



# MILWAUKEE POLICE DEPARTMENT

## STANDARD OPERATING PROCEDURE

### 280 – ALARMS

GENERAL ORDER: 2024-30  
ISSUED: August 2, 2024

EFFECTIVE: August 2, 2024

REVIEWED/APPROVED BY:  
Assistant Chief Nicole Waldner  
DATE: June 28, 2024

ACTION: Amends General Order 2019-01 (January 8, 2019)

WILEAG STANDARD(S): 9.1.12

### ROLL CALL VERSION

Contains only changes to current policy.  
For complete version of SOP, see SharePoint.

### 280.05 DEFINITIONS

[REDACTED]

[REDACTED]

### 280.10 GENERAL PROCEDURES

B. The Milwaukee Police Department does respond to the following non-verified alarms:

1. Alarms received via phone call at the Technical Communications Division (TCD) for Toepfer Alarms. through the Toepfer Alarm System located in the Technical Communications Division (TCD)
2. Alarms received on government buildings/installations.
  - b. If a district captain has a special request to respond to an MPS facility within their district, he/she shall make that request in writing to the TCD to request a special situations flag in CAD. Computer Aided Dispatch (CAD) system will have a 90-day flag entered. The special situations flag will automatically expire after a specific amount of time depending on the request and at expiration will require the district captain to renew the request with the TCD.

C. When a [REDACTED] sensor is triggered at an alarmed location, the alarm notification is received at the TCD Fusion Division on the designated Milwaukee Police Department alarm-monitoring phone. The alarm is received as a recorded voice message via a Bluetooth paired cell phone contained within the unit. Upon receiving notice of an alarm activation at TCD the Fusion Division, a TCD the supervisor the Fusion Division shall ensure the alarm is promptly entered into the CAD system for immediate police response. A TCD supervisor shall promptly determine if the response is necessary and shall subsequently have the police response cancelled if a response is not required.

1. A TCD Fusion Division supervisor shall ensure the alarm-monitoring phone is inspected monthly to ensure it is in good working order.

**280.20 UNLAWFUL ALARMS**

The department shall not respond to unlawful private alarms as specified in [MCO 105-75-11](#):

Sub (d) - Exception. d-1.

Reproducible video or two-way voice intercom type of alarm systems are not considered the reporting of a verified burglar alarm, but the reporting of a particular "incident" that is verbally reported to the telecommunicator call taker by the alarm company operator. The incident will be prioritized accordingly for police response or referred to DPR.

- a. Alarm service providers must describe to the telecommunicator call taker what they observed on reproducible video or be capable of verbally communicating specific information obtained via a two-way voice intercom that verifies the validity of the incident. Additionally, the verifying video and/or two-way voice intercom recording(s) must be turned over to the Milwaukee Police Department within 24 hours.
- b. ~~The alarm verifying video and/or two-way voice intercom recording(s) shall be submitted as an e-mail attachment to [REDACTED].~~ Video and two-way voice intercom files must be in a standard format that can be viewed and/or listened to using "Windows Media Player" version 9 or greater. Proprietary file formats and/or CODEC (derived from the two words compressor and de-compressor and used to encode or decode a file) will not be acceptable. TCD will transfer the call from the alarm service provider to the respective district's shift commander where the alarm occurred. The district shift commander shall assign a member to send a request through Axon Citizen in Evidence.com to the alarm service provider to provide the alarm verifying video and/or two-way voice intercom recording(s).

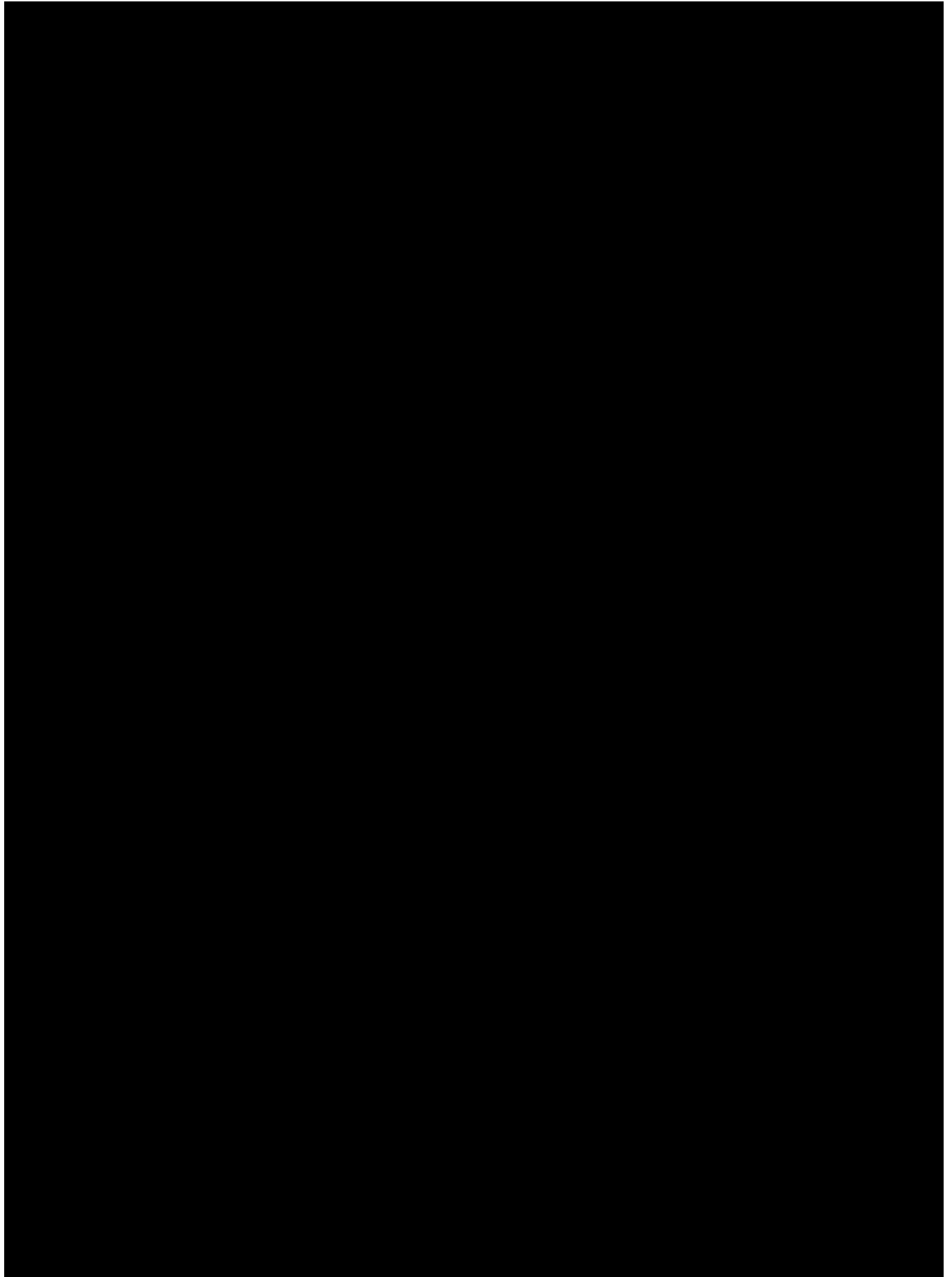
**280.30 C-CODE DISPOSITIONS**

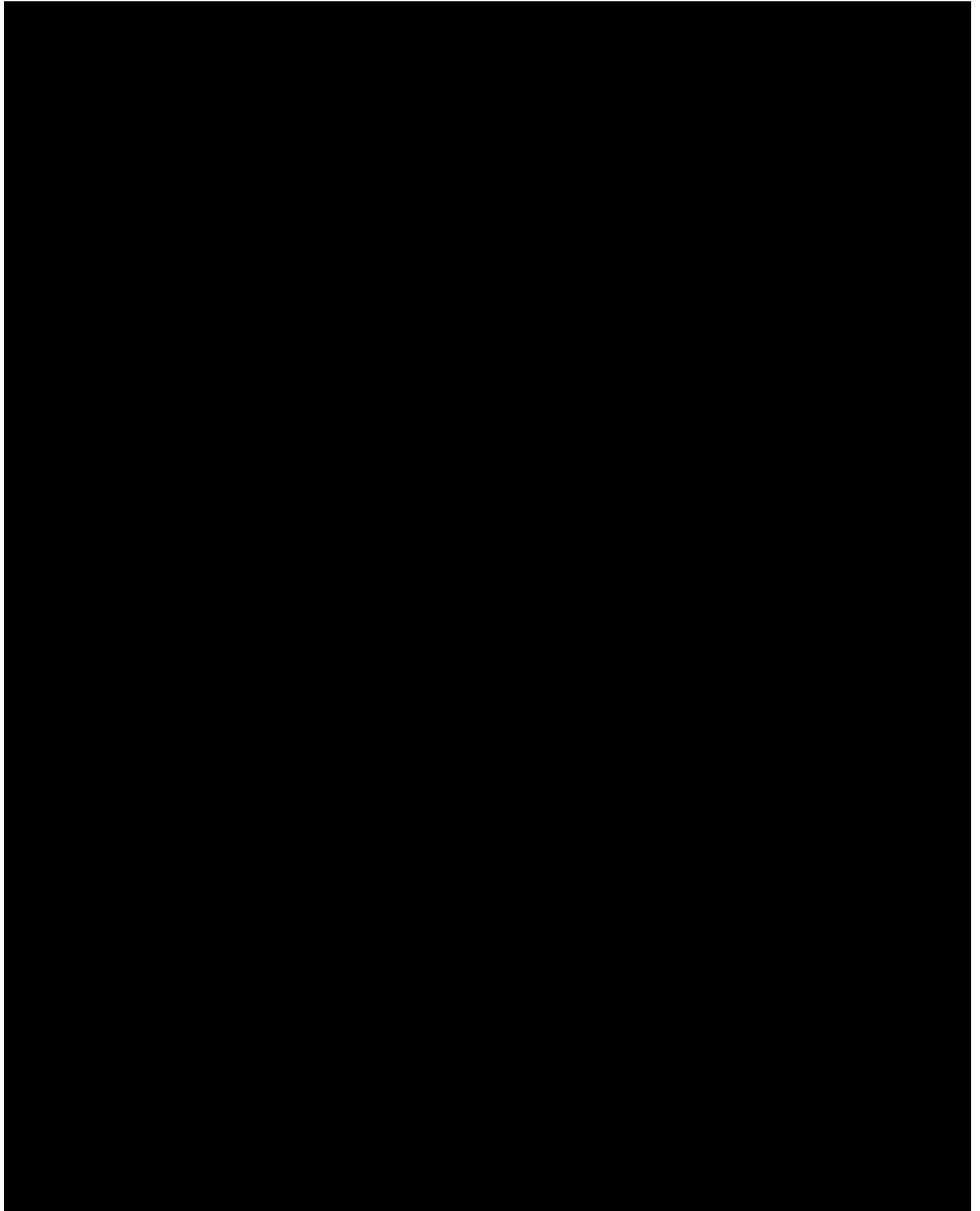
- A. ~~Members investigating alarms shall be responsible for the transmission of the appropriate "C-Code" disposition to the dispatcher upon completion.~~ Upon completion of an assignment involving an alarm, the member shall enter all applicable squad callback disposition codes from their mobile data computer (if equipped). Members shall enter the appropriate "C" Code and may also enter the relevant factor, community policing, K-9, criminal, and/or administrative codes.
- B. If the member is not equipped with a mobile data computer, the member shall communicate by radio to their respective dispatcher the applicable squad callback "C" Code. The remaining disposition codes shall be added to the member's assignment by the member logging into the CAD system and adding them to the respective assignment.

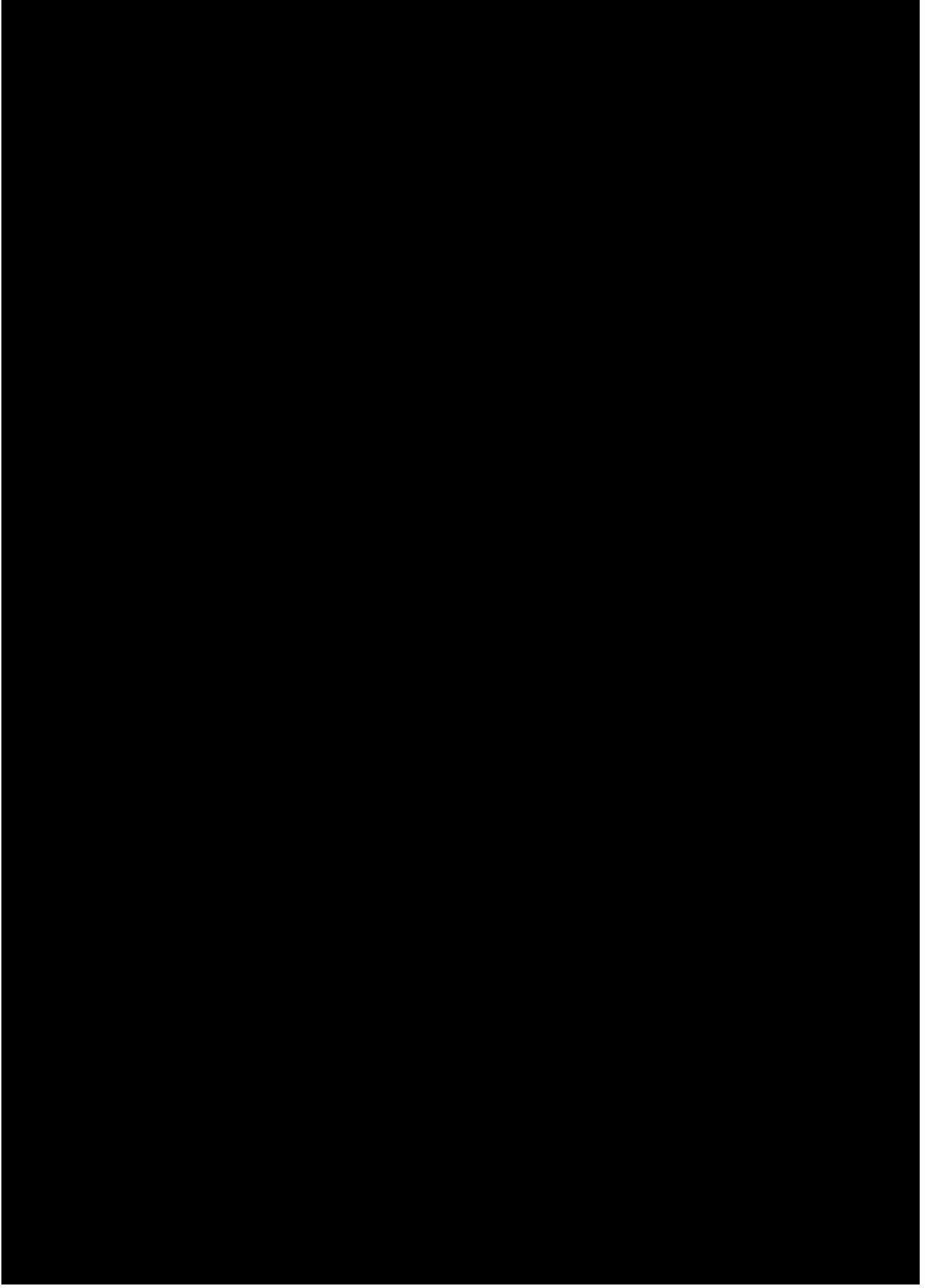
**280.35 FALSE ALARM SIGNALS**

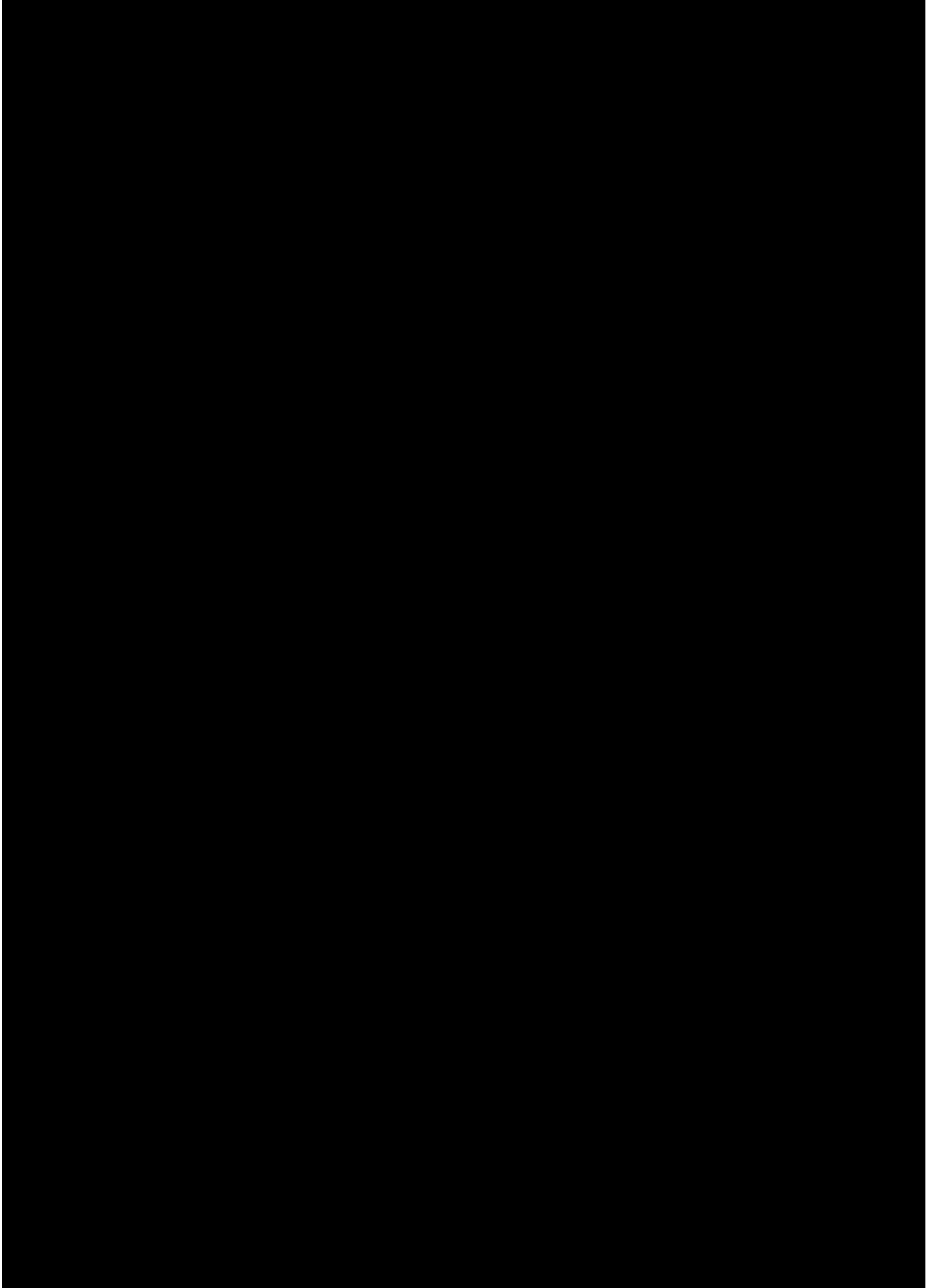
## C. CITATION ISSUANCE (RECORDING FALSE ALARMS)

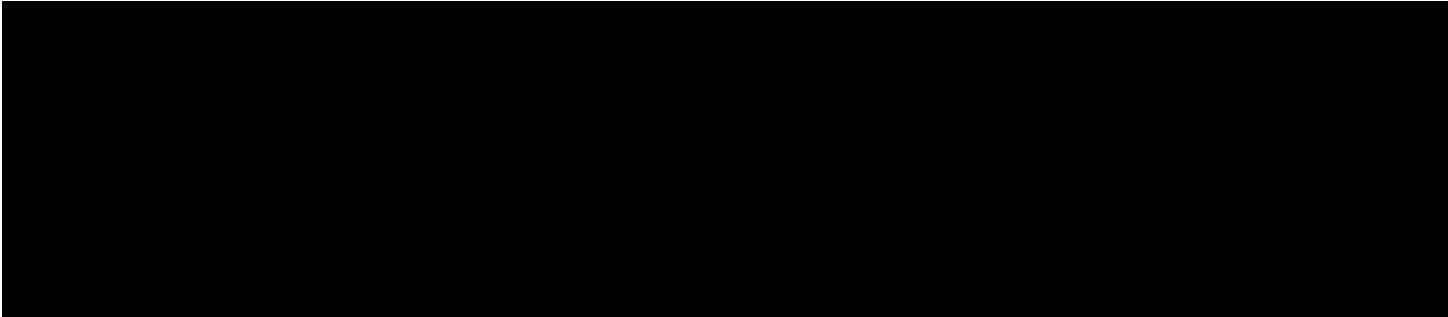
1. ~~The TCD shall be responsible for~~ The department will maintain records relating to the enforcement of the false alarm ordinance. ~~C-19 false alarm disposition codes shall be tallied by the TCD for all locations that notify the department of alarm signals.~~
2. The ~~TCD~~ respective work location where the alarm occurred shall be responsible for the issuance of municipal citations to alarm users after the second false alarm that occurs within a calendar year. ~~DEC will notify the commanding officer of a work location after the second false alarm that occurs within a calendar year.~~ Work locations are responsible for monitoring CAD records for false alarms that occur within each calendar year to determine if a municipal citation should be issued.
3. The ~~TCD~~ respective work location where the prohibited alarm occurred shall be responsible for the issuance of municipal citations to unlicensed alarm companies and companies that transmit prohibited alarms. ~~DEC will notify the commanding officer of the respective work location of unlicensed alarm companies and companies that transmit prohibited alarms.~~ Work locations are responsible for monitoring CAD records for unlicensed alarm companies and companies that transmit prohibited alarms.











A handwritten signature in black ink, appearing to read 'J.B.N.' with a long horizontal stroke extending to the right.

JEFFREY B. NORMAN  
CHIEF OF POLICE

JBN:mfk