3-07/090.20 - Alarm Company Calls

Coordination of emergency procedures with alarm companies necessitates rapid identification, reporting, and response. The following procedures shall apply to silent alarm calls:

- The alarm company should identify the emergent nature of the call by stating "silent robbery/burglary alarm report;"
- The station switchboard operator receiving this identification shall immediately connect this call with the station complaint desk via the emergency line. If the emergency line is busy, the call shall be placed on another line to the desk and a station PA broadcast made identifying the line and the nature of the call; and
- The complaint deputy or other available desk personnel shall answer the call immediately and dispatch the necessary u0nits to handle.