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Fontana City Hall
8353 Sierra Ave.
Fontana, CA 92335
Ph: (909) 350-7600
M-Th, 8am - 6pm

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Verified Response

Program Purpose
During fiscal year 2005 - 2006, the Fontana Police Department responded to 8,529 burglar alarms. 99.72% of these alarms were false, costing taxpayers approximately a quarter of a million dollars in wasted police manpower and resources.

This high false alarm rate is typical of what all law enforcement agencies experience throughout the United States. For this reason the Fontana Police Department is joining the growing number of agencies adopting a Verified Response (VR) policy to best deal with this problem.

For information about what you can do to help decrease false alarms, please view Minimizing False Alarms.

Program Function
Verified Response is a program that requires the alarm or monitoring company to verify that there is a legitimate need for a police response to a location prior to officers being requested.

Ordinance
For information about the Verified Response ordinance and its exceptions, please view Ordinance.

Additional Information
If you have any questions regarding our Verified Response policy, please email Captain Dave Faulkner or call (909) 350-7705.

QUICK LINKS

Alarm Ordinance
Alarm Business Permit
Letter to Alarm Owner
Letter to Alarm Company
Cal State San Bernardino
False Alarm Study

VIEW ALL LINKS

FAQS

Why doesn't the City just charge more for alarms and hire more officers?

Why don't we just charge the alarm companies for false alarms and let them collect from the customer?

If you adopt this policy, will my homeowners insurance increase?

VIEW ALL FAQs

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