

309.08 EXCESSIVE FALSE ALARM POLICY (Revised 08/2014)

It is the policy of the Police Department to limit the number of false alarms to which officers respond at business and residential locations within the City limits. This will be enforced through a “non-response” policy to excessive false alarms.

NOTE: This does not include medical, smoke, or fire alarms. The Jacksonville Fire Rescue Department will be dispatched to all medical, smoke, and fire alarms.

The Police Department will respond to all burglar, panic, silent, audible, and robbery/hold-up alarms, except as provided in this general order.

A. Upon arriving at the location of an alarm, responding officers will complete the following: **(Revised 08/2014)**

1. Check the premises to the extent possible;
2. If the primary officer determines this alarm to be the first or second false alarm, the officer will and complete a false alarm notification card and check the correct alarm violation box, as well as add an explanation in CAD notes. All alarms determined to be false will be cleared with the code “I” and recorded by the Communications Section; and
3. If the alarm is determined to be the third false alarm within a calendar year, the officer will notify the supervisor on duty.

NOTE: If the department responds to three false alarms within a calendar year at a business or residential location, the procedures contained within this general order will be implemented.

B. After the third false alarm in a calendar year, the primary officer will conduct the following notifications: **(Revised 08/2014)**

1. Notify the owner/caretaker of the business or residence the department will not respond to any further alarms until the system has been repaired and/or employees/family members have been trained in the proper use of the alarm system. Further, the primary officer will inform the party, if a person connected with the business or residence responds to an alarm and discovers a problem (e.g., burglary, vandalism, suspicious activity, etc.), the person should notify the Police Department immediately, and sworn personnel will respond to the location; and

2. Notify the Communications Section the owner/caretaker has been advised of the “non-response” status, and add an explanation in CAD notes to include contact information.
- C. If the owner/caretaker cannot be contacted, the primary officer on duty will take the following actions: **(Revised 08/2014)**
1. Complete a false alarm notification card and check the correct alarm violation, as well as add an explanation in CAD notes; and
 2. Notify the supervisor and oncoming supervisor of the “non-response” status. **(Revised 01/2024)**
- D. A list of “non-response” locations will be maintained in the Communications Section.
- E. Once a business or residence has been designated as a “non-response” location, police responses for burglar/panic/robbery alarms will be suspended until the owner/caretaker provides documentation to the on-duty supervisor the alarm system has been repaired, and/or employees/family members have been trained in the proper use of the alarm system. With satisfactory documentation, the on-duty supervisor may reactivate regular police response to the location for future alarm calls. If that decision is made, the on-duty supervisor will notify the Communications Section to notate. **(Revised 08/2014)**
- If the supervisor is not satisfied with the documentation, the supervisor will advise the owner/caretaker that the location will remain in a “non-response” status pending review by the Chief and/or the Patrol Division commander.
- Any documentation provided by the owner/caretaker will be forwarded to the Communications Manager for filing.
- F. Once an alarm has been removed from a “non-response” status, if the business or residence has two additional false alarms within the same calendar year, the primary officer will respond to the business or residence and follow section 308.09(C). The business or residence will remain in a “non-response” status until the Chief or designee determines adequate steps have been taken by the owner/caretaker to correct the problems leading to excessive false alarms. **(Revised 08/2014)**
- G. When a communications officer receives an alarm call for service from the

monitoring company for a “non-response” location, the communications officer will advise the monitoring company of the “non-response” status. The communications officer will enter the call into the departmental computer indicating the “non-response” status and will immediately cancel the call from the computer. Police units will not be dispatched on the alarm call. The alarm company will also be notified if the owner/caretaker responds to an alarm and discovers a problem (e.g., burglary, vandalism, suspicious activity, etc.), the owner/caretaker should notify the Police Department immediately, and sworn personnel will respond to the location.

For officer safety/informational purposes, communications officers will notify on-duty supervisors and police officers of incoming alarms at “non-response” locations via departmental radio using a specially designated code.

- H. Extraordinary circumstances may be taken into consideration by the supervisor when determining whether or not a false alarm should be counted for purposes of placing the location in a “non-response” status. **(Revised 08/2014)**
- I. Beginning on January 1 of each year, all false alarm counts will be reset to zero for businesses and residences, except for those locations in “non-response” status as of January 1. Those locations will remain in “non-response” status unless and until the owner/caretaker complies with the provisions of Subsection (E) or (F), as applicable, and the Chief or designee authorizes removal from “non-response” status. **(Revised 03/2005)**
- J. The “non-response” status can be waived at the direction of the Chief in the best interests of the Police Department.