

Press Contact: Sgt Melissa Ramirez  
Phone Number: (909) 408-1819  
Date: December 9, 2021

**FOR IMMEDIATE RELEASE**

**ANNOUNCEMENT: City of Ontario False Alarm Program**

In an effort to reduce false alarms within the City of Ontario, the City has updated its Alarm Ordinance and collaborated with Phoenix Group LLC (effective July 1<sup>st</sup>, 2021) to implement and administer the False Alarm Reduction Program. The partnership will also provide educational training for our citizens. Phoenix Group LLC is a national company with expertise in this area and will be responsible for our alarm permit registrations, false alarm billings and educational material. Per Chief Lorenz, Phoenix Group LLC has a record of providing excellent customer service. A False Alarm Management System (FAMS) website has been established to assist City of Ontario customers at <https://fams.wincitex.com/City/Ontario>.

The goal of the ordinance and the City's partnership with Phoenix Group LLC is to reduce the number of false alarm activations requiring a response by the Ontario Police Department. Chief Lorenz states, "This will free up police resources and reduce the fines levied on alarm customers by having a company who can reach out to the citizens of our city who may have alarm malfunctions. With this type of partnership, the alarm owner should be notified quickly of any false alarms so they can correct the malfunction." With fewer false alarm activations, the officers will be able to respond to the more urgent calls.

For current alarm permit holders there is nothing that will need to be done. All account and transaction history will be uploaded to the new system. Users will be able to visit the citizen web portal and they will be able to request a username and password. Once the user validates their information, the system will email back their username and password. For those citizens who are unable to complete the new account setup, you may contact Phoenix Group LLC at 1-888-300-9915 and a customer service representative will be able to assist you.

Initial Alarm Registration: The City of Ontario Alarm Ordinance requires all residences and businesses to apply for an alarm permit by completing an alarm permit application available at <https://ontarioca.seamlessdocs.com/w/alarm>

Alternatively, citizens can also complete the application by hand and send it to:

City of Ontario False Alarm Program, 2500 S Archibald Ave., Ontario, CA 91761

Failure to register your alarm will result in additional fees or fines.

For any questions related to the City of Ontario Alarm Reduction Program please call Phoenix Group LLC at 1-888-300-9915, Monday through Friday, 8:00 to 5:00.



**"EXCELLENCE THROUGH TEAMWORK"**

MIKE LORENZ, CHIEF OF POLICE

[www.OntarioCA.gov/Police](http://www.OntarioCA.gov/Police)  
2500 South Archibald Avenue • Ontario, CA 91761

