

UC Davis Policy and Procedure Manual

Chapter 360, Physical Facilities

Section 35, Security Alarms

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Responsible Department: Police Department

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I. Purpose

- A. This section outlines the policies and procedures for installing a security alarm system by any department, division, or unit at the Davis campus or the UC Davis Medical Center, Sacramento, as well as alarm response and modification or removal of service.
- B. It is not applicable to fire alarms or environmental monitoring systems maintained by Facilities Management Electrical-Alarm or UCDHS Telecommunications.

II. Definitions

- A. Types of security alarms:
 1. Intrusion alarm—is used to detect unauthorized entry into an area or building.
 2. Panic alarm—use is controlled by authorized personnel and is installed in limited locations identified as having the potential for life-threatening or serious situations that require immediate notification to the police and the reporting party determines it is not safe to use the 911 telephone system. It is used to notify the police for security-related incidents, not medical emergencies.
 3. Robbery alarm—is used at cashiering stations or those areas where money, securities, and/or pharmaceuticals are handled. It is activated only when a robbery or attempted robbery takes place.

III. Policy

- A. The UC Davis Police Department Security Unit must assess all requests for a security alarm system and conduct a written, confidential security survey for each request. The survey contains an overall recommendation regarding the request and a narrative description, without the technical specifications, of the proposed alarm system. This survey is valid for 90 days, at which time a new survey request must be submitted.
- B. Facilities Management Electrical-Alarm (for units located on the Davis campus) or UCDHS Telecommunications (for units located at UCDMC) makes recommendations regarding technical specifications of the system.
- C. All requests for new alarm systems require approval of the Chief of Police or a designee.
- D. The Police Department maintains a confidential file of all security alarm requests, surveys, recommendations, and results.

IV. Procedures

- A. Priorities

All requests for alarm service are assigned a priority rating ranging from non-essential to critical by the Security Unit. When processing more than one alarm system request, the higher priority will receive first consideration.
- B. Requests/security survey
 1. All requests for security alarm systems require a submission of a completed Security Alarm System Survey Request and Authorization form to the UC Davis Police Department

Security Unit, via the Chief of Police, or designee.

2. The Security Unit must review requests and complete an initial written security survey of each area where an alarm system is requested. The request may also be reviewed by Facilities Management Electrical-Alarm or UCDHS Telecommunications, for special requirements, scheduled by the Security Unit. Details of the security survey and any ensuing specifications are classified as confidential.
 3. Based upon the review and the survey, the Security Unit makes a recommendation to the Chief of Police, or designee, to approve or disapprove the request for the alarm system.
 4. If the alarm request is approved, the requesting department must submit the following forms prior to alarm installation:
 - a. Place a work order to the Facilities Management Customer Support Center or UCDHS Telecommunications to arrange an onsite inspection with the Security Unit prior to any design/estimate work being performed.
 - b. Security Alarm Billing Information form.
 - c. Security Alarm Contact form.
 5. If the alarm request is not approved, the requesting department or unit may request a meeting with the Chief of Police, or designee, to discuss the decision.
- C. Installation and testing
1. The requesting department is responsible for all costs of hardware, installation, and transmission of the alarm signal from the alarm site to the Police Department's central alarm monitoring system.
 2. Facilities Management Electrical-Alarm/UCDHS Telecommunications installs the system or oversees the installation if done by an outside contractor. If an outside bonded contractor installs and tests the alarm, the Police Department and Facilities Management Electrical-Alarm/UCDHS Telecommunications are responsible for project review/approval.
- D. System activation
1. The following information is required prior to activating the requested alarm:
 - a. CAD map with alarm points
 - b. Detailed zone information sheet
 2. Alarm account users must be trained by Facilities Management Electrical-Alarm/UCDHS Telecommunications prior to initial activation of the system.
 3. The department must submit the Alarm System Preventive Maintenance form through Facilities Management Electrical-Alarm/UCDHS Telecommunications prior to activation. Preventive maintenance is scheduled every six months and the authorization of such maintenance must be updated annually.
 4. A monthly monitoring fee and false alarm penalty fees are assessed by the Police Department for each security alarm account. Each account holder receives a copy of the alarm ordinance prior to alarm activation.
 5. Alarm subscribers must update the security alarm billing information and/or the security alarm contact information, as soon as a change occurs with the account. Subscribers review billing and contact information on an annual basis to maintain current information with the Security Unit.

E. Alarm response

The UC Davis Police Department responds to all alarms activated or, if necessary, request another law enforcement agency to respond.

1. Responsible individual(s) for the alarmed area who are noted on the contact list supplied to the Security Unit, are contacted by phone by the UC Davis Police Department Communications Center only if a crime has occurred, suspicious circumstances exist, or the alarm system malfunctioned.
2. Responsible individual(s) are contacted by email after the officers have conducted an initial investigation and determined a false alarm occurred.
3. If an alarm user is on scene with an active crime or incident, the user must call 911 to provide the UC Davis Police Department Communications Center with additional incident details to support the alarm activation.
4. Responsible individual(s) must contact the UC Davis Communications Center to provide the Dispatcher with the correct abort code/password, to cancel the police response.
 - a. To cancel a response, users contact (530) 752-1230.
 - b. Police response cannot be canceled for panic or robbery button activations; however, users should contact the Communications Center with the false alarm information to alert responding officers.

F. Modification and removal of service

1. Written approval from the UC Davis Police Department Security Unit and Facilities Management Electrical-Alarm/UCDHS Telecommunications is required prior to any modifications to an existing alarm system to ensure continued compatibility with police alarm monitoring equipment.
2. The subscriber must consult with the Security Unit to discontinue an alarm service, and submit written notification to move or discontinue service. At the UC Davis Health System, prior written approval by the Security Subcommittee is required before removal of service. Once approved, a copy of the disconnect request is to be forwarded to UCDHS Telecommunications.
3. To transfer an alarm or to activate an inactive alarm, the subscriber must follow the procedure for acquiring a new alarm.

V. Further Information

- A. [Forms are available on the UC Davis Police Department Security Unit Web site.](#)
- B. For further information, contact the UC Davis Police Department Security Unit Alarm Specialist, at (530) 752-6589.
- C. [Facilities Management work orders](#) can be placed at (530) 752-1655.
- D. [UCDHS Telecommunications](#) can be reached at (916) 734-8700.
- E. Additional robbery alarm system installation can be found in [UCOP Business and Finance Bulletin BUS-49](#).