

Vallejo Police Department

Alarm Calls for Service Review



August 2023

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Review of Alarm Calls for Service



Overview

SUMMARY:

The purpose of this review was to examine the calls for service for alarm triggers within the City of Vallejo reported to the Police Department and determine the outcome of those calls for service.

OBJECTIVES OF REVIEW:

1. Determine the amount of false / unfounded alarm calls and the criminal cases that resulted from an alarm trigger call for service.
2. Determine the cost of officer response to alarm trigger calls for service.
3. Determine the average amount of daily alarm trigger calls for service for the years 2023 YTD, 2022, 2021 and 2020.

DATA COLLECTED & METHODOLOGY:

The source of the data used to examine the alarm calls for service records was the Vallejo Police Departments Records Management System and the Computer Aided Dispatch (CAD) records within the Records Management System.

The monetary recovery amounts via fees from the City of Vallejo's third-party false alarm vendor PMAM were collected for the fiscal years of July 2021 – June 2022 and July 2020 – June 2021.

The alarm calls for service records collected were from the years 2023 YTD, 2022, 2021 and 2020. Alarm calls for service records with the dispositions of "Duplicate Call" or "Cancelled by Reporting Party/Dispatch" were excluded from this examination.

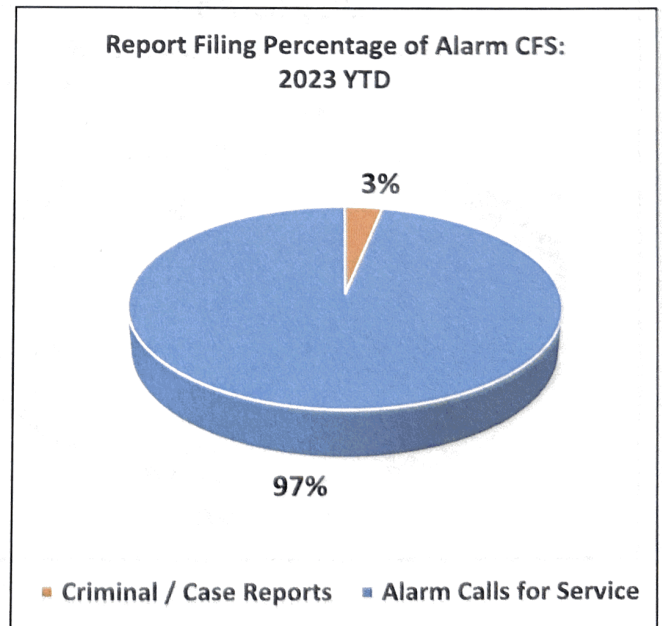
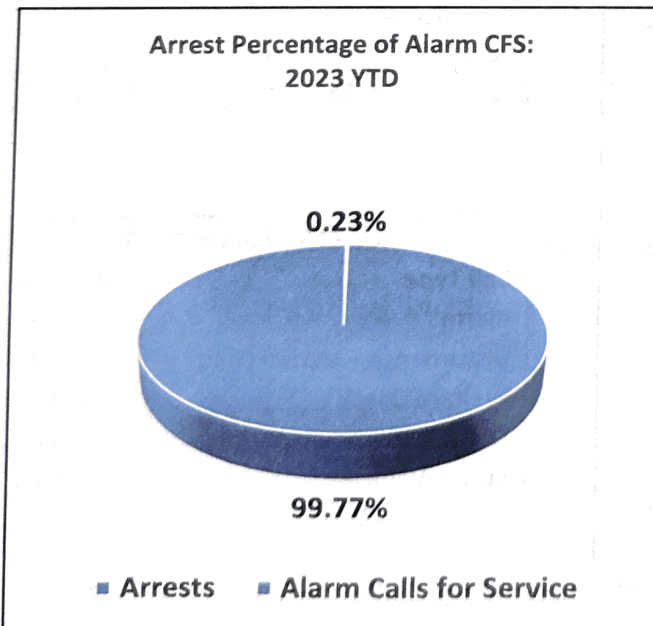
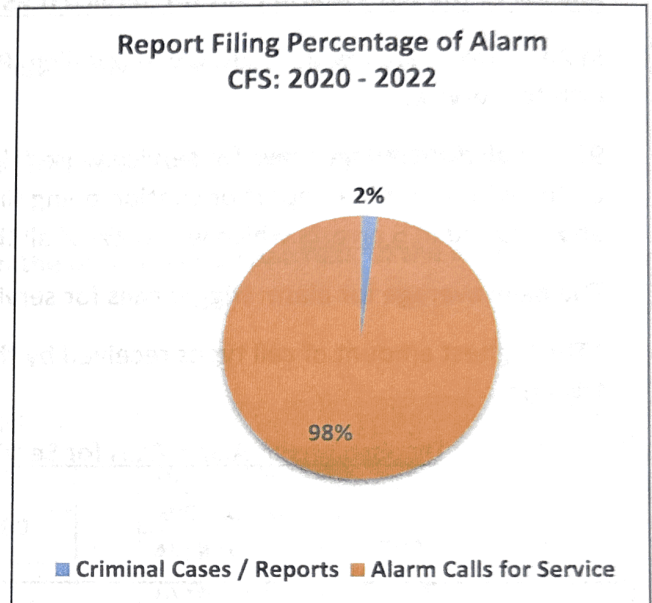
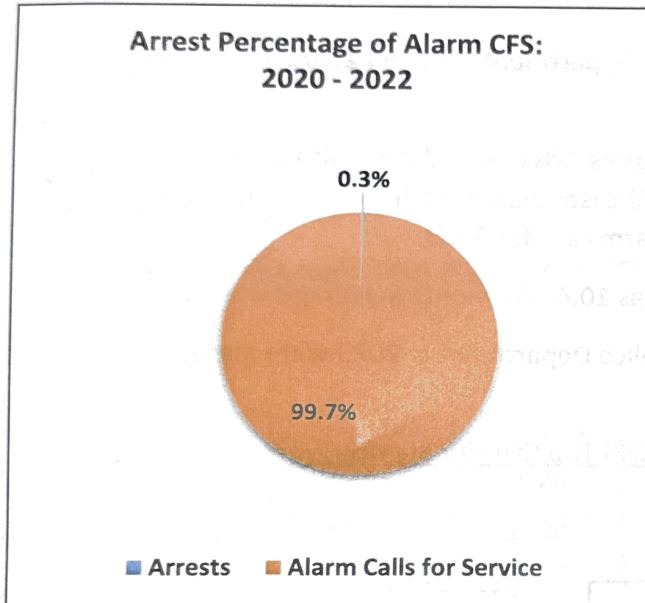
A 'False Alarm' disposition is determined for any alarm call for service where a trigger was accidental, no evidence of a break in/burglary was determined after officers contacted the caller or reporting party, or the caller was not located/gone on the officer(s) arrival and no contact was made with the caller or reporting party.



Review of Alarm Calls for Service



Arrests and Reports Filed Percentages



*CFS: Calls for Service



Review of Alarm Calls for Service



Executive Summary

Conclusions:

1. Between 2020 through 2022, 98% of all alarm trigger calls for service were false alarms.
2. Between 2020 through 2022, the Vallejo Police Department responded to 10,509 alarm trigger calls for service.
3. Of the 10,509 alarm trigger calls for service, 200 resulted in a criminal case/report being filed, which was 2% of all alarm calls for service.
4. Between 2020 through 2022, 30 arrests were made from an alarm trigger call for service, which was 0.3% of all alarm calls for service.
5. Each examined year consistently had similar rates of false alarms and criminal cases filed.
6. The average cost of Officer response to alarm calls for the years 2022, 2021 and 2020 was \$68,931.89.
7. For the years of 2022, 2021 and 2020, the daily average of alarm calls for service received was 9.7, and the monthly average was 286.
8. In 2023 YTD, from January through July, the Vallejo Police Department received 2,202 alarm trigger calls for service, 97% were false alarms.
9. Of the 2,202 calls for service, 72 cases resulted in a criminal case/report being filed, which was 3% of all alarm calls for service.
10. In 2023 YTD, from January through July, there were 5 arrests made stemming from an alarm call for service, which was 0.2% of all the alarm calls for service.
11. For 2023 YTD, the daily average for alarm trigger calls for service was 10.4, the monthly average was 313.



Findings of Review

Review of the 2023 Alarm Calls for Service (CFS):

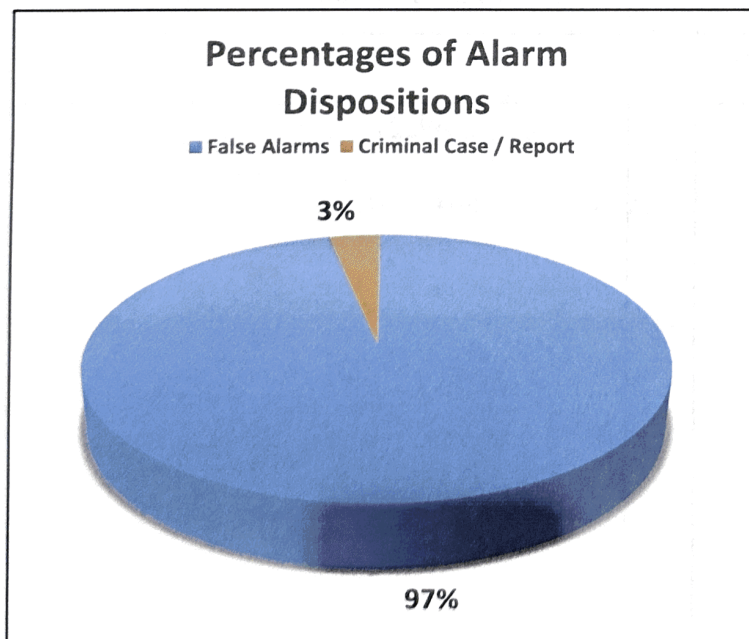
In 2023, from January through July, the Vallejo Police Department received **2,202** alarm trigger calls for service.

97% of all alarm trigger calls for service were false alarms. **3%** of the alarm calls for service ended with a criminal report or citation being filed. 72 cases were filed from an alarm trigger and resulted in 5 arrests which was 0.2% of all the alarm calls for 2023.

The daily average for alarm trigger calls for service was 10.4, the monthly average was 313.

*The highest amount of call types received by the Police Department in 2023 were alarm triggers.

Dispositions of Alarm Calls for Service (CFS) Top Calls for Service Types:



Dispositions of Alarm CFS	
Disposition	Amount
False Alarms	2130
Criminal Case / Report	72
Grand Total	2,202

Top CFS Types of 2023	
Call Type	Amount
Alarm	2,125
Disturbance – Verbal Fight	1,309
Welfare Check	1,286
Suspicious Circumstances	986
Stolen Vehicles	744



Review of Alarm Calls for Service



Cost of Officer Response to Alarm Calls and Average Response Times

The cost of the officer response time was calculated by using the base pay of a Patrol Officer at the top step, Hourly: \$53.959 / Bi-weekly: \$4,316.72.

The averages for response, on-scene and en route times were calculated from the 2,202 alarm calls for service.

Response Time – Response time is the time the call was received, to when the officer arrived on scene.

On-Scene Time – On-scene time is the time from an officer’s arrival on-scene, to when the call was cleared by the officer.

En route Time – En route time is the time from when the officer was dispatched, to the arrival time on-scene.

	En route	On-scene	Total
Average Minutes	13.14	16.26	29.40
Officer Cost Per Minute	\$0.90	\$0.90	\$0.90
Average Officer Cost Per Call	\$11.83	\$14.63	\$26.46
Alarm Calls for Service	2,202	2,202	2,202
Estimated Annual Officer Cost	\$26,049.66	\$32,215.26	\$58,264.92

2023	
TOTAL ALARM CFS	2,202
AVERAGE RESP TIME	2:59:11
AVERAGE ON-SCENE TIME	0:16:26
AVERAGE EN ROUTE TIME	0:13:14

The above officer cost calculations only represent the cost of a single officer. Alarm triggers are a multiple officer response call type, where at least two officers should be dispatched to the scene.

*Source: VPOA Salary Schedule FY22-23; Effective July 4, 2020



Review of Alarm Calls for Service



Review of the 2022 Alarm Calls for Service (CFS):

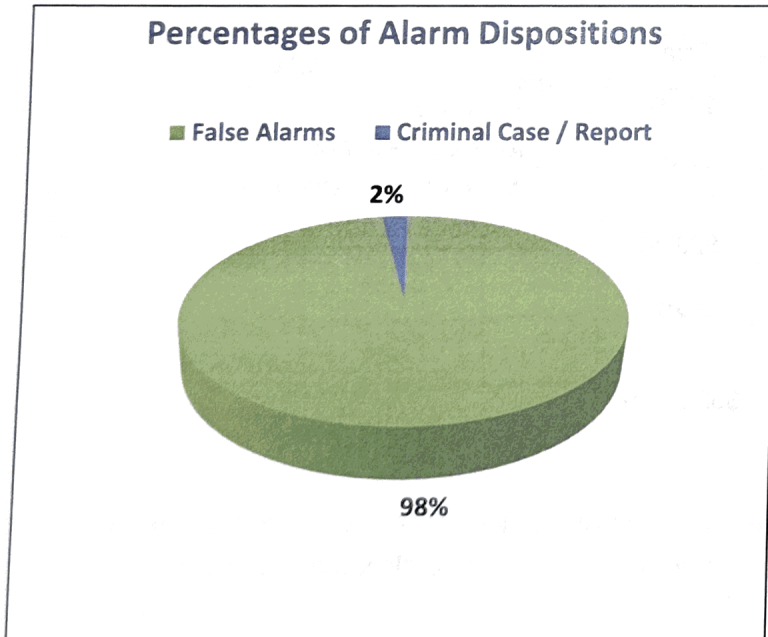
In 2022, the Vallejo Police Department received **3,627** alarm trigger calls for service.

98% of all alarm trigger calls for service were false alarms. **2%** of the alarm calls for service ended with a criminal report or citation being filed. 78 cases were filed from an alarm trigger and resulted in 4 arrests which was 0.1% of all the alarm calls for 2022.

The daily average for alarm trigger calls for service was 10.0, the monthly average was 300.

*The highest amount of call types received by the Police Department in 2022 were alarm triggers.

Dispositions of Alarm Calls for Service (CFS) Top Calls for Service Types:



Dispositions of Alarm CFS	
Disposition	Amount
False Alarms	3,549
Criminal Case / Report	78
TOTAL	3,627

Top CFS Types of 2022	
Call Type	Amount
Alarm Calls	3,627
Verbal Fight/Dispute	2,065
Welfare Check	1,969
Susp Circumstances	1,553
Reckless Driver	1,488

*The count of the highest amount of call types excluded the call type "W911". This call type is a 9-1-1 hang-up where a caller has dialed 9-1-1 and hung up before a dispatcher speaks to the caller, the dispatcher then calls the subject back.



Review of Alarm Calls for Service



Cost of Officer Response to Alarm Calls and Average Response Times

The cost of the officer response time was calculated by using the base pay of a Patrol Officer at the top step, Hourly: \$53.959 / Bi-weekly: \$4,316.72.

The averages for response, on-scene and en route times were calculated from the 3,627 alarm calls for service.

Response Time – Response time is the time the call was received, to when the officer arrived on scene.

On-Scene Time – On-scene time is the time from an officer’s arrival on-scene, to when the call was cleared by the officer.

En route Time – En route time is the time from when the officer was dispatched, to the arrival time on-scene.

	En route	On-scene	Total
Average Minutes	9.50	13.52	23.02
Officer Cost Per Minute	\$0.90	\$0.90	\$0.90
Average Officer Cost Per Call	\$8.55	\$12.17	\$20.72
Alarm Calls for Service	3,627	3,627	3,627
Estimated Annual Officer Cost	\$31,010.85	\$44,140.59	\$75,151.44

2022	
TOTAL ALARM CFS	3,627
AVERAGE RESP TIME	1:41:49
AVERAGE ON-SCENE TIME	0:13:52
AVERAGE EN ROUTE TIME	0:09:50

The above officer cost calculations only represent the cost of a single officer. Alarm triggers are a multiple officer response call type, where at least two officers should be dispatched to the scene.

*Source: VPOA Salary Schedule FY22-23; Effective July 4, 20

Review of the 2021 Alarm Calls for Service (CFS):

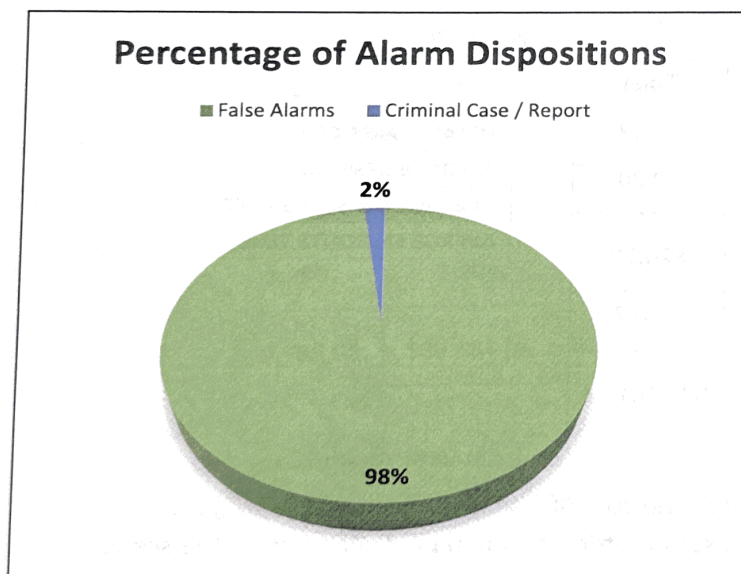
In 2021, the Vallejo Police Department received **3,296** alarm trigger calls for service.

98% of all alarm trigger calls for service were false alarms. **2%** of the alarm calls for service ended with a criminal report or citation being filed. 59 cases were filed from an alarm trigger and resulted in 10 arrests which was 0.3% of all the alarm calls for 2021.

The daily average for alarm trigger calls for service was 9.1, the monthly average was 272.

*The highest amount of call types received by the Police Department in 2021 were alarm triggers.

Dispositions of Alarm Calls for Service (CFS) Top Calls for Service Types:



Dispositions of Alarm CFS	
Disposition	Amount
False Alarms	3,237
Criminal Case / Report	59
TOTAL	3,296

Top CFS Types of 2021	
Call Type	Amount
Alarm Calls	3,296
Verbal Fight/Dispute	2,349
Welfare Check	1,890
Susp Circumstances	1,787
Mental Health	1,492

*The count of the highest amount of call types excluded the call type "W911". This call type is a 9-1-1 hang-up where a caller has dialed 9-1-1 and hung up before a dispatcher speaks to the caller, the dispatcher then calls the subject back.



Review of Alarm Calls for Service



Cost of Officer Response to Alarm Calls and Average Response Times

The cost of the officer response time was calculated by using the base pay of a Patrol Officer at the top step, Hourly: \$53.959 / Bi-weekly: \$4,316.72.

The averages for response, on-scene and en route times were calculated from the 3,296 alarm calls for service. The error rate for these calculations is 5%.

Response Time – Response time is the time the call was received, to when the officer arrived on scene.

On-Scene Time – On-scene time is the time from an officer’s arrival on-scene, to when the call was cleared by the officer.

En route Time – En route time is the time from when the officer was dispatched, to the arrival time on-scene.

	En route	On-scene	Total
Average Minutes	8.36	13.35	21.71
Officer Cost Per Minute	\$0.90	\$0.90	\$0.90
Average Officer Cost Per Call	\$7.52	\$12.01	\$19.53
Alarm Calls for Service	3,296	3,296	3,296
Estimated Annual Officer Cost	\$24,785.92	\$39,584.96	\$64,370.88

2021	
TOTAL ALARM CFS	3,296
AVERAGE RESP TIME	1:10:49
AVERAGE ON-SCENE TIME	0:13:35
AVERAGE EN ROUTE TIME	0:08:36

The above officer cost calculations only represent the cost of a single officer. Alarm triggers are a multiple officer response call type, where at least two officers should be dispatched to the scene.

*Source: VPOA Salary Schedule FY22-23; July 4, 2020



Review of Alarm Calls for Service



Review of the 2020 Alarm Calls for Service (CFS):

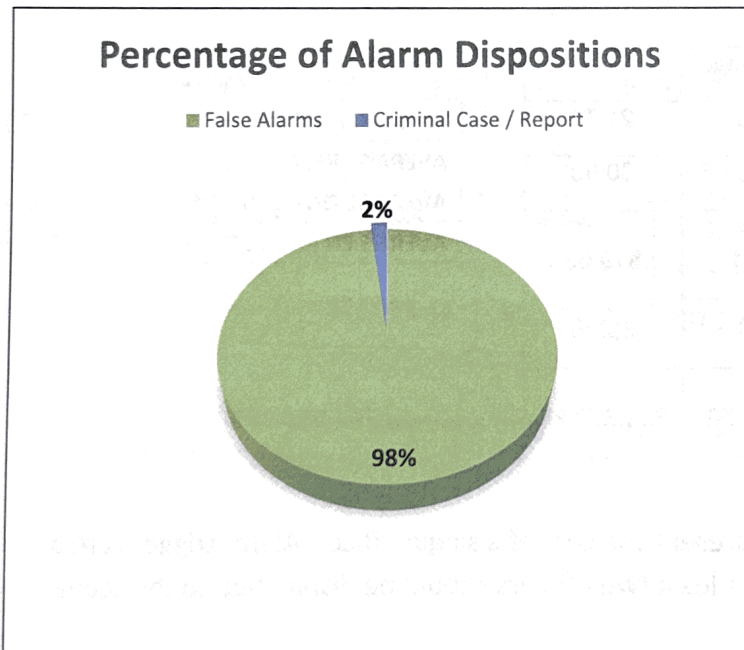
In 2020, the Vallejo Police Department received 3,586 alarm trigger calls for service.

98% of all alarm trigger calls for service were false alarms. **2%** of the alarm calls for service ended with a criminal report or citation being filed. 63 cases were filed from an alarm trigger and resulted in 16 arrests which was 0.4% of all the alarm calls for 2020.

The daily average for alarm trigger calls for service was 9.9, the monthly average was 296.

*The highest amount of call types received by the Police Department in 2020 were alarm triggers.

Dispositions of Alarm Calls for Service (CFS) Top Calls for Service Types:



Dispositions of Alarm CFS	
Disposition	Amount
False Alarms	3,523
Criminal Case / Report	63
TOTAL	3,586

Top CFS Types of 2020	
Call Type	Amount
Alarm Calls	3,586
Verbal Fight/Dispute	2,693
Welfare Check	2,028
Susp Circumstances	1,969
Mental Health	1,737

*The count of the highest amount of call types excluded the call type "W911". This call type is a 9-1-1 hang-up where a caller has dialed 9-1-1 and hung up before a dispatcher speaks to the caller, the dispatcher then calls the subject back.



Review of Alarm Calls for Service



Cost of Officer Response to Alarm Calls and Average Response Times

The cost of the officer response time was calculated by using the base pay of a Patrol Officer at the top step, Hourly: \$53.959 / Bi-weekly: \$4,316.72.

The averages for response, on-scene and en route times were calculated from the 3,586 alarm calls for service. The error rate for these calculations is 5%.

Response Time – Response time is the time the call was received, to when the officer arrived on scene.

On-Scene Time – On-scene time is the time from an officer’s arrival on-scene, to when the call was cleared by the officer.

En route Time – En route time is the time from when the officer was dispatched, to the arrival time on-scene.

	En route	On-scene	Total
Average Minutes	8.38	12.47	20.85
Officer Cost Per Minute	\$0.90	\$0.90	\$0.90
Average Officer Cost Per Call	\$7.54	\$11.22	\$18.76
Alarm Calls for Service	3,586	3,586	3,586
Estimated Annual Officer Cost	\$27,038.44	\$40,234.92	\$67,273.36

2020	
TOTAL ALARM CFS	3,586
AVERAGE RESP TIME	0:57:01
AVERAGE ON-SCENE TIME	0:12:47
AVERAGE EN ROUTE TIME	0:08:38

The above officer cost calculations only represent the cost of a single officer. Alarm triggers are a multiple officer response call type, where at least two officers should be dispatched to the scene.

*Source: VPOA Salary Schedule FY22-23; July 4, 2020



City of Vallejo False Alarm Program

Chapter 7.81 The City of Vallejo’s Code of Ordinances defines a False Alarm as “any activation of an alarm not caused by or because of a criminal act or unauthorized entry.”

The below information was taken from the City of Vallejo’s section of the Alarm Permit website:

City of Vallejo, CA Code of Ordinances - Chapter 7.81 Security Alarm Systems

The city of Vallejo, CA adopted the false alarm ordinance concerning the regulation of alarm systems and police response to false alarms within the city.

Definitions:

"Alarm system" means any mechanical or electrical device designed to emit a sound or generate a signal or message during the commission of an unlawful act in or an unauthorized entry into a building, structure or facility. The following devices should not constitute an alarm system:

- Alarm devices affixed to motor vehicles.
- Alarm device installed on temporary basis by the Vallejo police department.
- Hand-held portable personal safety devices not connected to central monitoring system or station

"False Alarm" means any activation of an alarm not caused by or because of a criminal act or unauthorized entry.

False Alarm Fine:

An Alarm user shall be subject to fines, depending on the number of false alarms within the calendar year, based upon the following schedule:

Burglary – Residential/Commercial Fine Schedule:

- 1st false alarm -No fine
- 2nd false alarm -\$169.00
- 3rd false alarm and above -\$265.00 each

Robbery/Panic – Commercial Fine Schedule:

- 1st false alarm -No fine
- 2nd and more false alarm -\$395.00 each

Robbery/Panic – Residential Fine Schedule:

- 1st false alarm -No fine
- 2nd false alarm -\$169.00 each
- 3rd false alarm and above -\$265.00 each

*Source: <https://www.cityalarmpermit.us/Pages/CustomPage.html?CityID=104&ScreenName=Important%20Information>



False Alarm Billing

The City of Vallejo contracts a third-party vendor, PMAM, for false alarm billing.

The below figures are the total amount of fees collected by PMAM for the current fiscal to year date, fiscal years of July 2021 – June 2022 and July 2020 – June 2021:

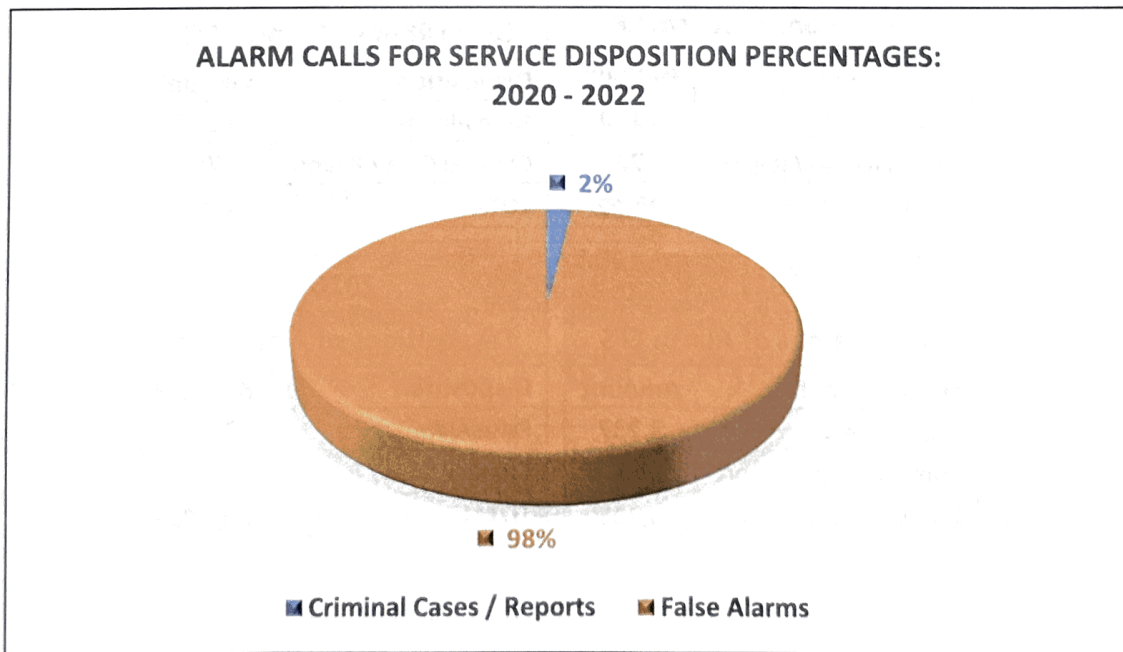
***Fiscal Year to Date: \$62,319**

July 2021 - June 2022: \$57,607

July 2020 – June 2021: \$97,694

The previous three-year average of Officer response to alarm calls was \$68,931.89.

Of the alarm calls for service received in the previous three years, 98% of all alarm calls received were false alarms, and the remaining 2% resulted in the filing of a criminal case/report.



***Funds recovery source: Finance Department, Vallejo PD**

Review of Objectives

1. Determine the amount of false / unfounded alarm calls and the criminal cases that resulted from an alarm trigger call for service.

Below are the dispositions of alarm calls for service (CFS) for the years 2023 YTD, 2022, 2021 and 2020.

Of the **10,509** alarm calls for service received from 2020 – 2022, 98% of all alarm calls for service received were false alarms and 2% resulted in a criminal report being filed that led to 30 arrests.

In 2023, from January through July, the Vallejo Police Department received **2,202** alarm calls for service, 97% were false alarms, and 3% resulted in a criminal report being filed and led to 5 arrests.

2023 YTD		2022	
Dispositions of Alarm CFS		Dispositions of Alarm CFS	
Disposition	Amount	Disposition	Amount
False Alarms	2130	False Alarms	3,549
Criminal Case / Report	72	Criminal Case / Report	78
Total	2,202	TOTAL	3,627

2021		2020	
Dispositions of Alarm CFS		Dispositions of Alarm CFS	
Disposition	Amount	Disposition	Amount
False Alarms	3,237	False Alarms	3,523
Criminal Case / Report	59	Criminal Case / Report	63
TOTAL	3,296	TOTAL	3,586

Review of Objectives

1. Determine the amount of false / unfounded alarm calls and the criminal cases that resulted from an alarm trigger call for service.

Below are the dispositions of alarm calls for service (CFS) for the years 2023 YTD, 2022, 2021 and 2020.

Of the **10,509** alarm calls for service received from 2020 – 2022, 98% of all alarm calls for service received were false alarms and 2% resulted in a criminal report being filed that led to 30 arrests.

In 2023, from January through July, the Vallejo Police Department received **2,202** alarm calls for service, 97% were false alarms, and 3% resulted in a criminal report being filed and led to 5 arrests.

2023 YTD		2022	
Dispositions of Alarm CFS		Dispositions of Alarm CFS	
Disposition	Amount	Disposition	Amount
False Alarms	2130	False Alarms	3,549
Criminal Case / Report	72	Criminal Case / Report	78
Total	2,202	TOTAL	3,627

2021		2020	
Dispositions of Alarm CFS		Dispositions of Alarm CFS	
Disposition	Amount	Disposition	Amount
False Alarms	3,237	False Alarms	3,523
Criminal Case / Report	59	Criminal Case / Report	63
TOTAL	3,296	TOTAL	3,586



Review of Alarm Calls for Service



Review of Objectives (continued):

2. Determine the cost of officer response to alarm trigger calls for service.

The cost of Officer response to alarm calls for 2023 YTD, Jan – July, was \$58,264.92.

The average cost of Officer response to alarm calls for the years 2022, 2021 and 2020 was \$68,931.89. The individual years are listed below.

2023 YTD	En route	On-scene	Total
Average Minutes	13.14	16.26	29.40
Officer Cost Per Minute	\$0.90	\$0.90	\$0.90
Average Officer Cost Per Call	\$11.83	\$14.63	\$26.46
Alarm Calls for Service	2,202	2,202	2,202
Estimated Annual Officer Cost	\$26,049.66	\$32,215.26	\$58,264.92

2022	En route	On-scene	Total
Average Minutes	9.50	13.52	23.02
Officer Cost Per Minute	\$0.90	\$0.90	\$0.90
Average Officer Cost Per Call	\$8.55	\$12.17	\$20.72
Alarm Calls for Service	3,627	3,627	3,627
Estimated Annual Officer Cost	\$31,010.85	\$44,140.59	\$75,151.44

The above officer cost calculations only represent the cost of a single officer. Alarm triggers are a multiple officer response call type, where at least two officers should be dispatched to the scene.



Review of Alarm Calls for Service



Review of Objectives (continued):

2021	En route	On-scene	Total
Average Minutes	8.36	13.35	21.71
Officer Cost Per Minute	\$0.90	\$0.90	\$0.90
Average Officer Cost Per Call	\$7.52	\$12.01	\$19.53
Alarm Calls for Service	3,296	3,296	3,296
Estimated Annual Officer Cost	\$24,785.92	\$39,584.96	\$64,370.88

2020	En route	On-scene	Total
Average Minutes	8.38	12.47	20.85
Officer Cost Per Minute	\$0.90	\$0.90	\$0.90
Average Officer Cost Per Call	\$7.54	\$11.22	\$18.76
Alarm Calls for Service	3,586	3,586	3,586
Estimated Annual Officer Cost	\$27,038.44	\$40,234.92	\$67,273.36

The above officer cost calculations only represent the cost of a single officer. Alarm triggers are a multiple officer response call type, where at least two officers should be dispatched to the scene.



Review of Alarm Calls for Service



Review of Objectives (continued):

- Determine the average amount of daily alarm trigger calls for service for the years 2023 YTD, 2022, 2021 and 2020.**

For the 2023, from January to July, the daily average of alarm calls for service received was 10.4, and the monthly average was 313.

For the years of 2022, 2021 and 2020, the daily average of alarm calls for service received was 9.7, and the monthly average was 286.

The individual years are listed below:

	2023 YTD	2022	2021	2020
Daily Average Alarm CFS	10.4	10	9.1	9.9
Monthly Average Alarm CFS	313	300	272	296
Avg. Total Officer Time Spent on Each Alarm CFS (Minutes)	29.4	23.02	21.71	20.85
Avg. Officer Time Spent Daily on Alarm CFS (Minutes - Rounded)	306	230	198	206
Avg. Officer Time Spent Monthly on Alarm CFS (Hours - Rounded)	153	115	99	103