



Recommendation Submission/Response Form

Referenced CASA area (A,B,C,D,E): A

This response is in reference to recommendation #17-04 False Alarms/ Area Command Southwest

Responsible SME: Lieutenant J. Viers

Date received: 7/13/17 – Resubmitted in 2018

Date returned: 5/2/19

RECOMMENDATION (Recommendation/Reasoning must be 500 words or less for submission):

To address time Albuquerque Police Department spends on false alarms. The intent of this recommendation is to assist APD to utilize officer time more efficiently. The time police officers **DO NOT** respond to false alarms may be spent in crime prevention. Community policing, by design, calls for community involvement, improved citizen relationships between police agencies, and a reduction in crime. Alarm companies are called on to “do their part.” Alarm companies are called on to verify the validity of alarms, before police are dispatched to alarms. In the spirit of community policing, the Southwest Citizen Policing Council, is advocating for some updated/new police in police response to alarms.

1. Police do **NOT** send a patrol unit(s) to residential or commercial alarms without verification of the validity of the alarm. Exception to this would be financial institutions (i.e. Banks/Credit Unions) and panic alarms.
2. Police work with residents and business owners to be proactive, rather than reactive. In other words, reduce false alarms, while increasing security for personal safety and protection of property.
3. The city continues to require permits for the installation of alarms (both residential and commercial). Although they may want to reexamine the cost of the permit. These fees would adequately cover the cost when police are dispatched to alarms.

APD RESPONSE/REASONING:

1. Several alarm companies have a process in place to verify an alarm activation with the resident or responsible person of a business prior to contacting law enforcement. At times, these alarm activations do not get reported to the police. If the police department is notified of an alarm, many times it is a general notification and the actual cause of the alarm is not known. Alarms are categorized for response priority based on additional information received by the person or alarm company. To generally not respond in these situations would definitely impact the public's confidence and perception of the department. In today's social media world, where everything is broadcasted so rapidly, this could appear to criminals that the police would not investigate alarm activations, giving them the confidence to commit these types of crimes.
2. The Albuquerque Police Departments continues to work with business owners and residents to address self-awareness, personal and home/business protection and security. APD is active with crime prevention methods with specialists who advise on CPTED (Crime Prevention Through Environmental Design). We also empower our Problem Response Teams, and Bike Units to address these types of concerns. These units make contact with businesses and residents in high crime areas to educate them and help prevent the business or home from being a "soft target" for crime.
3. The false alarm reduction unit is moving to the Treasury Department within the City. This appears to be a better fit to address the costs and expenditures associated with your recommendation.

Chief made aware of recommendation: Yes No

Recommendation Status: Approved Denied Needs more time

#1 is denied

#2 is a continuous effort

#3 is a city administration/legislation discussion