

**GENERAL ORDERS**  
**CHAPTER 301**  
**COMMUNICATIONS**

Effective date: 5/17/96 ✓

Revision date:

Rescinds:

Accreditation Standards: 81.2.13

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**PRIVATE SECURITY ALARMS**  
**G.O. 301.6**

**I. PURPOSE**

To establish guidelines and procedures governing police response to private security alarms.

**II. POLICY**

As specified in Chapter 8.34 of the Maui County Code. It is the policy of the department to respond to all alarm activations as soon as possible. In addition, it is also our policy to ensure that valuable Police resources are not needlessly expended in response to false alarms.

**III. DEFINITIONS**

- A. **ALARM SYSTEM:** Any device which is designed to detect the unauthorized entry into or onto premises. The device is designed to alert others of the entry via an audible sound or transmission of a signal upon activation. This definition does not include motor vehicle alarms.
- B. **FALSE ALARM:** An alarm activation that is communicated to the police, but is not in response to an actual or threatened criminal act or violation.

**IV. ALARM ACTIVATION REPORTING**

- A. Reporting of private security alarm activations to the police are normally done via a monitoring agency (the alarm company) or by another person being alerted to the audible sound.
- B. Officers alerted to an audible alarm activation shall report the activation, its location, and any observations to Central Dispatch.

**V. ASSIGNMENT AND RESPONSE**

- A. When notified of an alarm activation, the Communications Section shall initiate a CAD Incident History (IH). Using the CAD Type Code: ALMO (Alarm - Audible/Silent), the IH will begin the documentation process.

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- B. Central Dispatch shall conduct an IH Query to determine if there were previous false alarm activations at that location within the past 24 hours. If there was, the original IH number shall be reopened and reassigned as indicated in MCC Chapter 8.34.030 (1).
- C. The assignment of Police units to the alarm shall be accomplished pursuant to current procedure.
- D. A minimum of two patrol officers shall be assigned to any alarm activation.
- E. Unless information is received which meets the criteria for an "Emergency Response" assignment, all responses to alarms shall be assigned as "Routine".

**VI. PATROL OFFICER INVESTIGATION**

- A. Upon arrival, the officer shall report relevant observations such as vehicles in the immediate area and their description, (make, model, color, license, etc.) to Central Dispatch.
- B. Officers shall immediately report suspicious conditions such as open doors or windows, and request a supervisor's assistance.
- C. Officers shall attempt to secure the area and await responding supervisors instruction.
- D. Except in an emergency, officers shall not enter a building which has an activated alarm without sufficient backup officers and only with supervisory clearance.
- E. Central Dispatch shall attempt to contact the owner or authorized representative for response to alarm scene.
- F. Should contact of the owner, manager, or other person not be achieved, or should they be unable or unwilling to respond to the alarm location, the patrol supervisor shall then determine if patrol officers should enter the opening to further investigate the interior for any criminal act.
- G. Appropriate criminal reports shall be submitted in all cases where the alarm investigation reveals the possible commission of an offense. Central Dispatch shall be advised of classifications and assign report numbers. Should no criminal act be determined, the primary patrol officer shall inform Central Dispatch to close the CAD Incident History using one of required False Alarm Disposition codes. Officers shall transmit the appropriate disposition using the alphabetical letters. EXAMPLE: 10-8, F, A, E

FAE = Employee Error  
FAM = Malfunction of Equipment  
FAO = Other Cause (includes Weather, Animals, etc.)  
FAU = Unknown Cause



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### VII. MONITORING OF FALSE ALARM INCIDENTS

- A. Upon completion of an ALMO incident in CAD, the Incident Transfer utility will automatically transfer the core information for the call from CAD to RMS based upon the proper CAD disposition codes for alarm incidents.
- B. The RMS will track false alarm incidents for specific locations (CAD geofile verified addresses) in the Premise Security/False Alarm application (RMS Manual Chapter 17.) Every alarm location must have a unique and verified address to create a false alarm history record for monitoring purposes.

### VIII. PROCESSING

- A. It will be the responsibility of the Records Section personnel to maintain the Premise Information for each alarm location within the Premise Security application.
- B. Records Section personnel shall generate the False Alarm Details Report (PSR100) on a monthly basis and report false alarm threshold violations as indicated in MCC Chapter 8.34.030 to the Director of Public Works & Waste Management for notification of service charges.
- C. Records Section personnel shall generate an weekly Alarm Analysis by District report and forwarded it to Patrol District Commanders for their information. Analysis of these reports will determine if a problem exists and if that problem can be corrected in an attempt to reduce the number of false alarms in their Districts.

### IX. APPEALS

- A. Challenges and appeals to Service Charges imposed or Penalties cited under MCO Chapter 8.34.070 should be made to the Director of Public Works & Waste Management.

  
HOWARD TAGOMORI  
Chief of Police