



## POLICE DEPARTMENT

1460 Humboldt Road  
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<http://www.ci.chico.ca.us>



June 10, 2014

The Chico Police Department has long maintained the practice of responding to audible alarms reported both by alarm companies and residents. As the number of installed residential alarms has grown throughout the years, the demand placed on police resources dedicated to alarm response has grown commensurately.

As with the case with many law enforcement agencies, the Chico Police Department has seen its staffing levels reduced substantially, necessitating the reprioritization, modification, and in some cases the elimination of certain police services.

In 2013, The Chico Police Department conducted a study of false alarms in the City. The study found the Department received over 3000 false alarm calls throughout the City in 2012. Each alarm call requires a minimum (2) officer response, as well as dispatcher call processing. It is clear that false alarm response places a significant demand on our limited police resources, without benefiting public safety. The question must also be asked if subsidizing a "for profit" (alarm) industry is an appropriate use of police resources. Additionally, the City of Chico Municipal Code requires that alarms be activated only in the event of actual in-progress crimes.

Consequently, the Chico Police Department will no longer respond to alarms based only upon the request of alarm monitoring companies.

After identifying a successful model implemented by law enforcement agencies throughout the country, the Chico Police Department will adopt a Verified Response Protocol. This change will occur on June 15, 2014. While this will result in fewer police responses to false alarms, police will continue to respond to panic and robbery alarms (human activated alarms) and all "verified" alarms. Verification may come in the form of video confirmation or alarm company agent, property owner or other witness at the scene of an alarm who confirms a crime is occurring or has occurred.

One of our primary goals associated with this change is to redirect police resources now assigned to handle false alarms toward more productive police activity. Through this effort, the Chico Police Department will better guard and protect our community with our limited resources.

*Chico Police Department  
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