



August 12, 2011

Alarm Monitoring Companies

***SUBJECT:* VERIFIED ALARM RESPONSE**

Over 98% of alarms handled by the Detroit Police Department ("DPD") are false. We reviewed our calls for service and determined that false alarms have the greatest financial and staffing impact on our department of any class of calls. In light of these facts, DPD is taking the following steps.

Effective August 15, 2011, the Detroit Police Department (DPD) will no longer respond to Burglar Alarm calls from monitoring companies unless the Alarm Monitoring Company verifies the alarm.

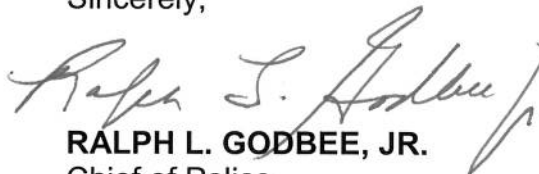
Alarm Monitoring Companies can verify an alarm by:

- Having a representative of the Alarm Company go to the premises and verify that DPD needs to respond to the alarm.
- Having the property owner or employee of the property owner go to the premises and verify that DPD needs to respond to the alarm.
- Remote observation of the building using audio/visual monitoring to verify that DPD needs to respond to the alarm. The audio or visual system must capture the intrusion for review by DPD and/or Prosecuting Attorney staff.
- Recording multiple alarm trips. An example would be activation of a window alarm followed by activation of a motion detector alarm inside of the building.

DPD will continue to respond to human activated alarms, including hold-up, panic, or duress.

Should you have any additional questions or concerns regarding this matter, please feel free to contact Commander Todd Bettison, of Communications Operations, at (313) 596-5402, Monday through Friday, 9:00 a.m. to 5:00 p.m.

Sincerely,


RALPH L. GODBEE, JR.
Chief of Police

VERIFIED ALARM RESPONSE INSTRUCTIONS

Because over 98% of the alarms handled by the Detroit Police Department (“DPD”) turn out to be false, DPD will not respond to alarms unless the Alarm Monitoring Company provides additional information verifying the alarm.

Effective August 15, 2011, the DPD will only respond to verified burglar alarms. Exceptions to this rule can be found at the end of this document. Alarm Monitoring Companies can verify alarms by:

1. Having a representative of the Alarm Company go to the premises and verify that DPD needs to respond to the alarm.
2. Having the property owner or employee of the property owner go to the premises and verify that DPD needs to respond to the alarm.
3. Alarm Monitoring staff observing live video or audio of the intrusion.
 - a. Alarm service providers must describe to the Emergency Service Operators (ESOs) what they observed on video or audio when verifying the alarm. Additionally, a recording of the verifying video or audio must be turned over to DPD within 24 hours.
 - b. The ESO will give the Alarm Monitoring staff the computer aided dispatch (“CAD”) number of the incident.
 - c. Video or audio of the alarm shall be submitted as an e-mail attachment to verifiedalarms@detroitmi.gov. The subject line of the email shall include the CAD number of the incident. The video files must be in a standard format that can be viewed using “Windows Media Player” version 9. Proprietary file formats and/or CODECs will not be acceptable.
4. Alarm Monitoring staff receiving multiple device trips.
 - a. Multiple device trips are a succession of trips of at least three contiguous detection devices, or a perimeter trip with at least one interior trip, within ten minutes. These indicate that someone is moving through the building. Whenever at least three contiguous devices have been tripped, a perimeter trip is not required because a perpetrator may have remained in the building during business hours.
 - b. Callers representing an alarm service provider must identify the areas of the device tripped, in the order they

were tripped. DPD will enter this information into CAD. Additionally, verification of multiple device trips must be turned over to the Detroit Police Department within 24 hours.

- c. The ESO will give the Alarm Monitoring staff the CAD number of the incident.
- d. Multiple device trip verification shall be submitted as an e-mail attachment to verifiedalarms@detroitmi.gov. The subject line of the email shall include the CAD number of the incident. The verification must be in the form of an Adobe Reader PDF file. Other file formats and/or CODECs will not be acceptable. Verifying files must contain at least the following information:
 - i. Site address
 - ii. Date
 - iii. Zone area of each device tripped
 - iv. Time each device was tripped
- e. Some alarm service providers do not receive an alarm signal until more than one device has been tripped, which they then receive as a single alarm trip. This does not change the requirement of at least three contiguous device trips, or a perimeter trip with at least one interior trip, within ten minutes. It is the responsibility of the alarm service provider to ensure that the multiple devices actually tripped are properly identified in the verifying PDF file.

Upon receipt of a verified alarm, the Emergency Communications shall immediately enter the information into the Computer Aided Dispatch System for police response.

- A. If the person calling in the alarm to the Detroit Police Department is at the scene then they shall be instructed by the ESO that the verifying person(s) must remain in a safe location at or near the scene until officers have responded in order to aid in the investigation of the alarm.
- B. Documentation provided in support of video or multiple device verification shall remain confidential. The Detroit Police Department will not release any documentation outside our Department except as required for lawful prosecution. All other requests must be directed to the submitting alarm service provider.

C. In general the Detroit Police Department will not respond to non-verified burglar alarms. The Detroit Police Department will respond to non-verified alarms under the following circumstances:

1. Alarms received at government buildings/installations or critical infrastructures;
2. Underwriters Laboratories "UL" type certified alarm installations;
3. Panic Alarms;
4. Robbery / Holdup Alarms; and
5. Alarms to the location of a firearms dealer (including pawnshops)

Should you have any additional questions or concerns regarding this matter, please feel free to contact Commander Todd Bettison, of Communications Operations, at (313) 596-5402, Monday through Friday, 9:00 a.m. to 5:00 p.m.