

April 7, 2006

Dear Alarm Company and/or Monitoring Company,

Effective November 1, 2006, the Modesto Police Department will implement a policy of "Verified Response" to all burglary alarm calls.

The time wasted in responding to false alarms represents about **five full-time officer positions**. For more than 13 years, we've tried ways to reduce the number of false alarms and so far nothing has worked. We have to find a way to keep officers from responding to false alarms, so we can use our limited staffing resources, respond faster to legitimate calls, and reduce citizen frustration.

I have studied the Verified Response policy extensively by looking at the Salt Lake City, Las Vegas and Milwaukee Police response models, and I have determined that this is the response model that will be used by the Modesto Police Department.

As the alarm and/or monitoring company, it will be **your responsibility** to verify the alarm is actually making notification of a problem or crime in progress. Verified Response can include sound/video of a crime in progress, an eyewitness that can confirm there is a problem, or private security that can go to the scene and verify there is a crime in progress or a crime has been committed.

Verified Response will not apply to manually activated panic, duress or robbery alarms. We will continue to treat these as high priority calls in the Police Department. The Modesto Police Department will file reports with the District Attorney for any alarm companies or monitoring companies who falsely report an intrusion alarm as a panic, duress or robbery alarm.

We have mailed letters to all of the permit holders that we have on record advising them of this new policy and explaining the reasons for moving towards this policy. We have also advised them that in our judgment as the alarm owner it should not be their responsibility to verify an alarm and we are advising them not to do so.

This is strictly a policy decision by the Police Department, and as the Chief I have discussed this with the City Manager and staff in the department. Our next steps will be an ordinance revision.

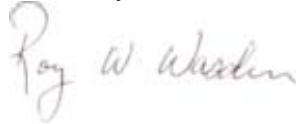
I know that many of you may be worried about a loss in business because of this policy change. However I am convinced that there is a business opportunity here for the innovative entrepreneur. Alarm companies, large and small, across the nation in cities that have implemented verified response have done just fine.

I cannot in good conscience allow my officers to waste time chasing our false alarms at taxpayer expense. Working together, I know that we can do better. We're committed to making Modesto safer.

I have attached a copy of our new policy for your review.

If you have any questions, please don't hesitate to call me at 209-572-9503 or e-mail me at wasdenr@modestopd.com, or contact Lt. Gary Watts at 209-342-6144, wattsg@modestopd.com.

Sincerely,

A handwritten signature in cursive script that reads "Roy W. Wasden".

ROY W. WASDEN
CHIEF OF POLICE