



## Police Department

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### Our Services

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### Our Organization

- Office of Chief of Police
- Bureau of Services
- Bureau of Field Operations
- Bureau of Risk Management
- Criminal Investigation Division
- Neighborhood Services Division

### Our Upcoming Events

Tuesday, April 16, 2013

#### Bicycle Safety Class & Brown Bag Lunch

Interested in using a bicycle more often and feeling safer doing it? Are you getting excited about B... [more »](#)

Saturday, April 20, 2013

#### Earth Day 2013 Oakland

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## Burglar Alarm Services

Each year, the Oakland Police Department receives more than 20,000 false alarms! On average, each response to alarms involves two police officers and takes up to thirty minutes—costing the City over \$2 million every year. This is equivalent to 6 full time police officers doing nothing but responding to false alarms.

To respond to emergencies more efficiently, the City of Oakland has adopted a Burglar Alarm Ordinance. This ordinance requires people to obtain permits for their burglar alarm system, which will allow the Oakland Police Department to closely monitor alarm activity and identify alarm users. It also will enable us to contact the appropriate individual in response to the alarm call.

The Burglar Alarm Ordinance authorizes permit fees and fees for alarm registration violations and services provided. The ordinance requires alarm companies to play a greater role in how customers use and maintain their alarm systems.

Remember, alarm users are responsible for registering their alarms and keeping that registration current. They are also responsible for preventing and responding to malfunctioning alarms.

Service fees are applicable for alarm services provided by the Oakland Police Department. You may pay alarm invoices online. Please go to [www.atbservices.com/Oakland](http://www.atbservices.com/Oakland) to sign up for online access.

## News & Updates

### Keep Your Alarm Company Informed

Please be advised:

The City of Oakland is requesting that you notify your alarm company of any changes on your property that police should be made aware of, to include weapons or industrial chemicals on premises, dogs (guard, medical, and pets), etc. This instruction is for your safety and the safety of emergency responders.

### OPD Enforces Verified Response Policy for Excessive False Alarms

The mission of the Oakland Police Department is to provide the people of Oakland an environment where they can live, work, play, and thrive free from crime and fear of crime. In an effort to accomplish that mission, it is of utmost importance that the police provide service to those citizens in immediate need of assistance rather than exhausting valuable resources on responding to those calls likely to be false alarms.

While maintaining alignment with its mission and goals, OPD will immediately begin enforcing a verified response policy for alarm users experiencing excessive false alarms. ("Excessive false

Earth Day activities are being planned at 95 sites throughout Oakland. Come Beautify Oakland. Rain o... [more »](#)

### African American Alzheimer's Caregiver Forum

This free event gives caregivers the chance to learn the latest information related to Alzheimer's d... [more »](#)

Saturday, April 27, 2013

### Public Safety Town Hall Meeting

Mayor Quan and the City of Oakland are seeking input from neighbors across the city on public safety... [more »](#)

Friday, May 10, 2013

### 2nd Annual OPD Open House

Community members will have an opportunity to meet the Chief of Police, members of his command staff... [more »](#)

Saturday, May 11, 2013

### 60th Annual Mother of the Year Award Ceremony

Oakland's Mother of the Year Award program was initiated in 1954 to publicly honor Oakland citizens... [more »](#)

alarms" is defined as more than three false alarms within a one-year permit period.)

In the case of users with excessive false alarms, police will only respond to alarm calls from sites on verified response status if the alarm company or caller can verify through audio, video, an eyewitness or response from private security guards that a crime is occurring.

Alarm users adhering to current policy should not experience any change in service.

## Find More About . . .

### Service Fees

Permit Status	If Alarm Call Is . . .	Total Service Fee	Fee Breakdown	
			False Alarm	Invalid Permit
Invalid (not registered, expired)	General False Alarm	\$154	\$84	\$70
	Robbery False Alarm	\$226	\$156	\$70
	Genuine	\$70	--	\$70
Valid	General False Alarm	\$84	\$84	--
	Robbery False Alarm	\$156	\$156	--
	Genuine	--	--	--

#### Notes:

- The Invalid Permit fee can be waived if you register your alarm within 10 days of being billed.
- In the case of an unregistered alarm, your alarm company will also be billed \$260.
- If you do not pay your total service fee invoice within 30 days of being billed, you will be assessed an additional \$30 late fee.
- Robbery False Alarm fees are more costly because two officers must respond to any Robbery Alarm.

### What Is a False Alarm?

A false alarm occurs when a police officer is dispatched to a location and it is determined that the alarm activation was not caused by a criminal offense or unauthorized entry.

When, in the opinion of the responding officer(s), a properly registered alarm dispatch request can be reasonably associated with an actual or attempted criminal offense at the involved alarm site, the alarm is valid and the response is considered a basic police service not subject to cost recovery fees.

### How Much Are Alarm Permit Fees?

Alarm Permits are \$25 each year for residents, \$35 each year for businesses and \$15 for low income seniors.

### How Do I Register My Alarm System?

Please contact your alarm company to register your alarm. If you have a local or self-monitored alarm, please contact ATB Services at **1-866-950-9902** for instructions.

Note: Once your alarm is registered, you will receive annual statements directing you to mail your payments to an address in San Francisco.

## Get More Information About the Alarm Ordinance

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For more information on the Burglar Alarm Ordinance:

- Go to the [False Alarm Reduction Program](#) website to access forms, get online training and obtain more tips.
- You can view or download the complete Alarm Ordinance by going to the [Municipal Code](#) of the City of Oakland. Open Title 8 HEALTH AND SAFETY on the left navigation bar and then select Chapter 8.02 BURGLAR ALARM SYSTEMS to pull up the ordinance.
- Call the Alarm Ordinance information line at 1-866-950-9902.
- [More Burglar Alarm FAQs](#) has answers to many typical questions.
- Email your questions to [alarm@oaklandnet.com](mailto:alarm@oaklandnet.com).

