



# Riverside Municipal Code Chapter 9.60 Update

Riverside Police and Fire Departments

City Council  
July 14, 2026

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## BACKGROUND

### Riverside Municipal Code (RMC) 9.60:

- Chapter 9.60 originally established liability for false police reports and extraordinary police services.
- On 10/21/2025 Council approved an amendment to the ordinance to hold owners and occupants of certain businesses and properties responsible for extraordinary use of fire and community and economic development services and responses.

### Purpose:

- Departments are frequently called upon to provide services and respond to emergency incidents that exceed what they normally provide or that are otherwise covered by user fees.
- **Extraordinary services** arise when Departments are called upon to respond to emergency incidents that exceeds what they normally provide or that are otherwise covered by user fees.



## BACKGROUND

### Fire Department Amendments to Chapter 9.60 included



**Emergency incidents:** responding to a hazardous material incident or emergency; an illegal fire; a threat of harm to oneself or others; any person obstructing, removing, tampering with or otherwise damaging any fire hydrant or city fire appliance; a structure demolition or utility line failure; water rescue attempts; a bomb threat; or any other incident where emergency medical, public safety, police, or community and economic development services are necessary.



**Extraordinary fire service response:** defined as the response of fire/EMS crews to an emergency incident or dangerous properties; the response of fire/EMS crews to five or more false medical alarms within a one-year period; and the response of fire/EMS crews to the same property or business four or more times within a 30-day period.



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## DISCUSSION

### Riverside Fire Department Responsibility

**Under Chapter 9.60, the Riverside Fire Department is responsible for:**

- Tracking repeated Fire and EMS responses to properties
- Identifying incidents that meet the "extraordinary fire service" threshold
- Providing incident data and operational analysis
- Assisting with determining response costs
- Supporting the City in addressing properties that repeatedly require emergency services

**Excessive False Medical Alarm Response:**

- The response of Fire/EMS crews to five or more false medical alarms within a one-year period

**Repeated Emergency Response to a Single Location:**

- The Response of Fire/EMS crews to the same property or business five or more times within a 30-day period



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## DISCUSSION

**The response of Fire/EMS crews to five or more false medical alarms within a one-year period to a Single location**

Incident Type	Address	Number of Responses
Unintentional Transmission of Alarm	3993 10 <sup>th</sup> Street	54

Data set 6/11/25 - 3/19/26



## DISCUSSION

**The response of Fire/EMS crews to the same property or business five or more times within a 30-day period**

Location	Address	Number of Responses
Path of Life Shelter	2840 Hulen Place	18
Illumination Foundation	3024 Franklin Avenue	14
Family Services	9890 County Farm Road	13
Riverside City College	4800 Magnolia Avenue	11
Galleria at Tyler	1299 Galleria at Tyler	10
County of Riverside	4000 Orange Street	10
Sobering Center	10003 County Farm Road	9
Pacific Grove Hospital	5900 Brockton Avenue	8
California Baptist University	8432 Magnolia Avenue	8
University California Riverside	900 University Avenue	8
Franklin Residential Care Facility	3021 Franklin Avenue	7
Jefferson Point Apartments	3758 Jefferson Street Apt 25	6
Riverside Community Hospital	4445 Magnolia Avenue	6
Poly High School	5450 Victoria Avenue	6
ETS	9990 County Farm Road	6
Target	3520 Tyler Street	5
DaVita Dialysis	4361 Latham Street	5
Sierra Villa Apartments	5350 La Sierra Avenue Apt 2	5
Neighborhood Health Clinic	7140 Indiana Avenue	5
<b>Total</b>		<b>160</b>

Data set 30-day period 1/29/26-2/28/26



## DISCUSSION

### The response of Fire/EMS crews to the same property or business five or more times within a 30-day period

The chart below shows the units most frequently dispatched to the identified incidents. Squad 2, Squad 1, and Engine 4 experienced the highest number of responses, demonstrating how repeated calls can disproportionately impact specific frontline resources and affect overall system availability.

Unit	Number of Responses
S2	27
S1	26
E4	23
E3	13
E1	12
<b>Total</b>	<b>101</b>

The chart below illustrates the total time units were committed to these incidents. Squad 1, Engine 4, and Squad 2 recorded the highest operational time, highlighting the cumulative resource commitment associated with repeated emergency responses and the potential system impacts consistent with the intent of Chapter 9.60.

Unit	Total Minutes Committed
S1	528
E4	518
S2	515
E3	297
E12	204
<b>Total</b>	<b>2062</b>



## DISCUSSION

### Projected Cost Impacts

Repeated Emergency Responses to a Single Location Cost Per Hour Impact			
Unit	Time on Call	Cost per Hour	Total
Squads	18:41:53	\$205.00	\$3833.10
Engines	33:31:57	\$526.00	\$17,638.10
Trucks	6:21:01	\$574.00	\$3,644.43
Dispatch Cost (\$26.48 per call) @54 calls			\$4,395.68
<b>Repeated Emergency Responses to a Single Location Cost Per Hour (1 month)</b>			<b>\$29,511.31</b>

Excessive False Medical Alarm Responses Cost Per Hour Impact			
Unit	Time on Call	Cost per Hour	Total
Squad 1	7:31:31	\$205.00	\$1,542.69
Engine 1	2:48:33	\$526.00	\$1,477.64
Truck 1	0:57:14	\$574.00	\$547.54
Dispatch Cost (\$26.48 per call)			\$1,429.92
Total			\$4,997.79
<b>Estimated False Medical Alarm Cost Per Hour (1 year)</b>			<b>\$8,942.12</b>



## BACKGROUND

### Police Department Definitions in Chapter 9.60



**Emergency response:** means the dispatch of one or more police officers to a business or property for a disturbance at the property. A response to a security or fire alarm under Riverside Municipal Code Chapters 5.58 or 5.59 does not constitute an "emergency response" under this chapter.



**Extraordinary police service or response means any of the following:**

- The response of three or more police officers and a supervisor to a single emergency response; or
- The second emergency response to the same business or property within a 30-day period; or
- The third emergency response to the same business or property within a 90-day period.



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## DISCUSSION

### Riverside Police Department Responsibility

**Under Chapter 9.60, the Riverside Police Department is responsible for:**

- Tracking repeated police responses to properties
- Identifying incidents that meet the "extraordinary police service or response" threshold
- Providing incident data and operational analysis
- Assisting with determining response costs
- Supporting the City in addressing properties that repeatedly require emergency services

**Incident Tracking:**

- Tracked through Motorola RMS Premier One CAD / RMS
- Typically run for a particular address when complaints arise of nuisance activity
- System not designed to run blanket searches based upon RMC 9.60 criteria
- Doing so is labor intensive and includes addresses which required legitimate police services, where the property's responsible person is typically the reporting party



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## DISCUSSION

### The response of three or more police officers and a supervisor to a single emergency response

474 total calls matching this criterion for the months of January - March 2026.

Of those, 39 locations had 2 or more such responses, and 11 had 3 or more within the 3-month period, including: analyzed. Among those were:

- The James Apts. 5 responses (3 Domestic Violence, Assist CPS, Welfare Check)
- The Galleria at Tyler 4 responses (Assault, Shoplifting, and 2 Robberies)
- Jurupa Royale Apts. 4 responses (Assist RFD, Assist CPS, Domestic Violence)
- Esplanade at Riverwalk 3 responses (911 open line, and 2 Domestic Violence)
- Parkview Hospital 3 responses (Subject Bothering)
- Residence on 3<sup>rd</sup> St 3 responses (5150, Subj w/ knife, Welfare Check)
- Iowa Gardens Apts. 3 responses (2 Assaults, Supplemental Report)
- Residence on Manx 3 responses (Assault, Welfare Check, & Assist other Dept.)
- Riverside Comm Hosp. 3 responses (Assist RFD, Subj. Bothering, Suspicious Subj.)
- Stater Bros Market 3 responses (Assault, Resist/ Obstruct Police, Injury)



## DISCUSSION

### The second emergency response to the same business or property within a 30-day period

- 3,028 total calls matching this criterion for the months of January - March 2026.
- Locations with 20 or more responses were as follows:

Month	Location	Common Place	Responses
Jan-26	1299 GALLERIA	GALLERIA AT TYLER	38
Jan-26	4445 MAGNOLIA AVE	RCH	35
Jan-26	10357 MAGNOLIA AVE	WSS	30
Jan-26	4250 VAN BUREN BL	FOOD 4 LESS	27
Jan-26	10725 MAGNOLIA AVE	ALTURA CREDIT UNION	25
Jan-26	10540 MAGNOLIA AVE	RPD MAGNOLIA STATION	24
Jan-26	3865 JACKSON ST	PCH	23
Jan-26	4102 ORANGE ST	RPD ORANGE ST STATION	23
Feb-26	3865 JACKSON ST	PCH	34
Feb-26	4445 MAGNOLIA AVE	RCH	31
Feb-26	10540 MAGNOLIA AVE	RPD MAGNOLIA STATION	28
Feb-26	10725 MAGNOLIA AVE	ALTURA CREDIT UNION	23
Feb-26	1299 GALLERIA	GALLERIA AT TYLER	23
Feb-26	4250 VAN BUREN BL	FOOD 4 LESS	22
Feb-26	6250 VALLEY SPRINGS	WALMART SUPERCENTER	20
<b>Total</b>			<b>406</b>

Mar-26	3520 TYLER ST	TARGET	43
Mar-26	4445 MAGNOLIA AVE	RCH	36
Mar-26	10725 MAGNOLIA AVE	ALTURA CREDIT UNION	31
Mar-26	10540 MAGNOLIA AVE	RPD MAGNOLIA STATION	25
Mar-26	1299 GALLERIA	GALLERIA AT TYLER	24
Mar-26	6250 VALLEY SPRINGS	WALMART SUPERCENTER	24
Mar-26	5225 CANYON CREST	STARBUCKS	23
Mar-26	2335 14TH ST	OASIS SENIOR VILLAS	22
Mar-26	4661 TYLER ST	STONEBROOK APTS	22
Mar-26	5130 ARLINGTON AVE	YUM YUM DONUTS	22
Mar-26	10800 MAGNOLIA AVE	KAISER URGENT CARE	21
Mar-26	1745 UNIVERSITY AVE	WALGREENS	21
Mar-26	4102 ORANGE ST	RPD ORANGE ST STATION	21
Mar-26	4250 VAN BUREN BLVD	FOOD 4 LESS	21
Mar-26	3865 JACKSON ST	PCH	20
<b>Total</b>			<b>376</b>

\*Omitted from these addresses is a single-family residence with frequent responses related to a habitual runaway juvenile.



## DISCUSSION

### The third emergency response to the same business or property within a 90-day period

- 1,489 total calls matching this criterion for the months of January - March 2026.
- Locations with 40 or more responses were as follows:

Location	Common Place	Total Responses
4445 MAGNOLIA AVE	RCH	102
1299 GALLERIA AT TYLER	GALLERIA AT TYLER	85
10725 MAGNOLIA AVE	ALTURA CREDIT UNION	79
10540 MAGNOLIA AVE	RPD MAGNOLIA STATION	77
3865 JACKSON ST	PCH	77
3520 TYLER ST	TARGET	76
4250 VAN BUREN BLVD	FOOD 4 LESS	70
4102 ORANGE ST	RPD ORANGE STATION	63
5130 ARLINGTON AVE	YUM YUM DONUTS	58
6250 VALLEY SPRINGS PKWY	WALMART SUPERCENTER	56
5225 CANYON CREST DR	STARBUCKS	55
2335 14TH ST	OASIS APTS	50
4790 JACKSON ST	WHISPERING FOUNTAINS	49
10357 MAGNOLIA AVE	WSS	48
10800 MAGNOLIA AVE	KAISER URGENT CARE	45
4747 JURUPA AVE	JURUPA ROYALE APTS	45
10391 MAGNOLIA AVE	NORTHGATE MARKET	43
2755 CANYON SPRINGS PKWY	TARGET	43
3990 REYNOLDS RD	GEEL PLACE APTS	42
<b>Total</b>		<b>1163</b>

\*Omitted from these addresses is a single-family residence with frequent responses related to a habitual runaway juvenile.

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## SAMPLE POLICE COSTS

### Sample Costs for Excessive Responses

Assets and Personnel	Hourly Rate	Total Comp
Police Lieutenant	\$115.72	\$253.37
Police Sergeant	\$79.04	\$173.42
Police Detective	\$68.30	\$143.18
Police Officer	\$61.94	\$146.77
Community Svc Ofc	\$35.58	\$58.68
Dispatcher II	\$43.74	\$79.26
Police Pilot	\$75.32	\$143.63
Police Helicopter Operating Cost	\$1,000.00	\$1,290.40

Minimum 9.60 Single Response	Hourly Cost
Police Sergeant	\$173.42
3 Police Officers	\$440.31
Dispatcher II	\$79.26
<b>Total</b>	<b>\$692.99</b>

Personnel hourly rate based on top-step salary without potential salary premiums. Total compensation includes fringe benefits, based on exemplar employees. Helicopter hourly rate based on fuel and amortized maintenance costs. Total compensation includes operating costs, along with total compensation for one police pilot and one tactical flight officer.

A large scale response requiring significant personnel and equipment over an extended period could result in costs up to or exceeding \$10,000.00

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## POLICE PROCEDURE

### Current Implementation of RMC 9.60

- Complaints of suspected nuisance properties received from resident or City official.
- Complaints vetted by a Lieutenant Area Commander.
- If deemed valid, Area Commander works with owner/ occupant to mitigate or resolve conditions generating extraordinary responses.
- Could include implementation of a safety plan or other mitigation measures.
- If nuisance activity persists or owner/ occupant is uncooperative in resolving issues, cost recovery for extraordinary responses can be initiated.
- Ensures owner/occupant given fair warning, and assistance in resolving any issues.
- Assessments are appealable in accordance with RMC 1.17.400



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## POTENTIAL FOR AUTOMATION

### Potential Automation of RMC 9.60 Implementation

- Searches can be partially automated but still would require several personnel hours to run searches and compile data.
- Computer system can't distinguish between nuisance activity and legitimate users of police services with high call volume (eg. hospitals, businesses, homes with legitimate police needs).
- Would require an employee to personally verify each property by reviewing potentially thousands of individual call records and adjudicating them against the RMC 9.60 criteria.
- Would still be referred to an Area Commander for contact and solicitation of cooperation from the property owner/ occupant.



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# RECOMMENDATIONS

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**That the City Council:**

1. Receive and provide input on the implementation of the amendments to Chapter 9.60 of the Riverside Municipal Code related to extraordinary responses to certain emergency incidents and dangerous properties.

