
KANSAS CITY, KANSAS POLICE

GENERAL ORDER

ORDER NUMBER: 40.10
ISSUED DATE: 07/21/2017
EFFECTIVE DATE: 07/28/2017
RESCINDS: 40.10 Issued 12/05/2014

SUBJECT: Alarm Response Procedure

REFERENCE: CALEA Ch.81. Ch.41

CROSS REFERENCE: U.G. Ord. 65-971

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I. PURPOSE

- A. To establish procedures for the false alarm process, related data collection, and door hanger placement.

II. COMMUNICATIONS RESPONSIBILITIES

- A. When Communications receives notification of an alarm activation, the call taker will code the call based on the information given by the caller.
1. The call taker/dispatcher will enter the information into the Computer Aided Dispatch System using the appropriate call code for the type of alarm being relayed.
 2. If the call taker receives information from a central station or answering service that a responsible party is on premises or responding to the location, the call will be updated with this information and the information will be relayed to the officer.
 3. If the call taker receives a call from the central station or answering service to cancel a call prior to dispatch, the call will be cancelled with a notation of who authorized the cancellation. This alarm will be excused.
 4. If an alarm cancellation is received after the dispatch of police units, and the units have not arrived at the scene, they will be cancelled, unless extenuating circumstances dictate otherwise.
 - a. A door hanger does not need to be hung in this situation.
 5. Alarm cancellations will not be accepted from anyone other than a central station or answering service.

III. OFFICER RESPONSIBILITIES AT SCENE

- A. To clear an alarm activated for some reason other than (intrusion, hold-up, fire, medical emergency), the officer must reclassify the alarm using one of the following codes relaying such to the dispatcher, if applicable:

1. "Weather Related - H.B.O." - Any alarm which in the opinion of the investigating officer is likely to have been caused by weather conditions.
 2. "Power Failure/Outage - H.B.O." - Any alarm which in the opinion of the investigating officer was caused by a power outage, utility surge, or other electrical failure that was not the result of an action of the alarm user.
 3. "Accidental by User - Unfounded" - An alarm user tripped the alarm and was unable to cancel the alarm prior to police dispatch.
 4. "Unlocked Door/Window - Unfounded" - The alarm user left a door or window open or unlocked which resulted in a false alarm.
 5. Unfounded - This clearance code is still used when no other clearance code applies and there is no excusable reason for the alarm activation.
- B. Prior to leaving the scene, the officer will complete a door hanger and leave it in a conspicuous place (i.e., front door, garage door, etc.) or with a responsible individual that is on the premises. The form is not to be placed in any box intended to receive U.S. Mail.
1. If the officer is not able to leave the door hanger in a conspicuous place due to fencing, a physical barrier, or other circumstance, the officer will complete the front portion of the door hanger as well as record the address of the premises on the back of the door hanger. The door hanger will then be turned in to the Alarm Coordinator via the Records and Technology Unit drop box (pink colored box) located within designated divisions and units.
 2. A local alarm (an alarm that is not monitored by a company, but has a visual or audible signal) is covered by the alarm ordinance 19-465 but does not require a door hanger be left at the scene of the alarm.
- C. If an offense or incident has occurred, other than an open door or window, the primary officer will take the appropriate report and notify the dispatcher of the change in report classification.
- D. If an open door or window is discovered during the course of an alarm investigation and no signs of a criminal offense are present, the officer will clear the alarm activation as an unlocked door or window - unfounded.
- E. When responding to an area experiencing a high number of alarm calls due to inclement weather, power failure, explosion, etc., the door hanger form will still be placed in a conspicuous place at the premises.
- F. When an alarm activation is discovered by an officer or the officer receives information from a citizen regarding an alarm activation:

1. Prior to handling the alarm call, the officer will notify the dispatcher in accordance with established Department policy.
2. The officer will handle the call in accordance with this order by completing any appropriate reports, leaving an alarm tag if it is a company monitored alarm, etc..

IV. SUPPLIES

- A. Supervisors are responsible for maintaining an adequate supply of door hangers for all affected personnel in their unit or division.
- B. Officers using supplies stored in their vehicles are responsible for ensuring that they are replaced.