



# MIDDLETON POLICE DEPARTMENT

DATE  
September 6, 2013

POLICY  
9.1.08

SUBJECT: **Alarms**

REVIEWED  
July 23, 2018

*MRR*

Refer to: [346.03\(4\)\(b\); Policy 6.1.03](#)

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[WILEAG \(5th Ed.\) Standards: 9.1.12](#)

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## PURPOSE

The purpose of the policy is to identify alarm monitoring systems in place in the Communications Center and to establish procedures for monitoring and responding to alarms.

## POLICY

It shall be the policy of the Middleton Police department to respond to all alarms promptly and without delay for the purpose of apprehending offenders engaged in criminal activity.

## PROCEDURE

The Communications Center shall not monitor private alarm systems, but may monitor public alarms including for the Public Works Department and department-owned portable alarm systems. All alarm notifications shall come into the Communications Center via telephone, radio signal, or through a digital alarm receiver. The CAD (Computer Aided Dispatch) computer shall contain information on all licensed alarms located in our service area including emergency contact names and numbers for each business, apartment complex, or facility. The same information in paper form shall also be filed according to business name in the Communications Center.

### ***Department of Public Works***

This alarm system is used to monitor sewer pumping water tower facility alarms. These alarms will be reported directly to the Public Works Department depending upon the nature and type of alarm signal received. Call lists for Public Works personnel responsible for responding to alarm signals is kept in the Alarms Book and updated as needed.

### ***Police Department Portable Alarms***

The Police Department currently has radio transmitting alarms that are received in the Communications Center. These portable alarm systems are placed in residential and business settings as designated by the Department. When activated, the alarm will broadcast a pre-recorded message on the primary radio frequency. The Communications Center will assign officers to respond depending on the type, nature, and location of the alarm.

## **ALARM RESPONSE**

Alarms fall into four categories:

- A. Alarm - After Hours
- B. Alarm - Business Open
- C. Alarm – Financial Institution
- D. Alarm – Tests

The following procedures shall be followed when responding to alarms:

### **Alarm – Universal Procedures**

- A. No Alarms should be considered routine.
- B. Officers' greatest concern in responding to alarms shall be their safety and the safety of employees and citizens in the area.
- C. The dispatcher shall dispatch a primary and a secondary unit, when available, to all alarm calls. If only one unit is available, extreme caution shall be exercised, and, if available, a mutual aid unit should be requested.
  - 1. The primary unit should contact any outside agency back up units car to car directing them to their surveillance position(s).
- D. Given the prevalence of false alarms, the receipt of an alarm does not, in and of itself, authorize an emergency response. Nonetheless, if the receipt of an alarm in conjunction with other facts results in the reasonable belief that a felony is in progress, emergency vehicle operation is authorized. (Also see [Policy 6.1.03.](#))
- E. Units should respond promptly and without delay, or if emergency vehicle operation is justified, in a reasonable manner after giving due consideration to the conditions present. Only police units that have been dispatched to respond to an incident shall respond in emergency fashion. When approaching the alarm site, responding units shall maintain the element of surprise by not being heard or observed. This may mean turning off the siren and emergency lights when entering the audible and visual ranges of this equipment. This procedure may help avoid a hostage situation.
- F. Upon arrival, units should take positions of surveillance and proceed as described below.

### **Alarm - After Hours**

- A. All units shall take positions suitable for surveying all exits.
- B. Possible points of entry should be checked for obvious indications of break in; officers should then effect surveillance and await the arrival of the owner or agent.
- C. If a point of entry is open, extra units should be called to assist in a search of the building. One officer must remain outside the building, and officers entering shall be equipped with a portable radio.
- D. The owner or agent should inspect the facility before the officers leave the scene, but not until the officer in charge is satisfied that it is unlikely that suspects are inside.

### **Alarm - Business Open**

- A. Extra care should be taken to survey all exits.
- B. The second unit should move to a position of surveillance and hold that position for several minutes. All units should note activity and vehicles in the area.
- C. The dispatcher should make telephone contact with the business and instruct them to have the person in charge meet an officer outside the front door.
- D. After several minutes, one unit should approach the business and instruct them to have the person in charge meet an officer outside the front door.
- E. This is the most hazardous alarm. Sound judgment and caution is important.

### **Alarm - Financial Institutions**

Each financial institution has been given designated response locations. The locations are numbered 1 – 4 in the Officer Reference Book. The locations are designed so that no matter where the officer is coming from, they can get to a designated location without being seen by those in the bank. When an officer is dispatched to an alarm, they should pick their response locations based on their current location. They should then tell dispatch and other officers which location they are going to. At all financial institutions, location #1 will be considered the primary location for officers to meet with the bank employee. If no one is able to safely get to position #1, then officers will communicate with each other and decide who will meet the employee.

- A. Officers should hold their designated surveillance positions for several minutes. Officers should note activity, persons and vehicles in the area. (Officers shall maintain radio contact). CAUTION: Criminals may also have "partners"; parties to the crime could be in the same area.
- B. If all appears normal, the primary officer shall notify the dispatcher to telephonically contact one of the designated employees from the list for that particular institution.
- C. Without identifying themselves, dispatchers shall contact [REDACTED]
- D. Once in contact with the proper bank official, the dispatcher shall inform them of the alarm and [REDACTED]
  - 1. Officials from all Middleton financial institutions have been informed of the prearranged response locations.

- E. The above employee will then exit the building and approach and identify him/herself to the primary officer. The primary officer shall not approach the employee until safe to do so. The decision as to exactly where they meet shall be the officer's.
- F. The bank employee shall then [REDACTED]

[REDACTED] In this event:

1. The officer shall notify the dispatcher and request additional assistance.
2. Officers should go "car to car" with responding units, advising officers where to place themselves and their vehicles in the most advantageous positions.
3. Dispatchers shall notify the Shift Commander and, if not already at the scene, the ISB Commander, Operations Captain and the Chief of Police.
4. Officers shall not approach or enter the building. The Dane County TRT should be summoned if the situation warrants it.

### **Alarm - Test**

- A. Legitimate alarm tests must be preceded by a telephone call from the business. Tests not preceded by a call are to be treated as legitimate alarms.
- B. One officer will proceed to the alarm location to verify the test. Officers should take reasonable care for any actual or potential hazard that may exist. No report is necessary.