



THE INFORMANT

Whats the Difference Between 365 Days and a Year?

Understanding the Distinction

If you received a letter saying that your alarm system had had one or more false alarms, you may believe that once December rolls around you'll be in the clear.

This is a common belief , and unfortunately, it is wrong.

The day of your first false alarms is Day 1. That incident will remain on your account for 365 days. You might consider it an anniversary date. When that date rolls around the following year that first incident drops off your account.

If you have had additional false alarms within the 365 days after the initial incident, they line up behind the first. After your first anniversary date passes, the #2 incident becomes #1, marking a new anniversary date.

For example: You had your first alarms on June1, 2016. Your second false alarm was on August 15, 2016. The following year, on June 2, 2017, your first false alarm no longer exists and the incident from august 15 is now showing as false alarm #1.

If you want to know how long you have to wait before you're back to zero, you will have to go *past the anniversary date of you last false alarm*. For locations which have numerous false alarms, this can mean a very long wait before their account has been cleared!



The Fees Explained

When you will pay what

Once you receive and alarm permit, you get three “freebies”. This means that your system can register three false alarms before triggering a false alarm fee. You will get letters advising of the alarms, for the purpose of providing you with information – NOT to berate or belittle you!

When you reach false alarm #4, you will be charged \$65. The following week, you have another false alarm, meaning another charge for \$65. This will continue for each alarm you have , and you will end up with a bill from the Finance Department adding everything up. Some people fail to take the letters seriously, and they are shocked when the bill arrives.

If you account accumulates 10 false alarms, you will start paying #130 per incident. As you have been requiring a police response on more that your fair share of occasions. At number 15, that price tag doubles again, and you will start paying \$260 per incident.

If the false alarm problem still persists, you run the risk of having your alarm permit revoked. This would defeat the whole purpose of having an alarm as **police will not respond to locations where the permit has been revoked.**

So be as careful as you can be with your alarm and if you have any questions, please call,
(530) 225-4228

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Reality in Redding

How Alarms Add Up Locally

When it comes to false alarms, most people want to know “whats the big deal?”. Last year, the Redding Police Department received over 94,468 calls for service. At least 2,814 of those calls were regarding alarm systems being set off. Only 450 were positively determined to have been related to any sort of actual criminal activity.

THAT MEANS

THERE WERE 2,364 FALSE ALARMS

Help us put your tax-payer dollars to productive use. Make sure you alarm system is in proper working order, and be certain that everyone who has access to your alarm k now how to cancel false signals.



REMINDER!

False Alarm Reduction Classes!!



You have an option to have one false alarm removed from your account without paying fines or fees by attending a short seminar during normal business hours at the Redding Police Department.

To schedule a session or to find out more information call:

False Alarm Reduction Coordinator
530-225-4228



Speaking the Same Language

Inside the Cop-Talk

You get a call at 2:00 am telling you that your alarm is going off.. You stumble out of bed and manage to dray yourself across town to you business, at which time you find the place dark and deserted. When you later receive a letter for another false alarm, you want to know why you're being held responsible when “the cops didn't even to bother to show up.”

The truth is, if you get a letter, we were there.

You may not see lights and hear sirens, but almost without exception, if a letter arrives to your door, we had a least one officer at your address.

However; if we show up and can't find something *obviously wrong*, such as an open door, a broken window, a person dressed in black with a loot bag standing inside, etc., the incident will be closed out as a false alarm.

So what exactly *IS* a false alarm? According to the Alarm Ordinance, “*The phrase 'false alarm' means the activation of an alarm system which results in a response by the police department where an emergency does not exist.*” The definition of “*emergency*”? Its “*the commission or attempted commission of a robbery or burglary, or other imminent felony...*”

(Language continues Pg 3)

PROTECTING YOUR PROPERTY

Crime Prevention Tips You Can Use

You have an alarm and that is a big help. But there are other things you can do to safeguard your family and investments.

- Keep your landscaping neatly maintained. Don't give burglars a place to hide
- Install motion-detecting lights around your house/business. Would you want a spotlight on you if you were committing a felony?
- Close your garage door, even if you're home. Many residential burglaries occur while people are home, and the items in your garage are often easy to carry off.
- Don't hide an extra key outside. If you can figure out where to put it, the bad guys can figure out where you hid it.
- Keep in mind that decorative windows around the doors are easily broken, and allows access to anyone who wants to reach in and unlock the door.
- When you move in, or someone moves out (or is fired from your business), don't just get all the keys. Duplicates are easily and quickly made. Get your locks changed.

For more information, check out RPD's website at www.reddingpolice.org and click the link to crime prevention!!

(Language from pg 2)

There may be an occasion where you show up on Monday morning, after the alarm went off over the weekend, and you find that somebody has trampled all over the flower outside your window. Or maybe there are some scratches on your back door. You may feel that it's up to the police to notice the trampled flowers. And although they might see it, they won't know if you trampled it earlier that afternoon when you pulled the weeds around the daisies, or if it was caused by a prowler looking for a way inside.

The next time you get called out in the middle of the night, don't forget to take a flashlight with you and check for things like pried doors, damaged screens, or trampled plants. If you find anything like that, you've found an indication that your alarm probably did its job.

If the police officers are there with you, bring it to their attention and have them make a note of it. **If the police have already left when you find such evidence, call the False Alarm Reduction Coordinator at 225-4228**, and we will get the report corrected

The Bottom Line

It's What This Whole Thing is All About

The truth is that every alarm is going to be set off from time to time, and we understand that. If everyone does their part and takes reasonable steps to maintain equipment and educate employees, friend, and family members, the number of false alarms will decrease.

If you get a letter from the Police Department, and you feel there has been an error, please call us. Don't wait for the bill, as many do. If there is a preamble, let's work it out as soon as possible.

LETS WORK TOGETHER!

Questions??

Please call 225-4228 or visit us on the web at

<http://reddingpolice.org/rpdpublications.html>

REDUCE FALSE ALARMS!!

- ◆ Teach EVERYONE who has a key how to properly turn your alarm on and off (including the housekeeper, babysitter, real estate agent) . *Include how to cancel a false alarm.*
- ◆ Make sure a phone is accessible and is within hearing range of anyone who will use your system (in case the alarm company or police try to verify the presence of an emergency).
- ◆ Notify your alarm company of *ALL* changes you make, including phone upgrades, new business hours, and additional key holder.
- ◆ Get your system tested regularly, and get potentially faulty equipment repaired or replaced *IMMEDIATELY!*
- ◆ Be sure that everyone (including your pet) is out of the monitored zones prior to engaging your alarm, or make sure you turn your system to the “stay” mode. If you have indoor pets, talk to your alarm company about “pet-proof” sensors and other options.
- ◆ If your alarm frequently gets activated by storms, have your alarm company make adjustments
- ◆ Do not leave anything in a monitored room that may move. This includes plants, balloons,, flags, and other decorations which may be affected by the ventilation system.
- ◆ If your fireplace is in use, make sure that any motion detectors in the area will be bypassed, or check with your alarm company for possible adjustments so heat sensors won't be triggered.
- ◆ Make sure ALL windows and doors are securely *CLOSED* and *LOCKED*. If something won't secure properly, don't set the alarm (this includes loose-fitting, damaged or warped doors and windows).
- ◆ If you continue to have false alarms, talk to your alarm company about calling you and your designees *prior* to dispatching police.
- ◆ **Any questions? Call your alarm company or the Redding Police False Alarm Reduction Coordinator at 225-4228**