

# Verified Alarm

## 470.1 PURPOSE AND SCOPE

The purpose of the Burglary Alarm Ordinance is to regulate alarm system users, alarm systems, and alarm company operators so that scarce police resources can be deployed in the best manner possible by responding only to burglar alarms if they are verified, thereby reducing the amount of police resources consumed in responding to unverified burglar alarms. This policy is in accordance with City of Fontana Ordinance 16-24 article IV, Chapter 22 of the Fontana Municipal Code.

## 470.2 ALARM VERIFICATION

The ordinance outlines procedures alarm companies must adhere to while conducting business in the City of Fontana. Alarm companies and their monitoring services are required to verify the alarm before calling the police department. The term means an alarm which a alarm operator has verified that a crime, attempted crime, or other emergency occurring at the premise protected by the alarm is occurring or about to occur. Alarm operators can satisfy this requirement by any of the following methods:

- (a) On-site verification
- (b) Remote audio or video monitored by the alarm company
- (c) Multi-zone activations
  - (a) Commercial - Two separate alarm activations from the same premise within a ten minute period triggered from different sensors.
  - (b) Residential – Two separate alarm activations from the same premise triggered from the same or different sensors.
- (d) Any other form of verification adopted as policy by the police department and published on its website.

## 470.3 COMMUNICATIONS RESPONSIBILITIES

In most instances, calls for service will be received by our Communications personnel. Should alarm companies call the police department for service, the answering dispatcher should obtain the following information:

- (a) Location
- (b) Type of alarm
  - (a) 459AR – Alarm residential
  - (b) 459AC – Alarm Commercial
  - (c) 459VAR – Verified alarm residential
  - (d) 459VAC – Verified alarm commercial
- (c) Method of verification
  - (a) On-site

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- (b) Remote audio/video – what was observed or heard
- (c) Multi-zone, time frame and which zones if available
- (d) Company name, operator identification, business address and business phone number

#### **470.4 OFFICER RESPONSIBILITIES**

After the call for service is received and verified as a valid alarm, an officer(s) will be assigned to respond to the reported location. The responding officer(s) should handle the call and note the following on the call card after determining the status of the incident:

- (a) Determine if a crime occurred and handle in accordance with applicable laws and policy.
- (b) Update the call card with relevant information concerning contact with persons on premise (names, etc.).
- (c) If the alarm was false, how was this established?
  - (a) The reported entry point was secure.
  - (b) The reported windows were secure and closed.
  - (c) Spoke to a responsible person on scene.

#### **470.5 ADMINISTRATION TECHNICIAN RESPONSIBILITIES**

The Administrative Technician will conduct a monthly review to ensure the alarm companies and their associates follow the requirements of the Burglary Alarm Ordinance. In addition, the Administrative Technician will review monthly alarm activity, ensuring alarm companies and their operators are in compliance with verification requirements set forth in Ordinance #16-24. The Administrative Technician should also identify prohibited calls for service and identify fraudulent calls for service (not verified as reported at the time of call).

Should a call for service fall into one of the categories specified in #16-24, a citation will be issued to the company by the Administrative Technician in accordance with the Burglary Alarm Ordinance.

#### **470.6 CHIEF OF POLICE OF DESIGNEE**

The Chief of Police has the ultimate authority to suspend or revoke the alarm business permit based upon the criteria in Ordinance No. 16-24 (Section 22-124). If the Chief of Police supports the suspension recommendation, notification will be made to the affected alarm company operator identified in the alarm permit.