




# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Service Board
<b>BOARD MEETING DATE:</b>	March 28, 2025
<b>SUBJECT:</b>	2024 Year End Report – False Alarm Reduction Unit
<b>REPORT NUMBER:</b>	25-016
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

The False Alarm Reduction Unit (FARU) year-end report provides a summary of statistical information concerning false alarm dispatches, false alarm fee structure, false alarms invoiced, amounts written off and cost recovery generated for 2024.

- 89% of all alarms responded to by Hamilton Police Service (HPS) in 2024 were deemed false
- The yearly cost recovery reductions, that began in 2019, are a result of the efficiencies created by reducing the volume of false alarm calls (Verified Response Program)

### INFORMATION

The FARU Annual Report provides an overview on the resources and costs associated with the Unit in 2024.

The goals and objectives achieved this year are listed below and are reflective of our Strategic Plan and its Key Objectives

- Community Safety – Prevent and Address Crime.
- Culture and Capacity – Provide Quality Service.

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**Vision:** To be a trusted partner in delivering public safety.

**Mission:** To serve and protect in partnership with our communities.

**Our Values:** Compassion, Dedication, Inclusivity, Professionalism, Collaboration

**APPENDICES ATTACHED**

Appendix A – 2024 False Alarm Annual Report

FB/M.Spencer

c: Paul Hamilton, Deputy Chief – Support  
Michael Spencer, Superintendent – Field Support Division  
Duncan Robertson, Director – Finance

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