

Salt Lake City Police Department



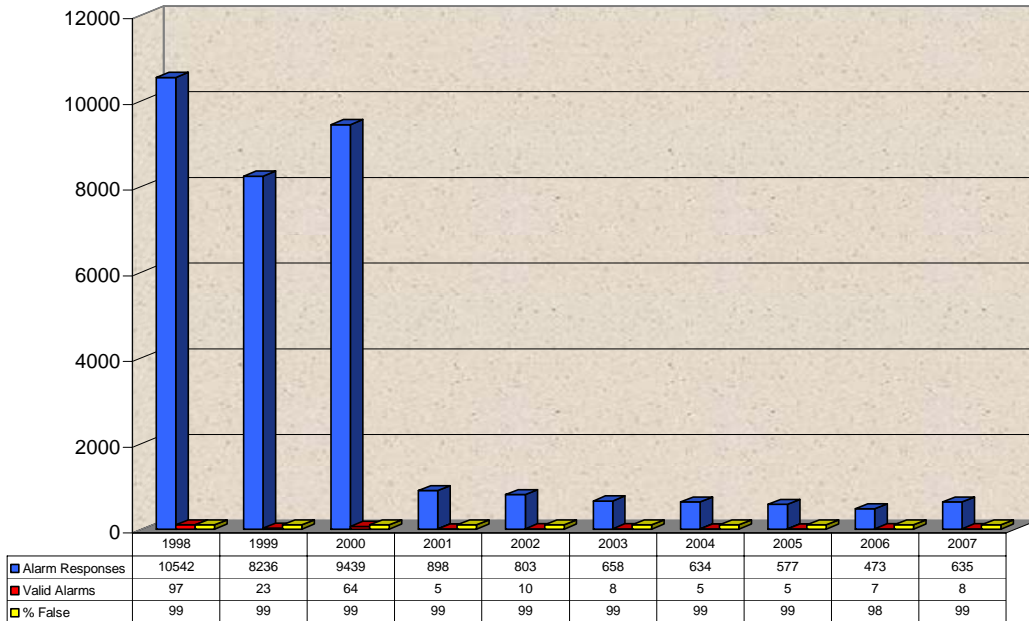
Verified Response: The False Alarm Solution

Verified Response (definition): requiring an eye-witness verification of an alarm activation before police are dispatched.

Verified Response is designed to reduce police response to alarm signals that traditionally have proven to be 98 - 99% false throughout this nation. It is not designed, nor is it intended, to deal with property crimes. A traditional alarm system can only detect motion – not criminal intent.

Graph 1 indicates the dramatic reduction of police response to alarm signals without compromising public safety.

**Salt Lake City Police Department
Alarm Responses**



Verified Response Began 12-1-2000

The Verified Response ordinance became effective on December 1, 2000. Our department immediately experienced an unprecedented 90% reduction in alarm responses. Past efforts to reduce the volume of false alarms through permits, warnings, fines and suspensions had only a modest effect. Police response to alarms was most effective and efficient when it was first verified that alarm activation was indicative of suspicious activity. Private security guards are ideally suited to make this initial verification. Police continue to respond to human-activated alarms such as robbery, panic and duress which continue to be 99% false.

In the first year, Verified Response freed 8,482 officer hours which could then be redirected to other police priorities and also saved \$508,920 in associated personnel costs.

This program has received recognition from the Herman Goldstein Problem Oriented Policing Award, Innovations in American Government and the IACP Webber Seavey Award.

Verified Response has been a win-win for our citizens and our department. Due to the low priority of alarm signals, private guard response time to alarm activations has been much quicker than police response. Police have been able to reduce the response time to high priority emergency calls, including panic, robbery and duress alarms, by nearly one minute. Most citizens will pay as little as an additional \$5 per month on their monitoring account for guard response, rather than the former \$100 false alarm fines. Most importantly, our officers were able to redirect time spent on answering false alarm signals to other public safety concerns.

(Graph 2. Source: FBI Uniform Crime Report)

Salt Lake City Burglaries

Source: FBI Uniform Crime Report

