ATHERTON DEPARTMENT OF POLICE

Inter-Department Correspondence

To: Chief McCulley

From: Communications Supervisor Cisco

Date: January 30, 2023

Subject: 2022 Alarm Report

Atherton Police Department Alarm Report 2022

The purpose of this report is to provide information on alarm permits, false alarms, real alarms and alarm revenue made while providing alarm monitoring and Police response services to the Atherton community.

The False Alarm Billing Procedures were introduced shortly after Resolution 18-23 was approved by Council on October 17,2018. APD began educating residents in 2019 with alarm notification letters and eventually post cards mailed via US Mail to notify residents when APD responded to their residence for false alarm activations.

Resolution 18-23 amended the Town's Master Fee schedule to add an annual alarm permit fee and other fees associated with false alarms. The resolution established the following fees:

Description	Fee
Initial Alarm Set up Fee	$100
Annual Alarm System Service Fee (Jan 1)	$50

False Alarm Fee Service Charge – One year period (12 months)	Fee
4	$200
5	$300
Subsequent alarms after 5	$400

Beginning in January 2022, all alarm billing for alarm permits and false alarms was based on a calendar year schedule, January 1 through December 31.

In 2022, Atherton Police Dispatchers handled **1,388 alarm calls**, either from the Bosch alarm panel in dispatch or from outside alarm companies/reporting parties calling into dispatch. Below is a breakdown by alarm type and numbers of alarms processed:

ALARMAUD – audible alarms heard in the area	68
ALARMDUR – panic/duress alarms	24
ALARMFD – fire alarms predominantly cleared out as outside referral meaning the Fire Department handled/responded and PD did not reposnd.	53
ALARM – general burglary alarms	1243

When an alarm comes into Dispatch, the process is lengthy. First, a call is created in CAD. Then, officers are dispatched to the address. While enroute to the address, the dispatcher is making phone calls to numbers listed in the premise file, trying to determine if the alarm is false or needing continued police response. Our most frequent alarm type is **ALARM** – general burglary alarms. Of the 1,243 general alarms that came into APD, below is a breakdown of the number and the disposition – how the alarm was cleared out.

640	DA	Disregard/Cancel
332	1F	1st False Alarm
128	2F	2nd False Alarm
51	3F	3rd False Alarm
21	4F	4th False Alarm
12	5F	5th False Alarm
10	6F	6th False Alarm
1	7F	7th False Alarm
1	8F	8th False Alarm
1	AD	Advised
1	DU	Duplicate
6	FA	False Alarm – Schools
3	ML	Malfunction
3	OK	Checks OK
33	OT	Alarm-Unknown/Malfunction

Of the alarms received, five resulted in confirmed residential burglaries.

FINANCE:

Finance tallies billing based on a fiscal billing cycle and provided the following financial information:

False Alarms FY 21-22	
Paid: $33,200.00	Billed: $43,200.00
4th Paid: $8,600.00	Billed: $10,600.00
5th Paid: $7,400.00	Billed: $9,600.00
6th Paid: $17,200.00	Billed: $23,000.00
False Alarms FY 22-23	
Paid: $4,400.00	Billed: $7,300.00
4th Paid: $1,200.00	Billed: $1,600.00
5th Paid: $1,200.00	Billed: $2,100.00
6th Paid: $1,200.00	Billed: $2,400.00
7th Paid: $400.00	Billed: $800.00
8th Paid: $400.00	Billed: $400.00

During 2022 Finance was working with Turbo Data to develop an online alarm permit billing system. In an effort to not charge residents a duplicate fee once the Turbo Data system was set-up, APD inconsistently collected new alarm permit fees because we were told that the Turbo Data system would be up and running soon. 43 payments were collected for new alarms and renewal fees.