

ADMINISTRATIVE MANUAL
TOWN OF LOS GATOS

Subject: **Use of Panic Alarms and Security Cameras**

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Section Number:

Approved:

Greg Larson

Effective Date: 1/28/09

Date:

PURPOSE

To establish guidelines for the use of panic alarms and security cameras on Town facilities.

SCOPE

This policy applies to all Town of Los Gatos employees. This policy is also addressed to designated Police Department employees who are responsible for monitoring security cameras and responding to panic alarms.

POLICY

Manual panic alarms are installed at the Neighborhood Center, Police Department, Town Council Chambers, Library, Community Development, and the Clerk Department. Additionally, police dispatchers have an enhanced ability to monitor and record suspicious activity from all of the security cameras installed at the Civic Center.

The manually activated alarms are intended to be used only as a safety measure if using the direct line to police dispatch is impractical or unsafe for the caller. When a panic alarm is activated, the signal goes to a third party alarm company, then to the Police Department. There will be delay between the call from the alarm company to the Police Department, potentially up to 3-4 minutes or longer.

The security cameras are intended to assist dispatchers and responding officers in assessing the circumstances of the call. All security cameras are located and record areas in public view.

In the event of any emergency situation requiring police, fire or medical response, the preferred method of summoning immediate help will ALWAYS be the use of the telephone. Panic alarms should be used as a last resort.

To call Los Gatos/Monte Sereno Police Dispatch

- **Call 9-911** from in internal phone line (expect 3-4 second delay in connection)
- **(408) 354-8600** from an external phone line or cellular phone (this number should be programmed in all Town employees cell phones)

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PROCEDURES

1. The use of any manually activated panic alarm should be reserved for those emergency situations when it is impractical or unsafe, based on the overall circumstances, for the user to contact the dispatch center via telephone.
2. The criteria for initiating a panic alarm is as follows:
 - Life threatening medical situations;
 - Serious disturbance(s) by an individual or group, necessitating an immediate emergency response;
 - Any obvious criminal activity and/or workplace violence situation(s)
3. All employees are responsible to review the locations of panic alarms listed on Attachment A. Department Directors are responsible to review the panic alarm locations with new employees and to provide periodic reminders to all staff, either during regular department staff meetings or via email.
4. If an emergency situation occurs, an employee should initiate the panic alarm by pressing the panic button. The response to the alarm is handled as follows:

Neighborhood Center (NC), Library, Police Department, Clerk Department or Community Development: Los Gatos/Monte Sereno PD dispatch center will be notified by the Town's alarm company vendor that an alarm has been activated. The alarm company will advise the location and/or the alarm number activated. Two patrol officers will be sent to the location and the coordinating dispatcher will first monitor the camera at the location of the alarm (excluding the NC) and then attempt to make contact via telephone in the department the alarm was activated. Officers will continue to respond to the location until it can be determined why the alarm was activated. Upon arrival, the officers will contact the reporting party, take action as appropriate and provide a disposition to dispatch. Dispatch will have the ability to monitor the cameras at the Library, PD, Clerk Department and Community Development.

Council Chambers: During any Council meeting in the Council Chambers, the dispatch center will have the ability to monitor the proceedings via live television on KCAT, local cable channel 15. When the panic alarm is activated in the Council Chambers, a flashing alarm will be activated in the dispatch center. One of the on-duty dispatchers will immediately tune to channel 15 to view the live proceedings and attempt to determine the nature of the emergency. Concurrently, two officers will be dispatched to the Council Chambers. If practical, the dispatcher shall attempt to gather further information about the incident, which will be relayed to the responding officers. The dispatcher will have the option of placing a telephone call into the video taping room, or directly into the Council Chambers to inquire about

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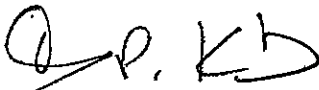
the events which preceded the activation, or to confirm what is still occurring if it cannot be determined by monitoring the television channel.

5. After initiating the panic alarm and only if it is safe to do so, it is best to call **the dispatch center** to report the nature of the emergency and provide dispatch with updated information.
6. If the panic alarm is pressed accidentally, call dispatch immediately to report the false alarm.
7. **Security Cameras:** Security cameras are active at all times and will be recording the activities in the Civic Center parking lot, Library, Community Development, Neighborhood Center, PPW and Clerk Department. Incidents that are deemed to be criminal in nature will be downloaded onto a DVD and retained as evidence.

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APPROVED AS TO FORM:



Town Attorney

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ATTACHMENT A

Panic Alarms and Security Camera Locations

Updated January 2009

Site	Panic Alarm Location	Security Camera	On-Site Phone Number
Police Department	Livescan room, lower level	Interior and Exterior Parking Lot and Front Door	354-8600
Clerk Department	Behind Clerk Administrators desk (closest to back wall)	Interior	354-6834
Council Chambers	Under dais, between Attorney and Town Manager's chair	Interior – only during meetings via KCAT	354-6817 354-5749 (video room)
Community Development Lobby	Behind Business License desk	Interior	354-6835
Library	Behind circulation desk on main floor	Interior	354-6891
Neighborhood Center	Reception Counter and Room #1 (Volunteer Coordinator Office -across from Reception Counter)	Interior – DVR/monitor on site	399-5796 (M-T-Th) 399-5793 (W-F) Room #1 - 354-1514
PPW	NA (Call Dispatch Directly if suspicious activity is occurring at PPW)	Exterior – DVR/monitor on site	399-5772
Civic Center Parking Lot	NA (Call Dispatch Directly if suspicious activity is occurring in the parking lot)	Two Exterior Cameras	NA

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