False Alarm Reduction Program

November 5, 2019
True Verification

- Monitoring alarm companies must provide True Verification prior to calling 911 related to intrusion (burglar) alarm activations
  - Confirmation by the alarm user at the alarm site or via self-monitored audio/visual equipment
  - Confirmation by a private guard responder at the alarm site
  - Audible and/or visual evidence provided by a monitored alarm system, provided that such evidence shall be made available to the 911 center (within 24 hours)
False Alarm Call History

• In 2017, ChatComm received an average of 815 burglar alarm calls each month.

• In June 2018, we moved burglar alarm calls to the non-emergency call center, reducing overall volume in ChatComm, averaging 500 calls each month, 99% of which were false alarms.

• With True Verification, we are now averaging 160 burglar alarm calls into ChatComm each month. While 99% are still false alarms, call volume into ChatComm has reduced significantly.
True Verification Success

• June – Video verified alarm at a construction site. 3 suspects arrested.
• July – A woman pressed a panic button because her drunk, belligerent, & estranged husband was causing problems. He was arrested.
• September – Video verified alarm at a car dealership. 2 suspects arrested.
• Since September, five alarms were checked by private guard response. One case was an actual burglary. No evidence that there would have been a different outcome if SSPD had responded rather than security guard
Recommended Modifications

• The proposed ordinance modifications include:
  • Clarification that failure to provide proof of verification for an intrusion alarm constitutes a false verification.
  • Deleting obsolete language from the definition of “Verify”.

• The proposed resolution would establish fines for false verification:
  • First failure to submit verification: $250
  • Second failure to submit verification: $500
  • Three or more failures to submit verification: $1,000