

**University of California Police Department
Berkeley, California**

Campus Alarm Policy

Revised July 1, 1998



OFFICE OF THE CHANCELLOR
200 CALIFORNIA HALL # 1500

BERKELEY, CA 94720-1500

August 31, 1998

Deans, Directors, Department Chairs, and Administrative Officers

RE: Revision to the Campus Alarm Policy

A copy of the revised Campus Alarm Policy is enclosed. This document, which was last issued in 1991, has been revised to make it current with the Campus Access Control Policy.

The changes which will affect alarm clients the most are as follows.

- The Policy now expressly allows the integration of alarms and access control, with the corresponding technical requirements.
- The revised Policy provides for video integration of alarms and/or access control systems.
- New technologies, such as "wireless panic buttons," are addressed.
- The recharge rates have been restructured and updated.

This document is a complement to the Campus Access Control Policy that was updated on February 19, 1998. I encourage anyone with questions or concerns to contact the Police Department's Alarms and Access Control Manager, Sherree Wiezer (3-9375, wiezer@uclink.berkeley.edu).

Horace Mitchell
Vice Chancellor--Business and
Administrative Services

Enclosure: Campus Alarm Policy (July 1, 1998)

FORWARD

Alarm protection provided to the University of California, Berkeley Campus, by the University Police Department is increasing in demand and becoming more complex. Revisions to the original Campus Alarm Policy (implemented in 1984) are provided to ensure continued levels of protection and to maintain quality control.

The policy is applicable to current and future University sites under the operational jurisdiction of the University of California Police Department, Berkeley campus. It applies to alarm systems installed in new construction or as part of any major or minor capital improvement project.

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I. DESCRIPTION

Alarm protection on the Berkeley Campus is divided into five (5) categories: emergency, intrusion, holdup, service, and temporary.

This policy does not apply to stand-alone fire alarm systems maintained by the Physical Plant - Campus Services. It does apply to fire sensors interfaced to systems described herein.

A. EMERGENCY

The emergency alarm is installed in locations that may have life-threatening, medical or other situations that require immediate police response. Installation of this type of alarm is limited to areas where the use of the alarm is controlled by authorized personnel.

B. INTRUSION

This alarm is used to detect entry into an area during specified hours by unauthorized persons. This protection may be used in conjunction with the holdup alarm to provide twenty-four hour coverage of critical areas.

C. HOLDUP

This alarm is reserved for use by cashiering points or those areas where money is handled. It is to be activated only when a holdup (or attempted holdup) takes place.

D. SERVICE

This alarm is used where condition or environmental monitoring is required.

E. TEMPORARY

A temporary alarm is portable and can be used for immediate short term protection in any of the above categories.

In certain cases, it may be necessary for the Campus Alarm Maintenance Contractor to install a temporary alarm. Where such charges are incurred, they will be charged to the user department. Temporary alarms will be used at the discretion of the UC Police Department.

II. NEW ALARM SERVICE

A. REQUESTS

All requests for new alarm service shall be directed to the UC Chief of Police through the UC Police Alarm & Access Control Unit.

B. REVIEW

All requests for new alarm service must be approved by the Crime Prevention Unit. A request may also be reviewed by the Physical Plant - Campus Services and/or Telecommunications, as may be necessary for special requirements.

C. SECURITY SURVEY

Each request for new alarm service or modifications to existing systems will result in a security survey of the facility to be alarmed by the Police Department. The survey will include recommendations as to type and placement of equipment, detection devices and will speak to the costs of these recommendations.

D. PROCEDURES

Actions following the security survey:

1. For a stand alone alarm system, the Campus Alarm Maintenance Contractor will contact the requesting department, and provide an estimate for the installation of the new system or modification to an existing system. The Campus Alarm Maintenance Contractor will be awarded any stand alone alarm system contract under \$5000.00. The requesting department must then forward an IOC to the Crime Prevention Unit who will then schedule the alarm installation.
2. For systems that are recommended to interface with an existing or anticipated automated access control system, the Campus Access Control Maintenance Contractor will contact the requesting department, and provide an estimate for the installation of an integrated system.
3. For systems which are recommended to interface with an existing or anticipated video system, bids may be received from both the Campus Alarm Maintenance Contractor and the Campus Access Control Maintenance Contractor.

4. A complete set of specifications shall be developed, for any stand alone system with an estimated installed cost over \$5000.00, or integrated alarm/system with an estimated installed cost over \$15,000. These plans may be developed by the Maintenance Contractor or a representative or designee from PP-CS, and approved by the Crime Prevention Unit and Alarm & Access Control Unit. The bid specifications shall include the approved Alarm System Specifications to ensure that the installed alarm will properly interface with the Police Department's Computerized Alarm & Dispatching System. These specifications may be obtained from the Police Department or Planning, Design and Construction. If alarm system procurement will be made by the Purchasing Department, the user must also include a completed Purchase Requisition for the alarm system.

For procurements handled by the Purchasing Department, the approved bid specification and requesting department's Purchase Requisition will be submitted by the Crime Prevention Unit to the Purchasing Department who will then bid the project. Bid specifications for users who do not use the Purchasing Department will be returned to the user for processing.

If the Campus Maintenance Contractor(s) desires to bid on any project for which they have developed the specifications, they shall request written permission from the Purchasing Department before accepting the contract for developing the bid specification package.

Specifications are valid for one (1) year from the date of Police Department approval. All changes or modifications to any contract must have Purchasing Department and Crime Prevention Unit approval before implementation. The requesting department must obtain this approval using standard Purchasing Department change order modification procedures.

The Police Department, Crime Prevention Unit will liaison with the requesting department and the installation contractor, and shall be involved in any modifications or clarifications during system installation.

All contractors shall supply an alarm system that meets the requirements set forth in the existing Alarm Specifications & Maintenance Contract. This is to ensure that the installed alarm will properly interface with the Police Department's Computerized Alarm and Dispatch System (CADS).

E. INSTALLATION AND TESTING

1. The requesting department will be charged for administrative and hardware costs incurred by the Police Department in connecting the requester's alarm to the central system. The Alarm & Access Control Unit will provide a Schedule of UCPD Fees (reference Appendix B) to the requesting department.

2. The requesting department will be responsible for ordering the necessary telephone line(s) from UC Telecommunications and for paying any ongoing telephone charges. Detailed circuit specifications will be provided by the Crime Prevention Unit or Alarm & Access Control Unit.
3. If an outside contractor is installing and testing the alarm, the Police Department will be responsible for project review and approval.
4. New alarm systems and modifications to existing systems in UC-owned facilities shall be inspected by PP-CS for compliance with applicable codes and University regulations prior to acceptance. The requesting department shall forward an IOC to the Crime Prevention Unit for PP-CS inspection services (reference Appendix B).
5. All contractors must provide manuals and as-built system diagrams as detailed in the Alarm Specifications & Maintenance Contract.

F. ORIENTATION OF USER

1. The contractor shall be responsible for training the user and Police Department personnel in proper use and operation of the alarm system.
2. At the culmination of installation and training, the Alarm & Access Control Unit must be provided with written procedures for handling the alarm, whether actual or malfunction. These procedures should include the system contact person(s), who will be responsible should an emergency or malfunction occur.

III. ALARM RESPONSE

The Police Department response to an alarm activation is determined by the priority of the alarm. Those that indicate the potential for a life-threatening situation will receive a full emergency response. All others will receive an appropriate response with respect to conditions and other priorities existing at the time of the alarm, as outlined later in this section.

The decision to modify an alarm response shall rest with the on-duty Watch Commander. The decision to authorize a "no response" on an alarm shall rest with the Chief of Police or their designee(s).

A CADS alarm incident report is printed by the Communications Officer for all alarm activations. This printout is then forwarded to the Watch Commander for routing to the Records Unit.

A. ACTIVATED ALARM: CRIME-RELATED

The standard response will be:

1. By Police Department Patrol Division personnel;
2. By the Police Department Communications Officer, who contacts the user department's daytime or nighttime contact(s) and advises them of the alarm circumstances, and
3. By the user department's personnel responding to the alarm location, upon Police Department's request.

B. ACTIVATED ALARM: ACCIDENTAL OR HUMAN ERROR

The standard response will be:

1. By Police Department Patrol Division personnel; and
2. By the Police Department Communications Officer, notifying the user department contact, of the alarm circumstances, when the alarm is received during normal business hours. If the alarm is received during non-business hours, the user department will be notified of the alarm by the Alarm & Access Control Unit by written notification the following day and
3. By Police Department Alarm & Access Control Manager, notifying the department contact by letter if more than two (2) alarms are received in a thirty (30) day period.

It shall be the responsibility of each supervisor within the user department, after proper instruction by the alarm installer, to ensure that all employees understand the alarm's operation and the seriousness of an accidental alarm. If negligent or accidental alarms persist, such misuse could result in termination of alarm service. See section on Charges for Police Response and Termination of Alarm Service.

C. ACTIVATED ALARM: SERVICE ALARMS

The standard response will be:

1. By Police Department Communications Officer contacting the department contact and advising them of the alarm; and
2. By Police Department Communications Officer also contacting PP-CS to initiate repairs when procedurally established (normally during non-business hours).

D. MALFUNCTIONS

1. By Police Department Patrol Division personnel;

2. By Police Department Communications Officer notifying the alarm maintenance contractor, advising them of the alarm circumstances, and requesting service; and
3. By the Police Department Communications Officer notifying the user department contact of the alarm circumstances, if the alarm is received during normal business hours. If the alarm is received during non-business hours, the user department will be notified of the alarm by the Alarm & Access Control Unit in writing, the following business day.

E. FALSE OR DELIBERATE ACTIVATIONS

A false report of an emergency exists when an alarm is used for purposes other than the designated purpose. For example, use of a holdup alarm to summon police to a customer dispute, is a false report. Such misuse will result in a charge for police response and could result in termination of the alarm service and disciplinary or criminal action as provided in Sections 148.3 and 148.4 of the California Penal Code.

IV. MAINTENANCE, REPAIR AND REPLACEMENT

A. MAINTENANCE AGREEMENT

All alarm users, other than temporary alarm users, will be required to enter into a maintenance agreement with the Police Department. (See Appendix C for sample agreement.)

B. ANNUAL MAINTENANCE FEE

User departments will be assessed an annual maintenance fee based on their alarm system design and their particular usage requirements. This maintenance fee will be billed in the first half of each fiscal year by the Police Department.

Each user department will receive the current Schedule of UCPD Alarm Fees (Appendix B) with the annual bill.

C. CAMPUS ALARM MAINTENANCE CONTRACT

The Police Department will negotiate a service contract with an outside contractor each fiscal year, and shall be responsible for coordinating the maintenance services listed below:

1. Response to alarm malfunctions.
2. Parts and labor for normal repair of malfunctioning equipment; and

3. Semi-annual preventive maintenance service of each user system, including testing of access keys to alarmed areas and a written report to the Alarm & Access Control Unit regarding the status of each system.

This maintenance service will NOT include costs for modifications, or for parts replacement necessitated by abuse or misuse as documented by the maintenance contractor.

4. Modifications will be billed by the Police Department directly to the user department at actual cost plus an administrative overhead (reference Appendix B).
5. Documented abuse or misuse reports will be investigated by the Crime Prevention Unit. The Police Department will be responsible for disposition of charges and will bill the user department for the actual cost of repairs.

D. CENTRAL SYSTEM REPLACEMENT FEE

All users will be charged an additional annual fee for a proportional amount of the upgrades and replacement costs of UCPD's central receiving equipment. This comprises the second part of the annual maintenance bill (see Appendix B), which will be billed during the second half of the fiscal year.

E. REQUESTS FOR ALARM SERVICE

All requests for service, whether emergency or routine, shall be made through the Alarm & Access Control Unit during normal business hours and by the on-duty UCPD Communications Officer during non-business hours. The Communications Officer shall be responsible for:

1. Contacting the maintenance service contractor; and
2. Initiating a CADS printout stating the problem with the alarm and that the Alarm Maintenance Contractor has been notified. This printout shall be forwarded to the Alarm & Access Control Unit.

V. TESTING

All alarms will be tested by the Alarm Maintenance Contractor on a semi-annual basis. Proper use of the alarm will be reviewed with the user department at the time of each test.

VI. FALSE ALARM ACTIVATION PENALTIES

Police response will be made to every criminal or emergency situation. However, deliberate false alarms and negligent supervision leading to false alarms are responsibilities of the user to correct.

The Police Department responds to about 2600 alarm activations per year. Fifty percent (50%) of these are classified as false alarms not attributable to an alarm malfunction; most are the result of improper or careless use of the alarm system.

Both the public and responding police officers are subjected to needless danger when the police are called on to respond to repeated false alarms. In addition, police officers responding to false alarms are not available to carry out other duties. The reduction of false alarms, will significantly increase the ability of UCPD to better allocate its resources for the benefit of the entire campus community.

This section defines false alarms and delineates penalties for excess false alarms.

A. DEFINITION OF FALSE ALARM ACTIVATIONS

For the purpose of this Campus Alarm Policy, a false alarm activation includes the following:

1. Alarm activations caused by employee error in arming or disarming an alarm system.
2. Accidental alarm activations caused by an employee.
3. Alarm activations of unknown cause, where the alarm resets and therefore is not considered a malfunction.
4. Alarm activations caused by improper security of the alarmed premise; e.g., window left open which allows a wind to blow a curtain that activates a motion detector.

For the purpose of this Campus Alarm Policy, a false alarm activation excludes the following:

1. Alarm malfunctions where the alarm is clearly a result of equipment failure; or
2. Alarm activations caused by entry of PP-CS, custodians, police, fire, or other personnel over which the user department has no control. A determination will be made by the Alarm & Access Control Unit whether or not to recharge another department or entity for a false alarm activation caused by its personnel.

B. ALLOWABLE FALSE ALARM ACTIVATIONS

(See Appendix D)

C. EXCESS FALSE ALARM ACTIVATION CHARGES

(See Appendix D)

D. NOTIFICATION OF PENALTIES

1. The Alarm & Access Control Unit will notify the user department by letter when an assessment is made for excess false alarm activations (reference Appendix C). All fines and penalties collected for false alarm activations will be credited to the Campus Alarm Account maintained for alarm related projects.
2. The user department must pay any penalties assessed within one (1) month of the date of notification. The user department will be notified by letter when any assessment is over one (1) month past due. Failure to pay assessments within two (2) months may result in the alarm system being placed on "No Response" status at the discretion of the Chief of Police.

VII. TERMINATION OF ALARM SERVICE

A. "NO RESPONSE" STATUS

The ninth (9th) excess false alarm activation in either a thirty (30) day or twelve (12) month period, may result in the alarm being placed on a "No Response" status, at the discretion of the Chief of Police.

"No Response" status means that when an alarm is received, police field units will not be dispatched to investigate the alarm. The alarm activation will be documented by the Police Department Communications Officer routing a copy of the CADS incident report, for the activation to the Alarm & Access Control Unit for follow-up.

B. OUTDATED EQUIPMENT

Electronic components in an alarm system are generally considered to have a usable lifetime of about ten (10) years, after which components tend to break down causing false alarm activations. Repair of such malfunctions is not covered under the Alarm Maintenance Contract and is the responsibility of the user department to correct.

After consultation with the Campus Alarm Maintenance Contractor, the Chief of Police or their designee will make the determination to place the alarm on a "No Response" status until the alarm system is repaired. After repair, police service will be restored automatically.

C. WRITTEN NOTIFICATION

The Office of the Chief of Police shall notify the user department by letter when alarm service is placed on "No Response" status due to excess false alarm activations.

D. TERMINATION

Continued false activations, that are not corrected by the user department, may result in termination of alarm service, at the discretion of the Chief of Police.

E. APPEALS PROCEDURE

1. An appeal for users being placed on "No Response" status or whose alarm service has been terminated, shall be made in writing to the Chief of Police. The appeal shall outline the cause(s) for the false alarm(s), corrective action being taken, and anticipated time until the problem(s) will be corrected.

VIII. MODIFICATION AND REMOVAL OF SERVICE

A. APPROVAL FOR MODIFICATIONS

Approval shall be obtained from the Crime Prevention Unit and Alarm & Access Control Unit, prior to any modifications to an existing alarm system. Approval is necessary to ensure continued compatibility with police alarm equipment.

B. DISCONTINUANCE OF SERVICE

The user may discontinue alarm service at any time. The user shall notify the Police Department and Telecommunications (if necessary for disconnection of alarm circuit), in writing. Alarm maintenance fees are not refundable.

IX. TEMPORARY ALARMS

A. PRIORITIES FOR USE

It will be the decision of the Police Department to install a temporary alarm. Such installation could result from a request for temporary protection or as part of a current police investigation. This alarm may be removed if higher priority needs develop.

B. DURATION OF USE

There will be no limit to the length of time a "temporary alarm" may be used. The alarm may remain in place until the need for temporary protection has ended, investigation completed, or it is determined that a permanent system is warranted.

C. RESPONSIBILITY FOR DAMAGE OR LOSS

The user will be responsible for loss or damage that occurs as a direct result of deliberate mistreatment, unauthorized use, or negligence on the part of the user.

D. INSTALLATION AND REMOVAL

Temporary alarm equipment shall be installed or removed only by a member of the Police Department or by their authorized agent.

1. Requests for temporary alarm service protection should be directed to the Police Department Crime Prevention Unit and processed by the Alarm & Access Control Unit. A standard fee for each installation and removal shall be assessed, (see Appendix B). Fees may be waived by the Chief of Police or their designee.
2. Certain installations of temporary alarm equipment require the utilization of the Campus Alarm Maintenance Contractor. A verbal and/or written estimate will be provided by the Campus Alarm Maintenance Contractor and the user department will be required to submit an IOC or purchase order before the temporary system is installed.

E. EQUIPMENT MAINTENANCE AND REPAIR

The University Police Department will be responsible for maintenance and repair of all temporary alarm equipment. The cost of such maintenance or repair will be the responsibility of the Police Department unless otherwise determined.

F. EQUIPMENT CONTROL

The University Police Department will maintain control over alarm equipment and assume responsibility, within the scope of the departmental radio license, for its proper use in accordance with Federal Communications Commission Rules & Regulations.

**University of California Police Department
Berkeley, California**

**Appendix A:
Alarm System Specifications**

Revised July 1, 1998

INTRODUCTION

The following pages provide a general specification format for new alarm and video surveillance systems being installed on the Berkeley Campus. The Specification format provides areas for a user to insert appropriate detail for the specific installation. Most of this detail will be provided through the Police Department Crime Prevention Security Survey of the area to be protected.

All alarm systems interconnected to the UC Police Department must meet the technical requirements of this Specification to provide required stability, flexibility, and compatibility required for interconnect to the Police Department Computerized Alarm and Dispatch System (CADS).

RESTRICTED CONTENT

For the content of this Appendix, please contact UCPD's Crime Prevention Unit at 643-8988.

**University of California Police Department
Berkeley, California**

**Appendix B:
Alarm System Recharge Rates**

Revised July 1, 1998

ALARM SYSTEM RECHARGE RATES

1. Service Charges:

- a. Security Survey \$10.00
- b. Alarm installation
Alarm company quote + 15% overhead
- c. Alarm Disconnect
Alarm company cost + 15 % overhead \$60.00 (estimate)
15% overhead \$9.00
- d. UCPD Technical Consulting Fees (per hr) \$51.49

2. Annual Maintenance Charge consists of:

- a. Direct System Maintenance
(as outlined in the Alarm Maintenance Contract)
- b. Central System Upgrades, pro rated across all users
- c. Central System Support, pro rated across all users

Total annual maintenance charge equals the sum of items a. through c., plus 15% overhead

Rate schedule and methodologies subject to change.

**University of California Police Department
Berkeley, California**

**Appendix C:
Alarm System Notification Forms**

Revised July 1, 1998

RESTRICTED CONTENT

For the content of this Appendix, please contact UCPD's Crime Prevention Unit at 643-8988.

**University of California Police Department
Berkeley, California**

**Appendix D
Letter Regarding False Alarm Activations**

Dated June 1, 2009

June 1, 2009

Dear Campus Alarm System Contacts;

UCPD provides police response to every criminal or emergency situation that occurs in our facilities, upon our properties and in the city areas surrounding our Campus. Due to the very nature of emergency situations, it is important that police officers respond in a timely fashion to the notice that an urgent event is in progress. Alarm activations are viewed as events that necessitate emergency officer response. In addition to an extensive network of campus fire alarms, UCPD responds to a proprietary system of over 200 intrusion and panic alarms located both on and off the central campus. The Crime Prevention Unit oversees the installation and ongoing functioning of the proprietary alarm systems that cover a variety of locations and business functions. These systems are designed to protect important Campus assets and it is critical that UCPD police officers respond appropriately to alarm activations.

In 2008, UCPD received and responded to 1260 false alarm activations. The majority of false alarms are accidental and associated with a lack of knowledge of how to set or deactivate an alarm and of how the alarm works. Even though unintentional, the false activation of an alarm creates a situation where both the public and the responding police officers are subjected to a needless sense of urgency. Response to false alarm activations is a considerable drain on police resources. The reduction of false alarms will significantly impact UCPD's ability to better allocate resources for the benefit of the entire campus community and result in a more reliable alarm system for the user.

Through a combined effort of training and appropriate fiscal accountability of false alarms, UCPD expects to lower the instances of false alarms. Effective July 1, 2009, UCPD false alarm fines will be increased. The new schedule for false alarm activations is:

- Six-month false alarm cycles (July 1st - December 31st; January 1st - June 30th).
- First two false alarms in each cycle are exempt from incurring fines.
- The third false alarm in each cycle incurs a \$75 fine.
- The fourth false alarm in each cycle incurs a \$100 fine.
- The fifth and additional false alarms in each cycle incur a \$125 fine each.

We encourage you to evaluate your users' familiarity with your alarm system and its operating procedures. Please contact the Crime Prevention Unit at 643-8988 to schedule alarm refresher training. Our ultimate goal is to increase the effectiveness of your alarm system by reducing false alarms.

The Campus Alarm Policy is available online at <http://police.berkeley.edu/formsandapplications/>