

HONOLULU POLICE DEPARTMENT
POLICY
AUXILIARY AND TECHNICAL SERVICES

October 7, 2019

Policy Number 8.12

ALARM TRACKING

POLICY

Departmental personnel shall respond to all alarm activations as soon as possible but shall not needlessly expend police resources in response to false alarms.

PROCEDURE

I. DEFINITIONS

- A. Alarm system: Any single device or assembly of equipment to signal the occurrence of an emergency to which the police department is expected to respond, except alarms installed in motor vehicles or fire alarms.
- B. Activation: The emission of an audible or silent alarm or signal generated by an alarm system, including the transmission of a message by means of an automatic telephone dialer.
- C. False alarm: Any alarm activation communicated to an emergency service that is not in response to an actual or threatened emergency, except if it was 1) the result of a power outage exceeding four hours, 2) the result of a natural disaster, or 3) cancelled by the user before the police were dispatched or arrived.
- D. Alarm user: Any person owning or leasing an alarm system or upon whose premises an alarm system is maintained for protective purposes.
- E. Permittee: The holder of a permit for an alarm system.

II. ALARM ACTIVATION REPORTING

Reporting of private security alarm activations to the police is normally done via a monitoring agency for silent activations or by a third party for audible activations.

Police officers alerted to the activation of an alarm shall report the location and observations to the Communications Division. The Communications Division shall attempt to contact the owner or authorized representative to respond to the alarm scene.

III. PATROL RESPONSE

- A. At least two officers should respond to any alarm activation.
- B. The responding officers shall inspect the area and determine whether an actual or threatened emergency existed at the time of the system's activation. They should not enter a building that has an activated alarm, except in case of an emergency or exigent circumstances and with sufficient backup and supervisory approval. They shall:
 - 1. Report observations (e.g., descriptions of vehicles in the vicinity) and/or suspicious conditions (e.g., open doors or windows) to the Communications Division; and
 - 2. Attempt to secure the area.
- C. Criminal reports shall be submitted if the investigation reveals the possible commission of an offense.
- D. If the alarm is determined to be false, the assigned officer shall make a miscellaneous police report with the heading "Alarm Call."

IV. ALARM TRACKING AND BILLING UNIT

The Records and Identification Division shall be responsible for the management and coordination of the contract for alarm tracking and billing.

A. The contractor will be responsible for the issuance of alarm permits, the billing and collection of permit fees and false alarm fines, and managing the alarm systems for the City and County of Honolulu.

B. The Records and Identification Division shall name a coordinator to provide mediation services to assist in settling disputes regarding billing and fines between the alarms systems contractor and permittee(s).

C. Reference

Refer to Chapter 40, Section 9, Revised Ordinances of Honolulu 2021.

4-18-2023

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ARTHUR J. LOGAN
Chief of Police

Post on bulletin board for one week

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