responding units arrive on the scene.
2. DPSC dispatchers shall, on the basis of the event priority, dispatch appropriate units in accordance with existing General Orders and DPSC Standard Operating Procedures.

G. Domestic Violence Alarms

1. Upon receipt of a Domestic Violence alarm (ALRMDV), the DPSC calltaker shall enter the event, including all available information.
2. DPSC dispatchers shall, on the basis of the event priority, dispatch appropriate units in accordance with existing General Orders and DPSC Standard Operating Procedures.
3. The DPSC call taker shall then immediately attempt to make telephone contact with the protected location for the purpose of determining the actual situation. As additional information is available concerning the event, it shall be added as a supplement. If the additional information indicates that an actual criminal action has taken place, the event type shall be changed to appropriately describe the situation.

GENERAL ORDER
FAIRFAX COUNTY POLICE DEPARTMENT



SUBJECT: RESPONSE TO ALARMS	NUMBER: 520.1
CANCELS ORDER DATED: 11-6-08	DATE: 4-1-12

IV. PATROL RESPONSE TO ALARMS

- A. Utilization of emergency equipment during response will be in compliance with General Order 501.1.
- B. The first unit to arrive at the scene of an alarm will approach the protected 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.
- C. 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 be positioned to avoid being seen from within the protected premises. The backup unit will advise DPSC when in position, and will remain alert for suspects acting as lookouts and for getaway vehicles, etc.
- D. In cases of a verified robbery alarm, all other patrol units will proceed as follows, until given other assignments or instructed to resume normal patrol activity.
 - 1. 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 robbery suspects might switch vehicles.
 - 2. Upon confirmation of a robbery, distant patrol units not otherwise engaged in cases warranting their immediate attention will proceed to the closest point which will afford the opportunity to observe an escape route or effect interception of fleeing suspects.

GENERAL ORDER
FAIRFAX COUNTY POLICE DEPARTMENT



SUBJECT: RESPONSE TO ALARMS	NUMBER: 520.1
CANCELS ORDER DATED: 11-6-08	DATE: 4-1-12

V. CRIMINAL INVESTIGATIONS BUREAU RESPONSE TO CONFIRMED BANK ROBBERIES

- A. Once a robbery is confirmed, all available CIB units in the vicinity will proceed toward the victim bank unless engaged in other emergency work or directed to disregard by the dispatcher.
1. Responding units will utilize possible escape routes and be alert to suspicious activity.
 2. Any units near the residence of known robbery suspects will proceed to that address and then to the bank by a route most likely to be used by that subject.

VI. DOCUMENTATION AND REVIEW OF ALARMS

- A. Responsibility of Officers
1. If, in the officer's discretion, an alarm activation is determined to be due to actual or attempted criminal activity, the event type shall be changed to an appropriate classification (e.g., suspicious event, burglary, robbery, etc.) and an incident report filed.
 2. Due to the nature and severity of a directional activation alarm, any false or accidental activations shall be documented on a Field Investigation Report and copies sent to the CIB Robbery Squad.
 3. If, in the officer's discretion, an alarm activation is due to unusual environmental conditions such as an electrical storm, a disposition of "97O" may be entered to close the event.
 4. Subsequent to investigation, automotive alarms shall be either reclassified and an incident report submitted or a disposition of "99U" entered, as appropriate.
 5. All other security alarm responses shall be documented through the use of a PD Form 209. A disposition of "97A" shall be entered for all

GENERAL ORDER
FAIRFAX COUNTY POLICE DEPARTMENT



SUBJECT: RESPONSE TO ALARMS	NUMBER: 520.1
CANCELS ORDER DATED: 11-6-08	DATE: 4-1-12

such events. Written incident reports are not required for such events.

6. County Code Chapter 8.1 requires that written notice be left on the scene of all false alarm responses to advise an alarm owner that the police responded and that the owner has ten (10) business days to appeal. For every false alarm response, a PD Form 209 shall be completed and the cream color hard copy shall be left on the scene. Such notices should not be left in a position as to be obviously seen and read from the exterior of the protected premise whenever possible.
7. To ensure due process in the appeal procedure, PD Form 209 shall be accurately completed and the original shall be turned in prior to the end of the officer's shift. The first line supervisors shall forward the copy to the False Alarm Reduction Unit on a daily basis.

B. Responsibility of the False Alarm Reduction Unit

1. The False Alarm Reduction Unit shall be responsible for monitoring compliance with Chapter 8.1 of the *Code of the County of Fairfax, Virginia* by security alarm users.
2. Alarm monitoring software has been established for the purpose of administering the alarm ordinance. This software will notify the False Alarm Reduction Unit as significant alarm levels are attained, track suspense dates for required inspections, and permit the printing of reports generated by the CAD system.
3. The False Alarm Reduction Unit supervisor shall generate correspondence for administrative service fees. Weekly reconciliation reports shall be sent to the Financial Resources Division.
4. The False Alarm Reduction Unit supervisor is designated as administrative hearing officer for the purposes outlined in Chapter 8.1. Detailed instructions for administrative appeal hearings are contained in Article 4 of the ordinance.

GENERAL ORDER
FAIRFAX COUNTY POLICE DEPARTMENT



SUBJECT: RESPONSE TO ALARMS

NUMBER: 520.1

CANCELS ORDER DATED: 11-6-08

DATE: 4-1-12

VII. LEGAL REFERENCE

Code of the County of Fairfax, Virginia, Chapter 8.1

VIII. ACCREDITATION STANDARDS REFERENCE

VLEPSC

ADM OPR

24.02 01.01

This General Order becomes effective April 1, 2012 and rescinds all previous General Orders pertaining to the subject.

ISSUED BY:

APPROVED BY:

Handwritten signature of the Chief of Police in cursive script.

Chief of Police

Handwritten signature of the County Executive in cursive script.

County Executive