University of Maryland
Department of Public Safety
Manual of Rules and Procedures

Unit: 2.403
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2.403 ALARM MONITORING AND RESPONSE

2.403.05 Agency Role in Monitoring Alarms

A. The agency provides alarm monitoring for institutionally installed and maintained alarms.

1. Agency personnel will respond to, and make notifications consistent with, the agency's alarm database information.
   a. Officers will not respond to alarms for which insufficient, critical response information is not in the agency's alarm database.
   b. Officers may, based on approval of supervisory or administrative ranked personnel, provide routine responses to alarms for which only building or location information is known.

2. Institutional security related alarms monitored by the agency include, but are not limited to:
   a. Hold-up;
   b. Panic;
   c. Glass break;
   d. Intrusion;
   e. Motion;
   f. Phone
   g. Shock (vibration); and
   h. Tamper.

3. Institutional safety and maintenance related alarms monitored by the agency include, but are not limited to:
   a. Battery;
   b. Fire;
   c. Power;
   d. Smoke detector;
   e. Temperature; and
   f. Water flow.

B. The agency does not monitor private or non-institutional security alarms.

C. Officers will respond as requested and consistent with response protocols to those alarms within the agency's primary jurisdiction that are privately monitored.

D Officers may provide back-up assistance to PGPD in response to security related alarms outside the agency's primary jurisdiction consistent with **2.412 Concurrent Jurisdiction** and **2.426 Extra jurisdictional Authority Operations**.

E. Consistent with **2.1055 Response Status and Classification**, patrol squad supervisory personnel, unless over ridden by orders of administrative ranked officers, may upgrade or downgrade response modes based on circumstances that include, but are not limited to:
1. Alarm locations;
2. Locations of responding officers;
3. Pedestrian and vehicular traffic levels;
4. Weather conditions; and
5. Alarm activation/false alarm history.

2.403.10 Hold-Up Alarms

Entire policy has been redacted consistent with Public Safety Article 3-515 section B.

2.403.15 Panic Alarms

Entire policy has been redacted consistent with Public Safety Article 3-515 section B.

2.403.20 Other Security Alarms: Glass Break, Intrusion, Motion, Phone, Shock, Tamper, etc.

Entire policy has been redacted consistent with Public Safety Article 3-515 section B.

2.403.25 Safety and Maintenance Alarms

Entire policy has been redacted consistent with Public Safety Article 3-515 section B.

2.403.30 Alarm Dispositions

A. Officers responding to alarms will notify Communications of alarm dispositions and classifications.

B. Generally, three types of alarm dispositions do not require reports to be written.
1. "Accidental" alarms are those that are activated by alarm users unintentionally or without due care or concern. The names of persons causing accidental alarms will be supplied by responding officers to communications for inclusion in CCN remarks.
2. "Weather related / power outage" alarms are those that are activated by severe weather, e.g., high winds, heavy rains, storms, etc., or those caused by power outages.
3. "Unknown cause, checked secure" are alarms at locations that are secure and no information is available as to alarm causes.

C. Reports will be written for alarms that are confirmed, *bona fide* requests for immediate assistance of the agency in response to actual emergencies or threatened or suggested criminal activities.

D. Reports will be written for alarms that are purposely activated to summons police or other emergency personnel in non-emergency situations in violation of CR 9-604 and CR 9-608.

2.403.35 Alarm Program Coordinator

A. Consistent with **1.200 Organization**, the appropriate bureau commander will designate an employee to serve as the agency's alarm program coordinator.

B. Duties of the alarm program coordinator include, but are not limited to:
1. Being familiar with laws and directives relating to alarms;
2. Monitoring the record keeping of alarm calls to the agency;
3. Ensuring agency data bases are updated with information provided by Security Systems;
4. Generating periodic alarm activity reports as directed;
5. Ensuring alarm users are sent false alarm notification and prevention materials;
7. Forwarding "unknown alarm" and alarm maintenance related information to Security Systems.