

The Mission of the Oakland Police Department (OPD) is to provide the Community of Oakland an environment where they can live, work, play, and thrive free from crime and fear of crime. In an effort to accomplish that mission, it is of utmost importance that the police provide service to those citizens in immediate need of assistance rather than exhausting valuable resources on responding to those calls likely to be false alarms.

While maintaining alignment with its mission and goals, OPD will immediately begin enforcing a verified response policy for alarm users experiencing excessive false alarms. Police will not respond to alarm calls from sites on verified response status unless the alarm company or caller can verify through audio, video, an eyewitness or response from private security guards that a crime is occurring. Excessive false alarms are defined as more than three false alarms within a one year permit period.

Alarm users adhering to current policy should not experience any change in service.