

- 1.) Why did Akron decide to move to this verified alarm response policy?** On average, Akron police officers respond to over 9,000 alarm calls per year. Over 98% of those calls are false. This translates into approximately \$200,000 worth of police officer time being used responding to false alarms. This time could be used more efficiently in proactive policing activities.
- 2.) When will this change take effect?** March 1, 2014
- 3.) Are there any additional costs to alarm owners?** No. The City of Akron will be suspending licensing fees for a one year period. Additionally, it is likely alarm users will incur less costs, as the number of false alarms fees assessed should be drastically reduced.
- 4.) When will an officer respond to an alarm?** There will be no change as to how officers currently respond to panic, duress, and hold-up alarms. Intrusion alarms will have to be verified before officers will be dispatched. Additionally, all alarm drops, whether verified or not, will be transmitted to officers working in their cruisers. If an officer is not on a call at the time, they will be expected to respond.
- 5.) What will qualify as a verified alarm?** So far, the basic criteria that will need to be satisfied are:
 - A. Confirmation of an intrusion/attempted intrusion by a licensed security agency representative
 - B. An actual visual account that an intrusion is occurring (Neighbor, owner etc.)
 - C. Live video depicting an intrusion
 - D. Live reliable audio confirming that an intrusion is occurring
 - E. A perimeter alarm breach in conjunction with an internal motion detector breach (Subject to change as we move forward)
- 6.) Can we expect an increase in burglaries with implementation of this new policy?** No. When we examined all of the agencies that have moved to a verified response policy, none have seen any significant increase in the rate of burglaries.
- 7.) What about me? I just signed a contract and now APD won't come over?** That is an issue that we hope the customer will be able to resolve with their alarm company in lieu of the new policy being implemented. We have shared this customer concern with the alarm companies at a recent meeting.
- 8.) Why should I even purchase an alarm system? Is it worth it considering APD's new policy?** We believe alarms are a deterrent to crime. If you have an alarm system, statistics have shown that you are significantly less likely to be a burglary victim. We suggest you shop around to secure the best deal you can to adequately meet your security needs. Those needs may include the value you place on your alarm company's ability to meet alarm new verification standards in order to generate a police response.
- 9.) Will I still need to register my alarm with the City?** Yes. Even though licensing fees will be suspended for at least one year, you will still need to register your alarm with the City.
- 10.) I recently received a letter from my alarm company. The letter scared me. Is all the information contained in that letter true?** Chances are, No. Two companies recently circulated letters that are misleading and contain a significant amount of inaccurate information. Sending those types of letters out does a disservice to us all. Hopefully, the above questions and answers will assist you in becoming more familiar with the actual details of the new policy.

11.) Are there any other cities that have adopted a verified response policy? Yes. The below cities are similar in size to Akron or larger. Many of them have had this policy in place for a decade or more.

Las Vegas, Nevada
Salt Lake City, Utah
Eugene, Oregon
Freemont, California

Tucson, Arizona
Milwaukee, Wisconsin
Salem, Oregon
Modesto, California

Henderson, Nevada
Madison, Wisconsin
Aurora, Colorado
Detroit, Michigan