

STANDARD DISPATCH PROCEDURES

(Special Instructions, Account Comments, Temporary Comments over-ride Standard Procedures)

FIRE / COMMERCIAL: Dispatch Fire Department 1st.
(*FD must ALWAYS be dispatched on commercial fire alarms*)
Call premise after dispatch.
If no answer at premise, call responsible list.

/ RESIDENTIAL: Call premise 1st before dispatching.
(*Exception: Incline Village, Crystal Bay – dispatch FD 1st*)
If no answer at premise, dispatch Fire Department.
Call responsible list after dispatching.

NOTE: A “cancel” does not apply to fire alarms. You must follow the above procedures even if you receive a “cancel” report. Do not clear from alarm screen until all fire zones are restored.

INTRUSION / COMMERCIAL: Call premise 1st.
If no answer or if unable to verify, call responsible list.
If unable to contact responsible, dispatch Police.

/ RESIDENTIAL: Call premise 1st.
If no answer or if unable to verify, call responsible list.
If unable to contact responsible, dispatch Police.

NOTE: If you receive a “cancel” report within one minute of the alarm, no action needs to be taken, unless instructions say to verify. If “cancel” report is more than one minute after alarm, you must still verify. If unable to verify, call responsible list and dispatch.

HOLDUP / COMMERCIAL: Dispatch Police 1st.
Put the alarm on hold for 30 minutes.
After 30 minutes, call premise to follow-up.
If no answer at premise, call responsible list to advise.

PANIC / RESIDENTIAL: Call premise 1st.
If no answer or unable to verify, dispatch Police
Put the alarm on hold for 30 minutes.
After 30 minutes, call the premise again to follow-up.
If no answer at premise, call responsible list to advise.

NOTE: A “cancel” does not apply to panics or holdups. You must follow the above procedures even if you receive a “cancel” report. Do not clear from alarm screen until all panic zones are restored.

(Exception: keypad panics & holdups may not restore)

NOTE: Correct terminology is: commercial is “holdup”, residential is “panic”.

TROUBLE/SUPERVISORY: Call premise 1st. If no answer, call responsible list.
Do not clear from alarm screen until all troubles restore.

MEDICAL ALERT: Call premise 1st. If no answer, dispatch Paramedics or Fire Department.
Call responsible list after dispatching.

RESPONSIBLE MUST ALWAYS BE NOTIFIED OF ANY ALARM THAT IS DISPATCHED ON.