

*Please note: This is a working draft of Directive 630.35. This is proposed language and the Bureau has not implemented any changes at this time. This is a new directive.

630.35, Bureau Response to Alarm Calls for Service

1st Universal Review: 5/1/19 – 5/31/19

Refer:

- Portland City Code Chapter 14B.10, Burglary and Alarm Systems
- DIR 220.40, Lawsuits and Claims
- DIR 900.00, General Reporting Guidelines

Definitions:

- **Bona Fide Alarm:** An alarm that law enforcement determines to have been caused as the result of an unauthorized entry or attempted entry, or alarms because an individual intentionally activated it for medical or panic alarm purposes.
- **False Alarm:** An alarm that law enforcement determines has been caused by something other than an unauthorized entry or attempted entry, or that is caused by unintentional or inappropriate activation by an occupant.
- **Nuisance Alarm:** For the purposes of this directive, 630.35, Responding to Alarm Calls for Service, an audible security alarm that is disturbing the peace, health, or repose of neighbors and when there is no responsible person readily available to silence the alarm.
- **Protective Sweep:** A protective sweep is a quick and limited check of the curtilage and, when appropriate, the interior of a premises where police, having responded to an alarm call find evidence of an unauthorized entry. The sweep is narrowly confined to a cursory visual inspection of those places in which a person might be hiding. The purpose is to locate unauthorized occupants, check for signs of criminal activity or other risk to life, and to secure the premises, if possible, to protect against further harm.

Policy:

1. This directive establishes procedures for Portland Police Bureau (PPB) member response to alarm events in fixed structures.

Procedure:

1. Member Responsibilities When Responding to Alarm Calls for Service.
 - 1.1. Members shall respond to an alarm call for service when dispatched by the Bureau of Emergency Communications (BOEC).
 - 1.2. If, after surveying the premises, the member determines that there is evidence of an unauthorized entry, the member shall conduct a protective sweep.
 - 1.2.1. Members shall only conduct a protective sweep after verifying that the owner or occupant has authorized them to do so on the Protective Sweep Authorization Form.
 - 1.2.1.1. Unless exigent circumstances exist, members may not enter the premises without authorization by the owner or occupant.
 - 1.2.2. After conducting a protective sweep of the interior of the premises, members shall leave a business card with the incident number documented on the back in a

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visible location inside the premises to notify the owner or occupant of the police action taken. The member shall also document that they provided notification within the notes on the incident in the Computer Aided Dispatch (CAD) system.

- 1.3. Pursuant to Bureau policy, members shall document any damage that resulted from the member's forced entry or other official actions in an appropriate report.
 - 1.3.1. Members who receive a claim from an individual alleging loss, damage or destruction of property shall forward the documentation the City Risk Management Division (CRMD) in accordance with Directive 220.40, Lawsuit and Claims.
- 1.4. When appropriate, members shall take reasonable steps to secure the premises from further entry or damage.
- 1.5. Members shall obtain a case number and write a general offense (GO) report for all bona fide alarms and/or suspicious activity based on the totality of the circumstances.
2. Disabling Alarms.
 - 2.1. Members shall request authorization from their supervisor prior to disabling any alarm.
 - 2.2. When members disable an alarm, they shall leave a business card inside the premises to notify the owner or occupant of the police action taken.
3. Alarm Event Cancellation.
 - 3.1. The cancellation of an alarm event can only be authorized by a BOEC operator or a member's supervisor.
 - 3.1.1. Members shall request approval from their supervisor prior to canceling an alarm event.
 - 3.1.1.1. Upon receipt of their supervisor's approval, the member shall document the reason for the cancellation and their supervisor's name and Department of Public Safety Standards and Training (DPSST) number within the notes on the incident in the CAD.
 - 3.1.2. Once the alarm is cancelled, members shall request approval from either the BOEC operator or their supervisor to enter the cancellation disposition code.
4. Alarm Event Disposition Codes.
 - 4.1. After completing a call, the responding member shall enter the appropriate disposition code in the CAD.
 - 4.1.1. If the alarm is a bona fide alarm, members shall enter the appropriate crime code in the CAD.
 - 4.1.2. If the alarm is not a bona fide alarm, members shall enter one of the following disposition codes in the CAD:
 - 4.1.2.1. AFALSE, when there is no evidence of a crime, attempted crime or suspicious activity;
 - 4.1.2.2. AXEMPT, when the alarm event appears to have been caused by unpreventable conditions or an act of nature; or

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- 4.1.2.3. ACAN, when the alarm event is cancelled by the owner or occupant, a BOEC operator, the member's supervisor or if other circumstances warrant cancellation of the event.

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