

I. POLICY

**Effective October 1, 2007.** Verified Response—Due to the high number of false burglary/property intrusion alarms, the Fontana Police Department will not routinely respond to these calls unless additional information is received to verify the validity of the alarm. Police will be dispatched whenever the alarm company, or some other source, can verify the alarm was tripped as the result of criminal activity or other emergency.

This policy does not change response to manually activated medical, panic, duress, or robbery alarms.

II. PURPOSE

The former policy for alarm dispatch and response caused the inefficient use of police resources to the point that continuing this approach without adjustment may ultimately jeopardize public safety. The decision to implement verified alarm response policy and enhanced-call verification is based upon the immediate need to more efficiently utilize police resources in the City of Fontana. It is anticipated this policy change will cause a more rapid police response to valid alarms and improve response times generally.

III. DEFINITIONS

A. **Verified Alarm:** On-site verification by a responder to determine whether or not a police response to a property/intrusion/burglar alarm due to a crime, attempted crime, or other emergency occurring at the premises protected by an alarm is warranted. Alarm verification of a crime or other emergency may be accomplished through the following methods:

1. Audio feedback alarms where the monitoring company has heard evidence of criminal activity.
2. Video feedback alarm location showing evidence of possible criminal activity.
3. Verification by a guard service or private security that has responded to the location.
4. Verification by any other eyewitness tending to indicate a crime or other emergency has occurred or is occurring at the location.

\*\*\* If a responder/key holder is at the scene and requests a walk through by police officers, 2 officers will be dispatched to check the location depending on field activity at the time of the request.

IV. PROCEDURE (to commence at 0000 hrs on October 1, 2007)

- A. The Communications Center receives a call of a burglary or intrusion alarm.
- B. The Communications Center obtains as much information as possible from the alarm monitoring company and notifies them of our verified response policy.
  - 1. If the information received fits the verification criteria (see above) or the location is determined to be a known "homeland security risk," the call should be entered appropriately for the circumstances (i.e.: 459VAR {residential} or 459VAC {commercial} In-Progress). At least two officers will be dispatched to respond.
  - 2. If the information received does not fit the verification criteria, the Communications Center will search previous events at the location for any recent burglary reports or other suspicious activity. If a burglary or any other suspicious activity has been reported within the last 72 hours, the alarm should be entered and 2 officers dispatched. If no previous events are found, the alarm will be entered and silently broadcast via the mobile data computer (MDC) system as a "Be-on-the-Lookout" (BOLO) only. The purpose of the BOLO broadcast of unverified alarms is to make officers aware of the activation of an alarm in their assigned area. Officers may, at their discretion, respond to the alarm if time permits.
  - 3. Officers should consider their knowledge of the history of false alarms at the location, the current patterns of burglaries in the area, and other information they are aware of when determining whether to respond to check the location when the BOLO is broadcast.
  - 4. If there is no officer response after 15 minutes, the Communications Center will close the call with the disposition code of NOR (No Officer Response).
  - 5. If an officer responding on an alarm deems the alarm to be false or a malfunction, the officer or dispatcher will close the call with the appropriate disposition code (FAL or MAL) and no report is required. Using the appropriate disposition code is very important for billing and records keeping purposes.
  - 6. If a 3rd party (i.e.: neighbor) calls in an alarm which is not considered verified under these guidelines, the Communications Center will enter the call and silently broadcast via MDC as a BOLO only. For example: A neighbor calls in reporting hearing an alarm somewhere in their neighborhood.