

Alarm Ordinance Revision

Alarm Ordinance Revision

Presentation from Las Cruces Police Department and Las Cruces Fire Department on the proposed revision to ordinance that regulates the use of alarm systems within the city of Las Cruces. This revision is needed to reduce the overwhelming number of false alarms and free up dispatch, fire and police personnel so that they are available for legitimate public safety needs.

Chapter 4

ALARM SYSTEMS AND PRIVATE SECURITY FIRMS*

* **Cross References:** Fire prevention and protection, ch. 11; false alarms, § 19-301; police, ch. 23.
State Law References: Municipal home rule, Const. art. X, § 6; NMSA 1978, § 3-15-13.

Sec. 4-1. Definitions.
Sec. 4-2. Exemptions.
Sec. 4-3. Prohibited Acts
Secs. 4-4--4-30. Reserved.

Article I. In General

Article II. Alarms

Division 1. Generally

Sec. 4-31. Alarm Permit
Sec. 4-32. Duties of the Alarm User
Sec. 4-33. Duties of the Alarm Company
Sec. 4-34. User fees; false alarms.
Sec. 4-34. Appeals
Secs. 4-36--4-65. Reserved.

Division 2. License

Sec. 4-66. Required; application; investigation and fingerprints of applicant.
Sec. 4-67. Conditions for issuance.
Sec. 4-68. Suspension, revocation.
Secs. 4-69--4-95. Reserved.

Article III. Security Services

Division 1. Generally

Sec. 4-96. Additional employees.
Sec. 4-97. Periodic reports.
Secs. 4-98--4-125. Reserved.

Division 2. License

Sec. 4-126. Required.
Sec. 4-127. Application.
Sec. 4-128. Fee.
Sec. 4-129. Investigation.
Sec. 4-130. Approval; disapproval.
Sec. 4-131. Bond required.
Sec. 4-132. Renewal.
Sec. 4-133. Suspension, revocation.

ARTICLE I.
IN GENERAL

Sec. 4-1. Definitions.

The following words, terms and phrases, when used in this chapter, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Alarm Administrator means a person or persons designated by the City to administer, control and review false alarm reduction efforts and administers the provisions of this ordinance.

Alarm Company means a person subject to the licensing requirements, and/or a company engaged in selling, leasing, installing, servicing or monitoring alarm systems.

Alarm permit means a permit issued by the City allowing the operation of an alarm system within the City.

Alarm signal means a detectable signal; audible or visual, generated by an alarm system, to which law enforcement or fire department are requested to respond.

Alarm system means any single device or assembly of equipment designed to signal the occurrence of an illegal or unauthorized entry or other illegal activity requiring immediate attention and to which law enforcement is requested to respond, or designed to detect fire, smoke, carbon monoxide, or heat, but does not include motor vehicle or boat alarms, fire-alarms, domestic violence alarms, or alarms designed to elicit a medical response.

Alarm user means any person, corporation, partnership, proprietorship, governmental or educational entity or any other entity owning, leasing or operating an alarm system, or on whose premises an alarm system is maintained for the protection of such premises.

Alarm User Awareness Class means a class conducted for the purpose of educating alarm users about the responsible use, operation, and maintenance of alarm systems and the problems created by false alarms.

Automatic Dialing Device means any alarm system which automatically sends over telephone lines, radio or other communication system a prerecorded voice or coded signal indicating the existence of the emergency situation that the alarm system is designed to detect.

Cancellation means the process where response is terminated when the alarm company (designated by the alarm user) notifies MVRDA / Las Cruces Police or Fire Department that there is not an existing situation at the alarm site requiring police or Fire response after an alarm dispatch request. If cancellation occurs prior to police arriving at the scene, this is not a false alarm for the purpose of civil/criminal penalty, and no penalty will be assessed.

Central station means that portion of an alarm system business which receives or intercepts a signal, indicating the activation of an alarm system, and which relays this information to the police department.

City means the City of Las Cruces or its agent.

Enhanced Call Verification (ECV) mean two attempts by the monitoring company, or its representative, to contact the alarm site and/or alarm user by telephone and/or other electronic means, whether or not actual contact with a person is made, to attempt to determine whether an alarm signal is valid before requesting law enforcement or fire department dispatch, in an attempt to avoid an unnecessary alarm dispatch request. *For the purpose of this ordinance, telephone verification for all burglary and residential fire alarms shall require, as a minimum that a second call be made to a different number if the first attempt fails to reach an alarm user who can properly identify themselves to attempt to determine whether an alarm signal is valid before requesting law enforcement or fire department dispatch. Upon request by law enforcement or*

fire department representative the two numbers called will be provided. For all Commercial Fire Alarms, Central Stations shall follow NFPA 72 and make one attempt to contact the business or RP prior to dispatch of Fire Department.

False alarm means the activation of any alarm system resulting in the notification of Police or Fire Department, for which the responding Public Safety Officer finds no evidence of criminal activity, fire, smoke, carbon monoxide, heat or other threat of emergency of the kind for which the Alarm System was designed to give notice.

Local Alarm means an alarm system that emits a signal at an alarm site that is audible or visible from the exterior of a structure and is not monitored by a remote monitoring facility, whether installed by an alarm company or user.

MVRDA means Mesilla Valley Regional Dispatch Authority.

Nuisance Alarm means more than 5 false alarms in a permit year, Fire alarms required and installed in accordance with the fire code adopted by the City of Las Cruces are exempt from becoming nuisance alarms.

Permit year means a 12-month period from July 1st to June 31st.

Responsible party means an alarm system business, user or owner which is found by the police department to be responsible for an alarm system generating a false alarm.

Runaway alarm means an alarm system that produces repeated alarm signals that do not appear to be caused by separate human action. The Las Cruces Police Department or Fire Department may in its discretion discontinue police responses to alarm signals from what appears to be a runaway alarm.

SIA Control Panel Standard CP-01 means the American National Standard Institute (ANSI) approved Security Industry Association (SIA) CP-01 Control Panel Standard, as may be updated from time to time, that details recommended design features for security system control panels and their associated arming and disarming devices to reduce false alarms. Control panels built and tested to this standard by a nationally recognized testing organization, will be marked to state: "Design evaluated in accordance with SIA CP-01 Control Panel Standard Features for False Alarm Reduction".

Verified Response means on site verification of an alarm will be done by:

- (1) Responsible party or key holder
- (2) Witness who observes criminal activity
- (3) Private guard service
- (4) Electronic feedback of criminal activity

(Code 1988, § 4-1)

Cross References: Definitions generally, § 1-2.

Sec. 4-2. Exemptions.

This chapter shall not apply to the following:

- (1) An alarm system installed on a motor vehicle.
- (2) Other exemptions as provided by law.

(Code 1988, § 4-2)

Sec. 4-3. Prohibited Acts

1. It shall be unlawful to activate an alarm system for the purpose of summoning law enforcement or fire department when no burglary, robbery, or other crime dangerous to life or property is being committed or attempted on the premises, when no indication of fire, smoke, carbon monoxide, heat exists, or otherwise to cause a false alarm. However, a person activating an alarm for the purpose of testing the alarm shall take reasonable precautions to notify the police or fire department or the owner of a business who maintains the alarm in a timely fashion to avoid emergency response.
2. It shall be unlawful to install, maintain, or use an audible alarm system which can sound continually for more than 10 minutes.
3. It shall be unlawful to install, maintain, or use an automatic dial protection device that reports, or causes to be reported, any recorded message to the Las Cruces Police or Fire Department.
4. It shall be unlawful to use an alarm system to protect more than one licensed business or private residence without receiving a separate alarm permit for such business or private residence.
5. It shall be unlawful to operate or use any alarm system for which the registration or service response has been suspended or revoked.
6. It is unlawful for any person to program an automatic dialing device to contact the police or fire department.
7. Violations of section 4-3 are subject to a fine of \$100 per violation.

(Code 1988, § 4-3)

Secs. 4-4--4-30. Reserved.

ARTICLE II.

ALARMS

DIVISION 1.

GENERALLY

Sec. 4-31. Alarm Permits

1. **Permit required.** No person shall use an alarm system without first obtaining a permit for such alarm system from the City. A fee may be required for the initial registration and annual renewals. Each alarm permit shall be assigned a unique permit number, and the user may be required to provide the permit number along with the address. The fee for alarm permit registration and annual renewal will be \$25.00 for residential alarms and \$50.00 for business alarms. The alarm companies are responsible for collecting all permit fees and forwarding these fees to the City.
2. **Application.** The permit shall be requested on an application form provided by the City. An alarm user has the duty to obtain an application from the City.
3. **Transfer of possession.** When the possession of the premises at which an alarm system is maintained is transferred, the person (user) obtaining possession of the property shall file an application for an alarm permit within 30 days of obtaining possession of the property. Alarm permits are not transferable. Therefore a new permit must be issued at \$25.00 for residential and \$50.00 for business.
4. **Reporting updated information.** Whenever the information provided on the alarm permit application changes, the alarm user shall provide correct information to the City within 30 days of the change. The

permit holder shall complete and return this form to the Alarm Company when any of the requested information has changed; failure to comply will constitute a violation and may result in a penalty or the customer being placed in a verified response status. In addition, each year after the issuance of the permit, permit holders will receive from the Alarm Company a form requesting updated information which will be relayed to the City.

5. **Multiple alarm systems.** If an alarm user has one or more alarm systems protecting two or more separate structures having different addresses and/or tenants, a separate permit shall be required for each structure and/or tenant.

(Code 1988, § 4-16)

Sec. 4-32. Duties of the Alarm User

1. Maintain the premises and the alarm system in a method that will reduce or eliminate false alarms.
2. Must respond or cause a representative to respond to the alarm system's location within 15 minutes when notified by the Las Cruces Police or Fire Department.
3. Not manually activate an alarm for any reason other than an occurrence of an event that the alarm system was intended to report.
4. An alarm user must obtain a new permit and pay any associated fees if there is a change in address or ownership of a business or residence.

Sec. 4-33. Duties of the Alarm Company

1. Any person engaged in the alarm business in the City shall comply with the following:
 - a. Obtain and maintain the required city license(s) and any other required license(s).
 - b. Provide name, address, and telephone number of the user or a designee, who can be called in an emergency, 24 hours a day; and contact a key holder or other emergency contact who will respond immediately. This information shall be kept updated at MVRDA on a yearly (fiscal) basis for all current customers. All new customer information must be added to list and forwarded to MVRDA (CITY) within 30 days of permit. A fine will be assessed in the amount of \$10.00 per after a 5 day grace period should the Alarm Company fail to submit this information by the dates as required
 - c. Collect all permit and registration fees from their clients and forward these fees to the City no later than August 1 of each permit year.
2. Ninety (90) days after enactment of this Ordinance the alarm installation companies shall, on all new and up-graded installations, use only alarm control panel(s) which meet SIA Control Panel Standard CP-01.
3. Prior to activation of the alarm system, the alarm company must provide instructions explaining the proper operation of the alarm system to the alarm user.
4. Provide written information of how to obtain service from the alarm company for the alarm system.
5. An alarm company performing monitoring services shall:
 - a. Attempt to verify, by calling the alarm site and/or alarm user by telephone, to determine whether an alarm signal is valid before requesting dispatch. Telephone verification for burglary and

residential fire alarms shall require, as a minimum that a second call be made to a different number, if the first attempt fails to reach an alarm user who can properly identify themselves to attempt to determine whether an alarm signal is valid. This requirement does not apply to a panic, medical or robbery-in-progress alarm, commercial fire alarm or in cases where a crime-in-progress has been verified by visual, video and/or audible means.

- b. Provide address and alarm user name and contact information to the MVRDA to facilitate dispatch and/or cancellations.
- c. Communicate any available information about the location of the alarm.
- d. Communicate a cancellation to the MVRDA as soon as possible following a determination that response is not needed.

(Code 1988, § 4-27)

Sec.-4-34 User fees; False Alarms.

The following fees and fines shall be assessed, as applicable, to alarm users and alarm companies

	<i>ALARM USER</i>	<i>ALARM COMPANY</i>
<i>Fee-registration Residential New or Renewal or Transfer</i>	<i>\$25.00</i>	
<i>Fee-registration Commercial Renewal or Transfer</i>	<i>\$50.00</i>	
<i>Fee-Appeal</i>	<i>\$50.00</i>	
<i>Fine-First False Alarm</i>	<i>\$0</i>	
<i>Fine-Second False Alarm</i>	<i>\$0</i>	
<i>Fine-Third False Alarms</i>	<i>\$100.00</i>	
<i>Fine-Fourth False Alarms</i>	<i>\$200.00</i>	
<i>Fine-Fifth False Alarms</i>	<i>\$300.00</i>	
<i>Fine-Sixth or more False Alarms.</i>	<i>Placed in verified response</i>	
<i><u>Fine-false alarm for system in Verified Response status</u></i>	<i><u>\$300.00</u></i>	
<i>Fine-Failure to Register</i>	<i><u>\$100.00 per occurrence</u></i>	
<i>Fine-no background and/or fingerprint check</i>		<i>\$200.00</i>
<i>Fine-no valid Alarm Business License</i>		<i>\$100.00 per occurrence</i>
<i>License application</i>		<i>\$50.00</i>
<i>Fine- Late Report for new registrations</i>		<i>\$10.00 per day after 5 day grace period</i>
<i><u>Violations of section 4-3</u></i>	<i><u>\$100.00 per occurrence</u></i>	

1. **Excessive false alarms/Failure to register.** It is hereby found and determined that three or more false alarms within a permit year is excessive and shall be unlawful. Civil penalties for false alarms within a permit year may be assessed against an alarm user as listed above. All nuisance alarms will be placed in a verified response status until penalties are paid and alarm system is fixed or alarm user shows proficiency in alarm use (30 days with no false alarms and successful completion of alarm user course). Any person operating an unregistered alarm system or an unlicensed alarm company shall be subject to a \$100.00 fine for each false alarm while the alarm system is unregistered. The user will be placed in a verified response status until such penalty is paid in full.
2. **Payment of Penalty(ies).** Penalty(ies) shall be paid within (30) days from the date of the invoice. The payment(s) will be made to the City directly. Once payment has been rendered a receipt will be issued. This receipt will be turned into the Alarm Company who will then make contact with MVRDA to have user taken off of Verified Response status.
3. **Verified Response Status.** The failure of an alarm user or alarm company to make payment of any penalty(ies) assessed under this ordinance within 45 days from the date of the invoice may result in alarm user or company being placed in verified response status until payment is received.
4. **Civil Non criminal violation.** A violation of any of the provisions of this ordinance shall be a civil violation and shall not constitute a misdemeanor or infraction.

(Code 1988, § 4-28)

Sec. 4-35 Appeals

1. **Appeals process.** Assessments of penalty(ies) and other enforcement decisions made under this ordinance may be appealed by filing a written notice of appeal with the City within 10 days after the date of notification of the assessment of penalty(ies) or other enforcement decision. The failure to give notice of appeal within this time period shall constitute a waiver of the right to contest the assessment of penalty (ies) or other enforcement decision. Appeals shall be heard through an administrative process established by the City. The hearing officer's decision is subject to review in the district court by proceedings in the nature of certiorari.
2. **Appeal standard.** The hearing officer shall review an appeal from the assessment of penalty(ies) or other enforcement decisions using a preponderance of the evidence standard. Notwithstanding a determination that the preponderance of the evidence supports the assessment of penalty(ies) or other enforcement decision, the hearing officer shall have the discretion to dismiss or reduce penalty(ies) or reverse any other enforcement decision where warranted.
3. **Appeal Fee.** A \$50.00 filing fee will be applied to any appeal process. An appeal fee must be filed with the written notice. The appeal fee will be refunded if the fine is waived.

Sec. 4-36 Awareness Class

Alarm User Awareness Class. The class shall inform alarm users of the problems created by false alarms and instruct alarm users how to help reduce false alarms. This class will be made available through local alarm companies and/or through online sources. A certificate of successful completion will be required by the City to regain normal alarm response status and/or to waive a first time fine for false alarms.

Secs. 4-37-4-65. Reserved.

DIVISION 2.

LICENSE*

* **Cross References:** Business licenses, § 16-96 et seq.

Sec. 4-66. Required; application; investigation and fingerprints of applicant.

(a) No person shall engage in the business of installing, monitoring, maintaining, servicing, repairing, altering, replacing, moving or causing to be installed in or on any building, place or premises abutting on or adjacent to a public street, alley or way any device commonly known as a burglar alarm, fire alarm, holdup alarm or similar protection device or system without first having obtained a license issued by the City.

(b) No person owning or employed in the business of installing, maintaining, servicing, repairing, altering, replacing, moving or responding to alarms shall be issued a license by the city clerk until fingerprints are obtained and a background investigation is conducted and such license is approved by the chief of police. All criminal histories, fingerprints and background investigations shall be retained by the chief of police. A fine of \$200.00 shall be assessed for each and every installation conducted in whole or in part by an employee who lacks the required Background Check or fingerprinting.

(c) All applications for licenses shall be submitted to the city clerk on forms provided by the city.

(d) This section does not preclude any business from meeting any other requirements as prescribed within the business registration and licensing ordinance in effect at the time of application.
(Code 1988, § 4-26; Ord. No. 1669, § I, 4-6-98; Ord. No. 1713, § I, 1-4-99)

Sec. 4-67. Conditions for issuance.

All licenses required under this division are issued upon the following express conditions:

(1) Every licensee shall always hold the city harmless from and on account of any and all damages arising out of the activities of such licensee, including but not limited to damages to the city, its agents, employees, invitees and licensees while in or on the police department building, and such damages shall expressly include those arising out of any difficulties in the alarm cabinet or the installation or maintenance thereof.

(Code 1988, § 4-29)

Sec. 4-68. Suspension, revocation.

(a) If the city manager has probable cause to believe that a person holding a license issued under this division has violated any section of this article or has made fraudulent, misrepresentative or false statements in the application for an alarm company license, the city manager shall give the license holder due process in accordance with the general license revocation procedures in section 16-97.

(b) Any alarm business license may be suspended or revoked if the license holder has been found, following notice and hearing, to have violated any section of this article or has made any fraudulent, misrepresentative or false statements in the application for an alarm user license.

(c) Any person whose alarm business license has been revoked shall not be permitted to apply for another alarm business license for one year after the order revoking the license, unless the city, upon petition by the licensee, finds that proper corrective measures have been taken.
(Code 1988, § 4-30)

Secs. 4-69--4-95. Reserved.

ARTICLE III.

SECURITY SERVICES*

* **State Law References:** Private Investigators Act, NMSA 1978, § 61-27-1 et seq.

DIVISION 1.

GENERALLY

Sec. 4-96. Additional employees.

A person holding a license under this article may employ persons who need not be licensed but whose names, places of residence and other personal data required in the license application shall promptly be reported to the chief of police. The chief of police shall cause the fingerprints of such additional employees to be taken and shall carry out the same type of investigation provided for the applicant.
(Code 1988, § 4-41; Ord. No. 1669, § II, 4-6-98; Ord. No. 1713, § II, 1-4-99)

Sec. 4-97. Periodic reports.

All persons licensed under this article shall file monthly reports with the chief of police listing all public places within the city which they serve.
(Code 1988, § 4-42)

Secs. 4-98--4-125. Reserved.

DIVISION 2.

LICENSE*

* **Cross References:** Business licenses, § 16-96 et seq.

Sec. 4-126. Required.

Every person, before entering the business of conducting a merchant police firm, alarm system firm, civilian security agency or private detective agency, must first obtain from the city a license to do so. This license is in addition to the license referred to in article II of this chapter.
(Code 1988, § 4-51)

Sec. 4-127. Application.

Application for a license required by this division shall be in writing upon forms provided by the city and filed with the city clerk. A statement shall be required of the applicant as to details of the organization of his business and personal data on all principals of the business.
(Code 1988, § 4-52)

Sec. 4-128. Fee.

Fee(s) shall be paid in accordance with chapter 16, article IV, division 3 of this Code.
(Code 1988, § 4-53; Ord. No. 1713, § III, 1-4-99)

Sec. 4-129. Investigation.

The city clerk shall transmit all applications for licenses required by this division to the chief of police who shall cause the fingerprints of all applicants to be taken and shall conduct a statewide background check to determine the fitness to perform the functions of the business in which they seek to engage. The investigation shall determine whether an applicant or additional employee:

- (a) Is of good moral character;
- (b) Is at least eighteen years of age;
- (c) Has not been convicted of a felony offense or any other criminal offense involving moral turpitude or the illegal use or possession of a deadly weapon.

(Code 1988, § 4-54; Ord. No. 1713, § IV, 1-4-99)

Sec. 4-130. Approval; disapproval.

Upon approval of the chief of police, the city clerk shall issue to the applicant the license required by this division. Upon the disapproval by the chief of police, the license shall not be issued and the fee for the license shall be refunded to the applicant. Upon disapproval by the chief of police, any affected party, applicant or employee may file an appeal to the city council to overturn the chief of police's decision. The appeal must be filed with the city clerk within ten days of notification to the applicant that the application has been disapproved. The decision of the city council shall be final in all cases.

(Code 1988, § 4-55; Ord. No. 1713, § V, 1-4-99)

Sec. 4-131. Bond required.

Before the license provided for by this division may be issued, the applicant shall file a surety bond in

the sum of \$2,500.00 executed by a company authorized to do business in the state on the condition that the applicant or any of his employees will not, in connection with their performance under the license granted by the city, violate any state or federal law or ordinance of the city involving moral turpitude. Such bond will be for the protection of the city and of any person damaged by a breach of the condition of the bond. However, if evidence of a state bond in a like amount is shown, another bond shall not be required by the city.
(Code 1988, § 4-56)

Sec. 4-132. Renewal.

A license issued under this division shall be renewed every March and shall be subject to approval in the same manner as an original application. Statements concerning the details of the organization need not be provided annually, provided that changes in business and personal data be submitted to the police department as such changes occur.
(Code 1988, § 4-57; Ord. No. 1713, § VI, 1-4-99)

Sec. 4-133. Suspension, revocation.

Any license issued under this division may be suspended or revoked by the chief of police for the violation by the licensee of any applicable section of this Code, state law or city ordinance, rule or regulation in accordance with the general license revocation procedures in section 16-97. If the license is revoked, the licensee shall not be entitled to a return of the license fee.
(Code 1988, § 4-58; Ord. No. 1669, § III, 4-6-98; Ord. No. 1713, § VII, 1-4-99)

Alarm Ordinance Revision

Presented By

LAS CRUCES POLICE DEPARTMENT



And the

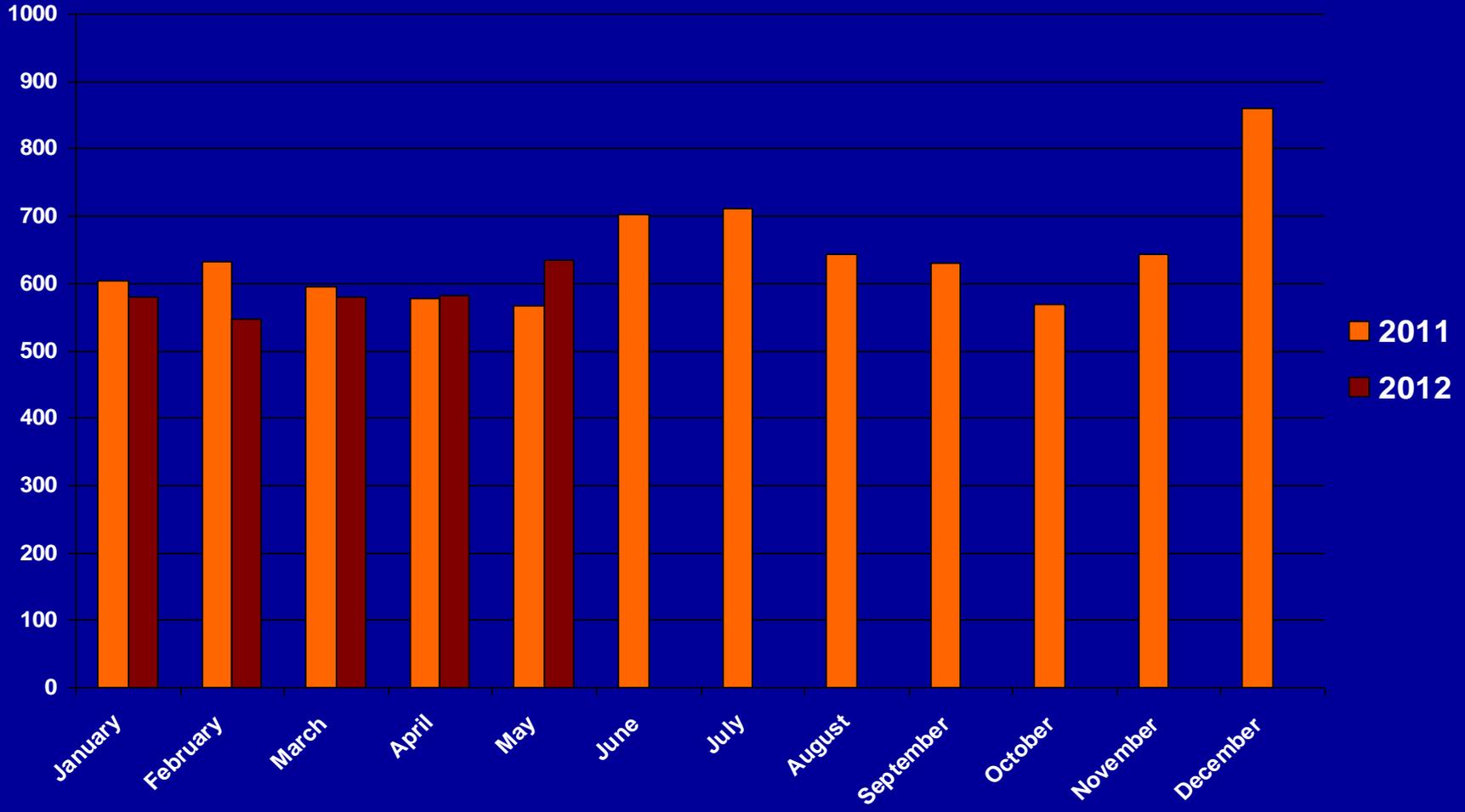
LAS CRUCES FIRE DEPARTMENT

SUMMARY OF PROBLEM

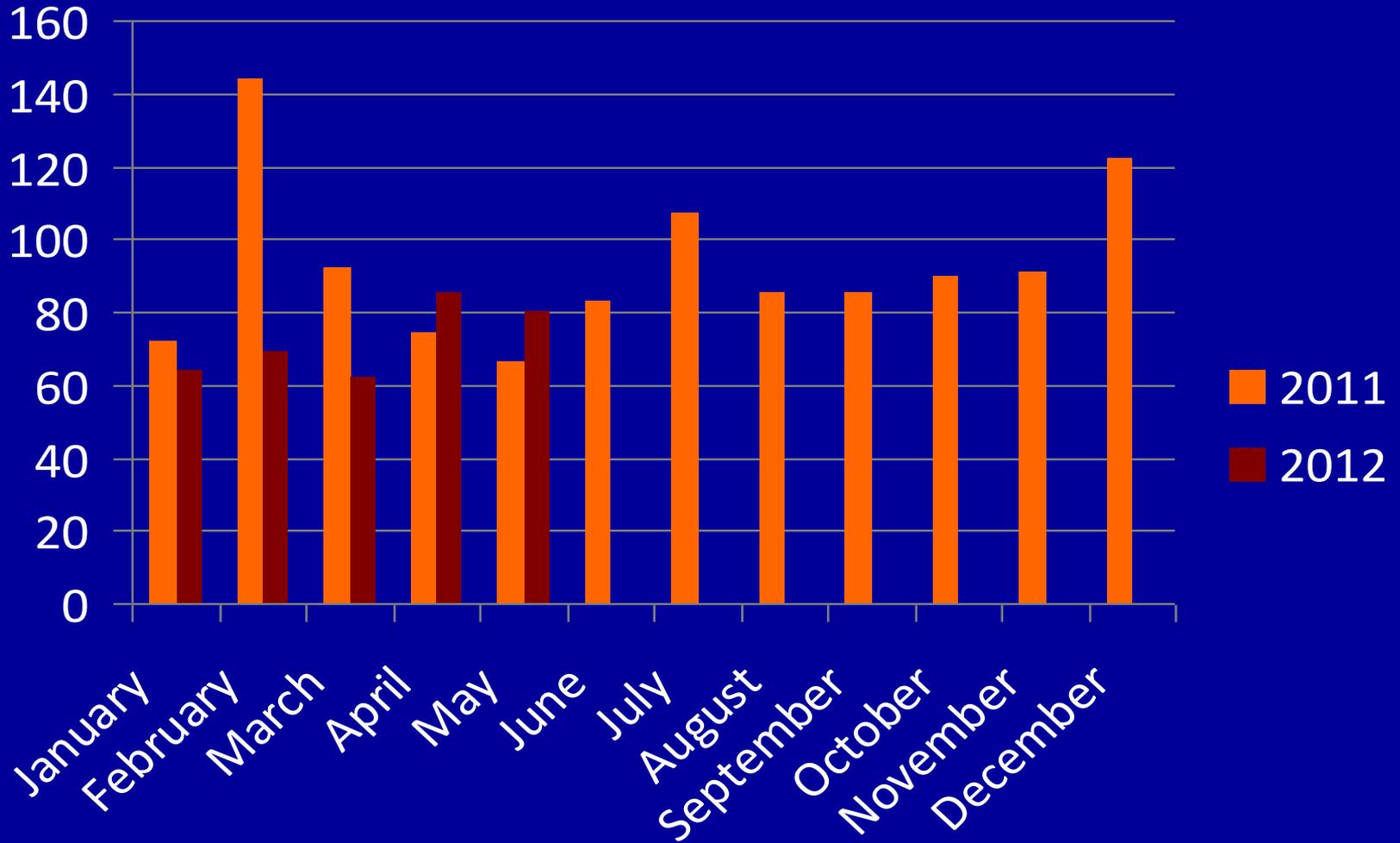
A significant portion of our limited public safety resources are wasted responding to false alarms

- In 2011 the Las Cruces Police Department responded to **7735** alarm calls
 - Single most common call for service at ~8% of total (*source-TIBURON CAD*)
- **7679** of these alarms were false alarms
- Estimated Cost to taxpayers: \$307,840.00 per year

Police Alarm Calls



Fire Alarms



Reducing False Alarms

- 911 lines and call takers will not be tied up with false alarms
- Police and Fire personnel will be free to perform other critical duties.
- Increase the number of arrests at valid alarm calls
- Reduce complacency to alarms
- Increase safety for officers and citizens
- Save taxpayer dollars

Progress Since Last Work Session

- 01/09/2012 Work Session – Verified vs. Enhanced Alarm Response
- 01/20/2012 LCPD Staff meeting on Alarm Issues
- 1/26/2012 LCPD-LCFD meeting on Alarm Issues
- 02/01/2012 Meeting with representatives from Alarm Industry to discuss solutions
- 03/01/2012 LCPD-LCFD Staff Meeting to discuss progress
- 04/11/2012 LCPD-LCFD-MVRDA staff met to discuss proposed ordinance
- 5/24/2012 Police and Fire staff met with representatives from Alarm Industry

POSSIBLE OPTIONS

No Change

- Ordinance unchanged since 1988
- Does not have any enhanced verification (2 calls)
- Does not apply to any residential alarm
- Will continue impacting public & community safety

Verified Response

- Requires that any alarm be verified to be an actual emergency (by witness, audio or video means) before emergency service personnel respond
- Opposed by members of alarm industry

Enhanced Call Verification

- Minimum of 2 attempts by monitoring company to determine if an emergency exists prior to requesting emergency personnel to respond
- Used by many municipalities in the United States

RECOMMENDED COURSE OF ACTION

- Enhanced Response Ordinance
 - Anticipate reduction in number of false alarms
 - 30% to 50% according to False Alarm Reduction Association (FARA)
 - 60% to 90% according to Security Industry Alarm Coalition (SICA)
 - Ordinance has been drafted
 - Based on (SICA model ordinance)
 - Similar laws have been successful in other municipalities
 - Has already been reviewed by legal
 - Generally acceptable to Alarm Industry
 - Disagreements over billing process

Enhanced Response Ordinance

- Requires the alarm company to
 - Obtain a license
 - Provide contact information of alarm holders
 - Train the alarm user
 - Collect annual user registration fees
 - Attempt to verify by 2 calls if alarm signal is valid
 - Exemptions for panic, medical, robbery alarm, commercial fire or when verified by audio/video/visual

Enhanced Response Ordinance

- Requires the alarm user to:
 - Maintain alarm system
 - Respond when requested by LCPD
 - Not manually activate alarm unless emergency exists
 - Obtain a permit annually

User Fees/Fines

	ALARM USER	ALARM COMPANY
<i>Fee-registration Residential New or Renewal or Transfer</i>	\$25	
<i>Fee-registration Commercial Renewal or Transfer</i>	\$50	
<i>Fee-Appeal</i>	\$50	
First False Alarm	\$0	
Second False Alarm	\$0	
Third False Alarm	\$100	

User Fees/Fines (continued)

	ALARM USER	ALARM COMPANY
Fourth False Alarm	\$200	
Fifth False Alarm	\$300	
Sixth or subsequent False Alarm	Placed on Verified Response	
False Alarm–Verified Status	\$300	
Failure to register alarm	\$100 per occurrence	
No background and/or fingerprint check		\$200

User Fees/Fines (continued)

	ALARM USER	ALARM COMPANY
No valid Alarm Business License		\$200 per occurrence
License Application (4-31)		\$50
Late report for new registrations (4-33)		\$10 per day (after 5 day grace period)
<u>Prohibited Acts (4-3)</u>	\$100	

Administration of Alarm Program

- MVRDA will:
 - Notify users of violations
 - Notify Alarm Companies of violations
 - Conduct administrative hearings
 - Collect fees and fines

QUESTIONS?

