

## Alarm Rules

Alarm Silence – To silence the audio/visual devices (horns and strobes) on a fire alarm system that has received an alarm signal input. In this mode the fire alarm system is still in alarm, but the horns and strobes are disarmed.

System Reset – To place the fire alarm system into normal operating mode, including all activated manual fire pull stations, smoke detectors, duct smoke detectors, HVAC equipment and elevators.

Sam Houston Village SHV Alarms- There is a small plastic key in the lock box right beside the annunciator at SHV. This will allow reset/silence functions without having to have a password. Stick key in lower right portion of annunciator and rotate 90 degrees; hit silence or reset and no passcode will be required.

**\*If there is a fire at a building or dorm the officer on duty will tell you to contact Mark Shiflet. We will not call him unless directed to do so by the officer on scene.**

### Alarm – Full

- First, the answering service will contact WCCC and have FD enroute.
- Second, the answering service will contact UPD dispatch. An officer shall be dispatched. If an officer tells you to disregard once on scene you can contact WCCC to disregard them; however, they may stay enroute. **An officer can only disregard HFD after checking the fire alarm panel and checking the location of the alarm.**
- If for some reason, we receive a call from someone on scene about a full alarm and no one has notified us please send an officer.
- **Facilities will start the process of placing Knox boxes on the exterior of all buildings so the Fire Department can access the building if officers have not arrived on scene. This could take time.**

### Alarm – Supervisory (Effective 2/6/2024)

- From 6 AM – 4:30 PM, alarm maintenance will now respond. Answering service will still contact UPD dispatch letting us know there is a supervisory alarm; however, instead of dispatching an officer you will call either:
  - 6 AM – 8 AM – On call alarm maintenance cell phone
  - 8 AM – 4:30 PM – Work Control
- From 4:30 PM – 6 AM – Officers will be dispatched to the supervisory alarm. If the alarm fails to reset or goes off multiple times call out the on-call alarm maintenance technician.

- If you receive a call about a panel beeping that has not been reported through the answering service respond accordingly. If during business hours (0600-1630) contact alarm maintenance, via the workflow above, after hours, please send an officer.
- Please continue to do call slips for these calls even if only contacting alarm maintenance so we have documentation.

### **Alarm – Trouble**

- We should not be getting trouble alarms called into us by monitoring companies. Instead, these are emailed directly to alarm maintenance.
  - Please notify facilities maintenance and log this in a call slip if they are called in just for documentation that facilities was contacted to respond.
  - If a person on scene calls because a panel is beeping in trouble, we will send an officer to silence the panel between only 4:30 PM – 6 AM
  - If we clear the trouble and it goes back off again during the same shift then the on call fire tech should be contacted so they can respond.