
	MESQUITE POLICE DEPARTMENT
	233.00 ALARM RESPONSE
	Effective Date: March, 2013
	Approved: _____  Chief of Police

I. Policy Statement

The purpose of this directive is to establish within the Mesquite Police Department policies and procedures regarding alarm responses and the installation, operation, maintenance and control of the Wave Alarm System, as well as to set forth guidelines for police personnel who monitor the radio transmissions of the wave units and the police officers who respond to these calls.

The policy of the Mesquite Police Department is to utilize Wave Alarm Systems in certain locations that may be susceptible to particular types of criminal activity.

II. Procedures

A. Burglary and Medical Alarms Response:

1. Officers should take reasonable safety measures when responding to burglary alarms as identified in their training.
2. Officers should not disregard their cover unit. If officers arrive on scene and determine a cover unit is not needed, they may disregard the other officer after they have made an assessment on the validity of the alarm.
3. Response to alarms will be in accordance to current General Order 201.00 Operation of Emergency Vehicles.
4. Officers should follow current departmental training while clearing a residence or building. Officers should not search a building alone.
5. Dispatchers shall send the Fire Department when a medical alarm has been received. Officers shall respond to all medical alarms unless the Fire Department has disregarded them.

B. Wave Alarms

1. Operation of Wave Alarms
 - a) The design concept of the Wave Alarm System lends itself to be used both as a robbery alarm and as a burglar alarm. The alarm, once actuated, broadcasts a pre-recorded message over the Mesquite Police radio frequencies.
 - b) The installation and actual operation of each alarm unit will be under the direct supervision of the Operations Bureau. Only employees that have been trained in the use of the alarm will be permitted to install, operate and/or test the units.
 - c) The removal or rotation of the alarm units will be the responsibility of the Operations Bureau.
 - d) The alarm units may be removed from specific locations for cause. Examples of removal for cause are:
 - (1) Repeated false alarms due to human error and not Wave system malfunctions.
 - (2) Tampering with the alarm system by store owner, manager or employees.
 - e) Once the Wave Alarm System has been triggered, it will broadcast for several seconds. It is, therefore, absolutely essential to the success of the Wave Alarm System Program that all radio transmissions during a Wave Alarm activation be limited to as short a time span as possible.
2. Request for Placement of Alarms

- a) All police personnel may request an alarm be placed in a specific location by submitting a written request through the chain of command to the Operations Bureau.
 - b) Placement of the Wave Alarm System will be based upon statistical analysis and specific information relating to high-risk locations.
- 3. Records and Maintenance
 - a) The Operations Bureau shall keep a complete written history of each alarm unit including but not limited to:
 - (1) All locations where the alarm has been placed.
 - (2) The reason the unit was removed from the locations.
 - (3) The date and time the unit was placed and removed, and also the results of the placement.
 - (4) Maintenance performed on the unit.
 - (5) The current location of all units.
 - (6) Any problems incurred by employees or special equipment problems due to type of building or location.
 - (7) Any and all alarm malfunctions and their causes.
 - b) The Operations Bureau, in order to keep the necessary records, must receive copies of all Alarm Call Sheets pertaining to any actions caused by a Wave Alarm System Unit. As well as for other alarms, the call sheet must reflect what actions were taken. If it is a false alarm, the call sheet must show, if possible what caused it, such as human error, equipment malfunction or any other contributing factor. This information is vital if false alarms are to be kept to a minimum.
 - c) Any unit that has malfunctioned will be removed from service until it can be determined what caused the malfunction. The unit will be repaired and certified for return to service.
 - d) A current file of alarm placements shall be kept in the Communications Center, the Field Supervisors office and on the police department intranet. The responsibility for keeping the file current will be that of the Operations Bureau. There will be no radio conversation as to the location of a unit, except to give out a call.
- 4. Wave Robbery Alarm
 - a) There are two basic types of triggering devices used in robbery situations. The "Panic Button" is a tripping device utilizing a button to be depressed by a store employee as the robbery takes place. The second device is a "Bill Trap" in which bait money is placed in the cash drawer. The tripping of either device will cause the alarm to broadcast its pre-recorded message.
- 5. Wave Burglary Alarm
 - a) There are several tripping devices that may be used to trigger the Wave Alarm System while in a burglary installation, including, but not limited to, pressure mats, magnetic door trips, trip lines and motion sensors. The type of device used will depend upon the type of business or building to be protected.
- C. Robbery Alarm Response
 - 1. Upon receipt of a robbery alarm, by 911 telephone system or Wave Alarm the Public Safety Dispatcher shall dispatch a primary officer and a backup officer in addition to notifying the on-duty supervisor. At the direction of the primary unit upon their arrival or the supervisor, additional officers may be required to establish an effective perimeter and control the scene. The number of officers will be at the direction of the supervisor.

2. As soon as the responding officers have established perimeter control positions, the primary officer shall advise the Public Safety Dispatcher, who shall initiate telephone contact with the business.
3. The Public Safety Dispatcher shall attempt to determine:
 - a) Whether the alarm is valid or false.
 - b) Whether any suspects are still in the building or have left.
 - c) Description of suspects.
 - d) Direction of travel.
 - e) Type of weapons involved.
 - f) Any possible injuries or medical emergencies.
4. If advised that the alarm is false, or that the suspects have left, the Public Safety Dispatcher shall instruct the representative of the business to meet the officer outside the main entrance, with hands in full view. Should the representative refuse to meet the officer outside, the perimeter shall remain secured and the incident shall be handled as a hostage situation.
5. The intent of this procedure is to prevent a hostage situation from developing, as well as to provide for the safety of responding officers. Any confrontation with a robbery suspect should be deferred until the suspect is outside the business whenever possible.

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