



# City of Las Cruces<sup>®</sup>

PEOPLE HELPING PEOPLE

## COUNCIL WORK SESSION SUMMARY ROUTING SLIP

Meeting Date January 25, 2016

TITLE: ALARM ORDINANCE UPDATE.

- Are there attachments to the Council Work Session Summary? Yes  No
- Will there be a Video Presentation for this item? Yes  No
- Will there be a PowerPoint Presentation for this item? Yes  No
- If "yes", will a copy of the PowerPoint Presentation be included on the Council Work Session Agenda? Yes  No

DEPARTMENT / ORGANIZATION	SIGNATURE	PHONE NO.	DATE
Drafter/Staff Contact		528-3473	1/15/16
Department Director	<i>Travis A. Brown</i>	528-3473	1/15/16
Other			
Assistant City Manager/CAO (if applicable)			
Assistant City Manager/COO (if applicable)			
City Manager	<i>[Signature]</i>		



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## Council Work Session Summary

**Meeting Date:** January 25, 2016

**TITLE:** ALARM ORDINANCE UPDATE

**PURPOSE(S) OF DISCUSSION:**

- Inform/Update
- Direction/Guidance
- Legislative Development/Policy

**BACKGROUND / KEY ISSUES / CONTRIBUTING FACTORS:**

A revised False Alarm Ordinance was enacted in January, 2013. It was revised due to the high number of false alarms that the City of Las Cruces Police and Fire Departments responded to. This revised ordinance has since cut down the number of false alarms that both departments respond to. During this time, it was noticed that some minor modifications of language needed to occur with the ordinance to make it more effective and current. Attachment "A" will show the modifications of the ordinance.

There will be no major impacts to the citizens of Las Cruces from the proposed changes. We presented this information at a city council work session on April 27, 2015, and were requested by City Council to bring back some additional information pertaining to cost, revenue and fees.

**SUPPORT INFORMATION:**

1. Attachment "A". Chapter 4 - Alarm Systems and Private Security Firms.

# Alarm Ordinance Update

Presented By

LAS CRUCES POLICE DEPARTMENT  
LAS CRUCES FIRE DEPARTMENT &  
MESILLA VALLEY REGIONAL DISPATCH AUTHORITY



# History of the Ordinance

- High amount of false alarm calls.
- 99% are false
- Thousands of unit hours spent on response
- Units out of service
- Taxpayer costs
- Resulted in new ordinance enacted in August, 2013

# False Alarm ordinance update

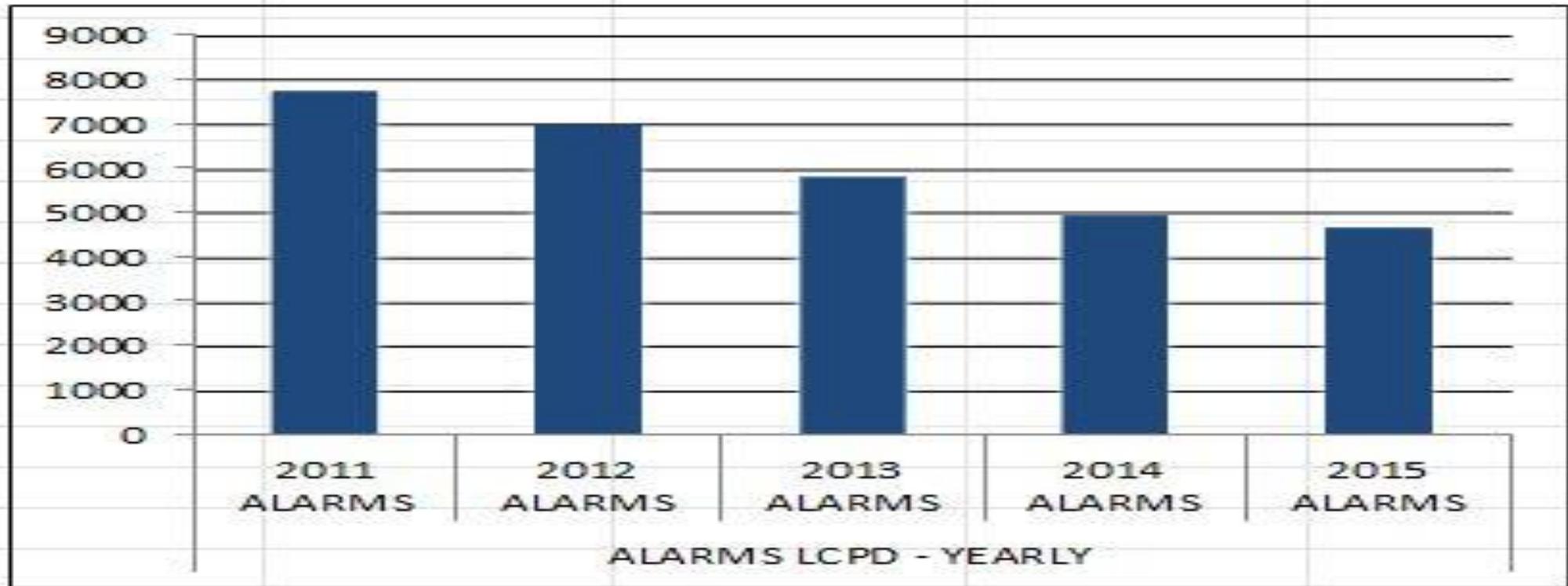
What we will cover today:

- Reduction in overall alarm calls for LCPD and LCFD
- A need for slight revision of ordinance
- Language added/deleted for certain sections
- Alarm software for tracking of registrations

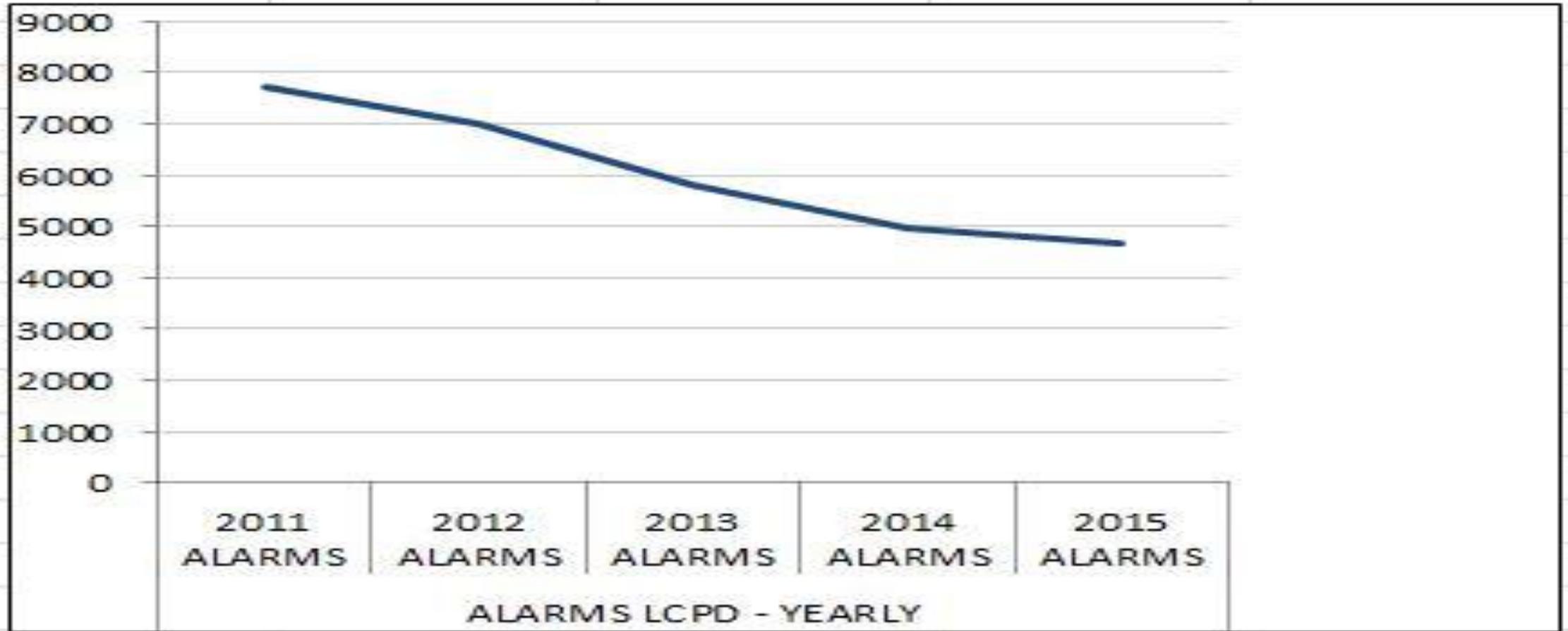
# Alarm calls LCPD 2011-2015

## ALARMS LCPD - YEARLY

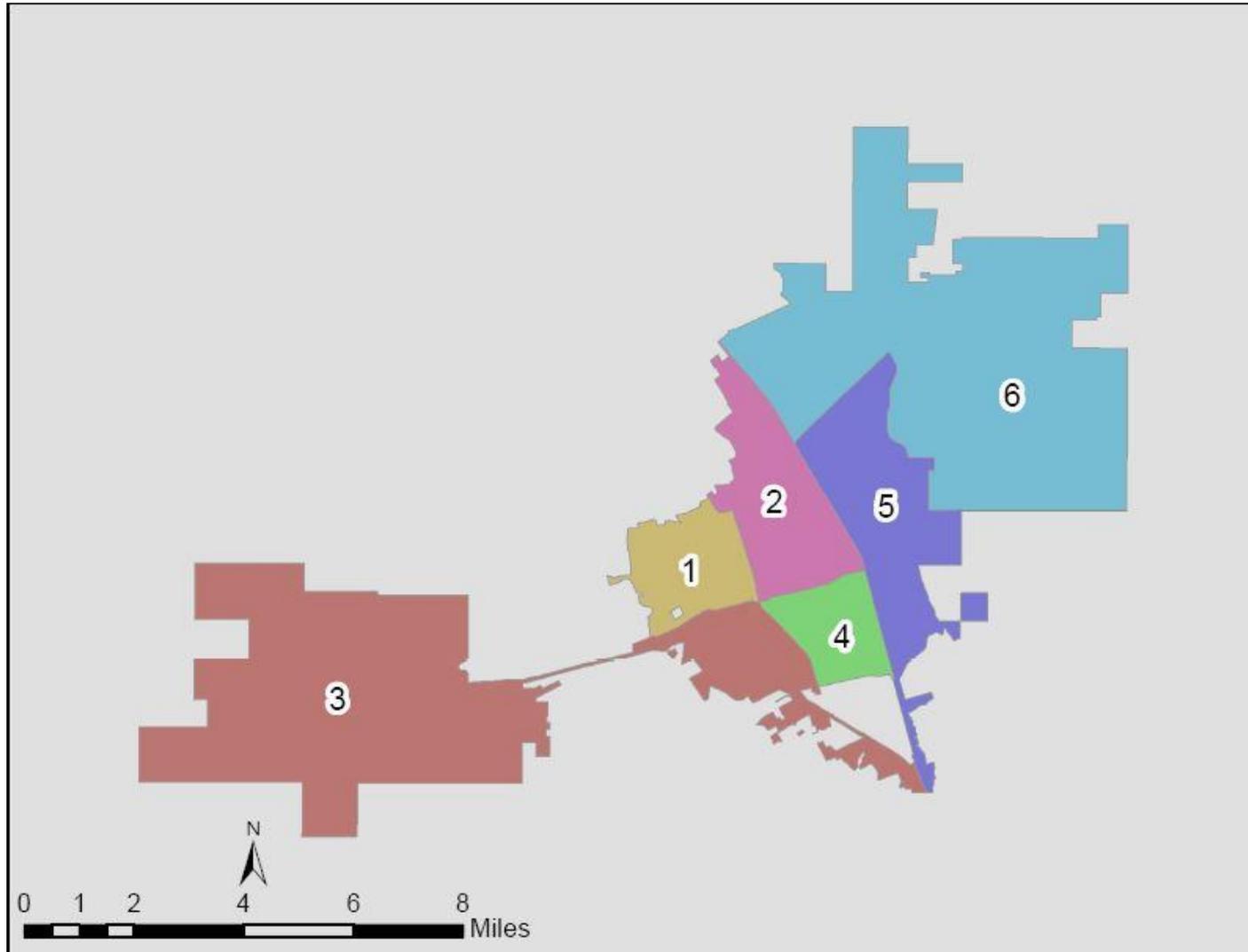
2011 ALARMS	2012 ALARMS	2013 ALARMS	2014 ALARMS	2015 ALARMS
7735	6991	5814	4954	4682



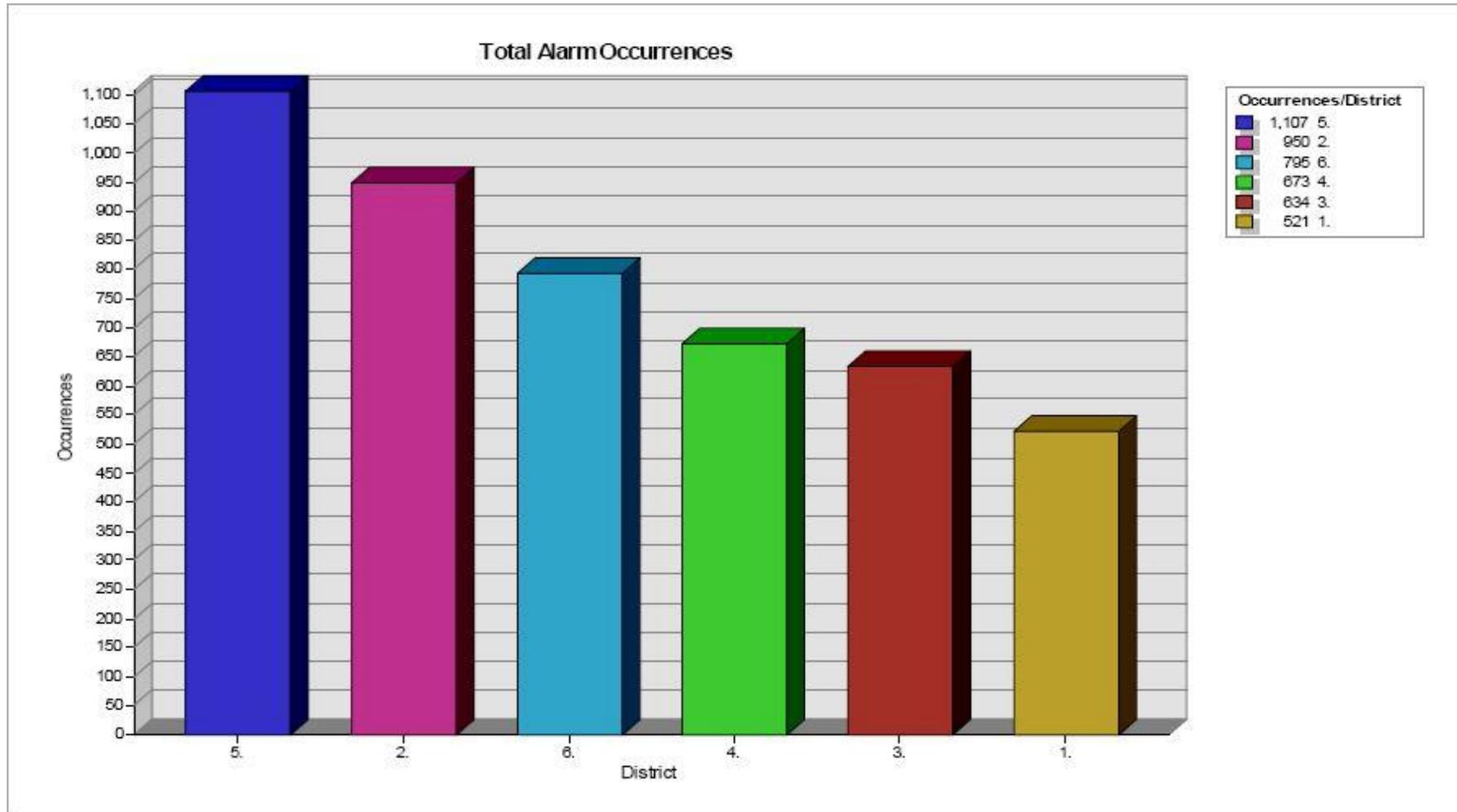
# Alarm calls LCPD 2011-2015



# 2015 Total Alarm Calls By District LCPD



# 2015 Total Alarm Calls By District LCPD



# Alarm calls LCPD 2011-2015

Police unit hours spent responding to false alarm calls

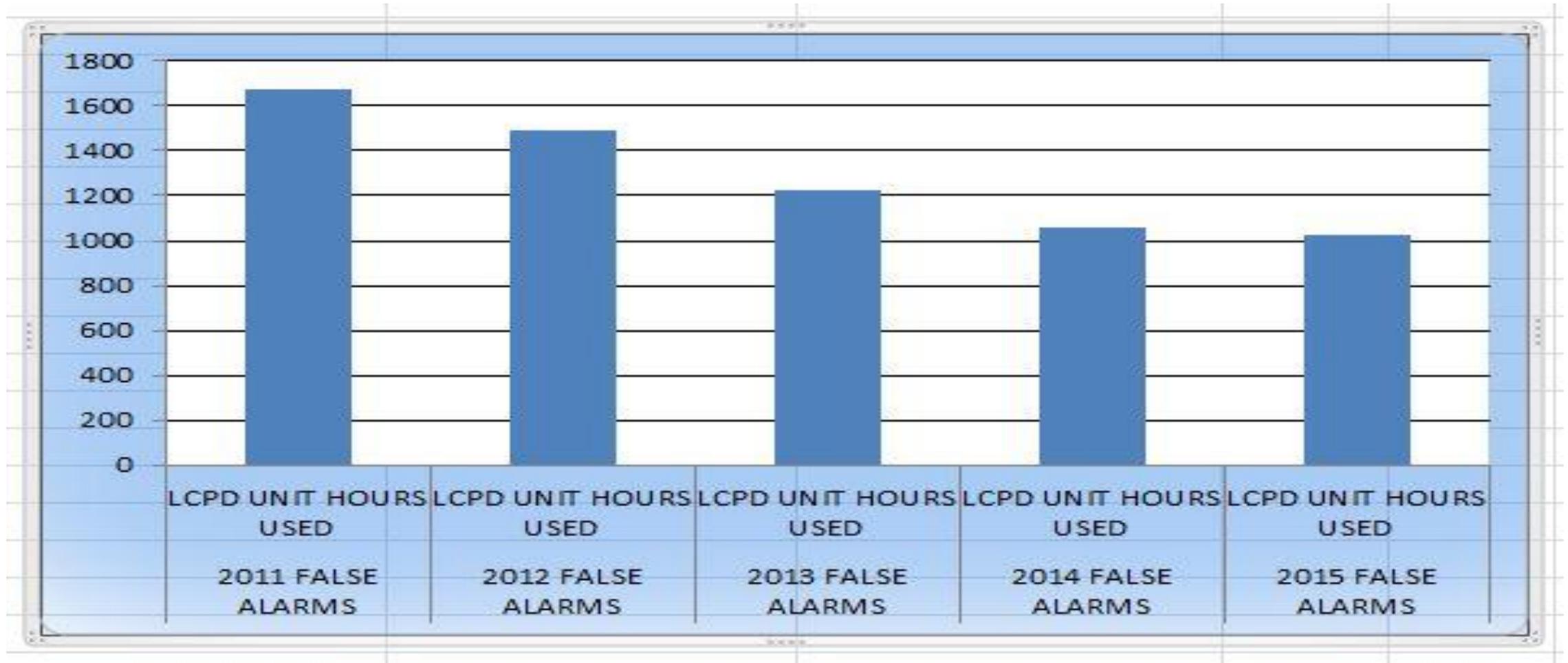
In looking at a random sample of false alarm calls for LCPD:

The average time spent per call, per unit, from when the call is created at dispatch until it is closed out by an officer is 13 minutes and 4 seconds-

\*Protocol is to dispatch two units to alarm calls

# Alarm calls LCPD 2011-2015

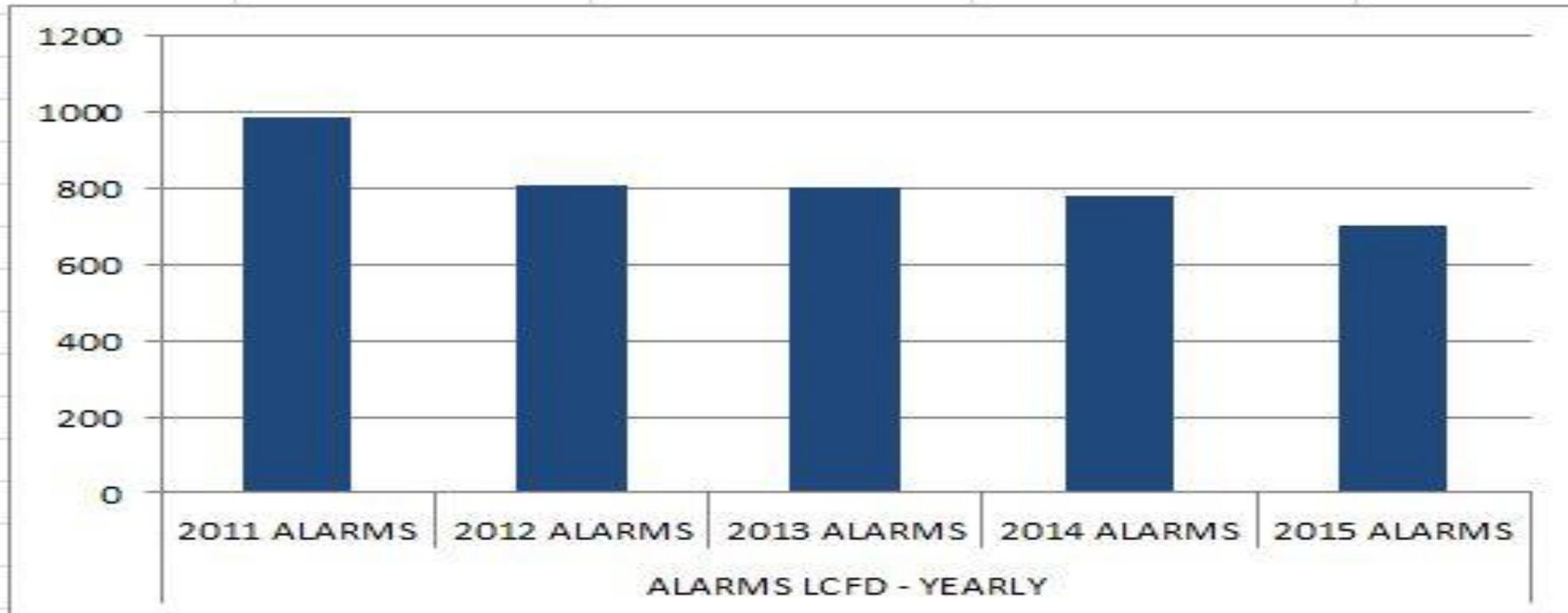
Police unit hours spent responding to false alarm calls



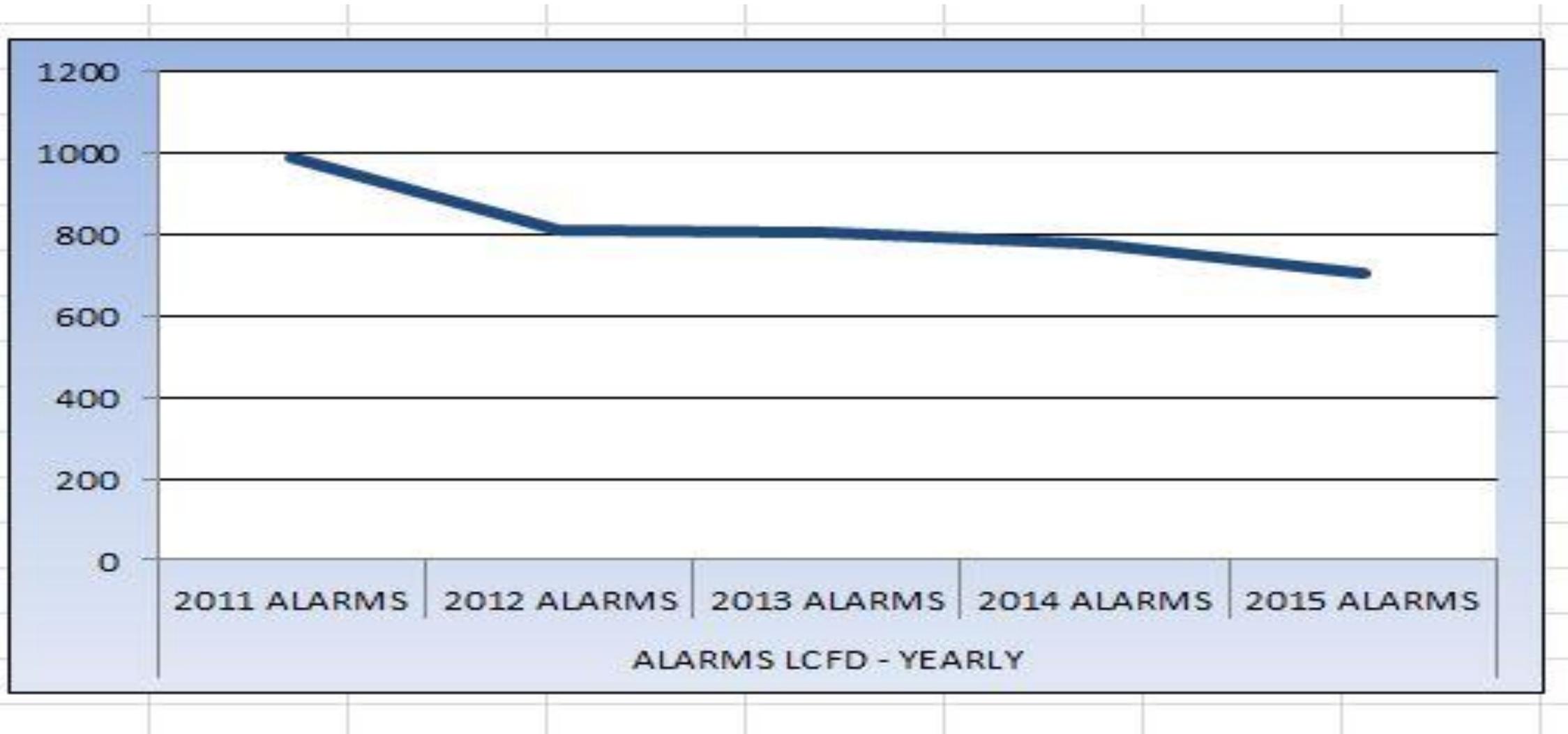
# Alarm calls LCFD 2011-2015

## ALARMS LCFD - YEARLY

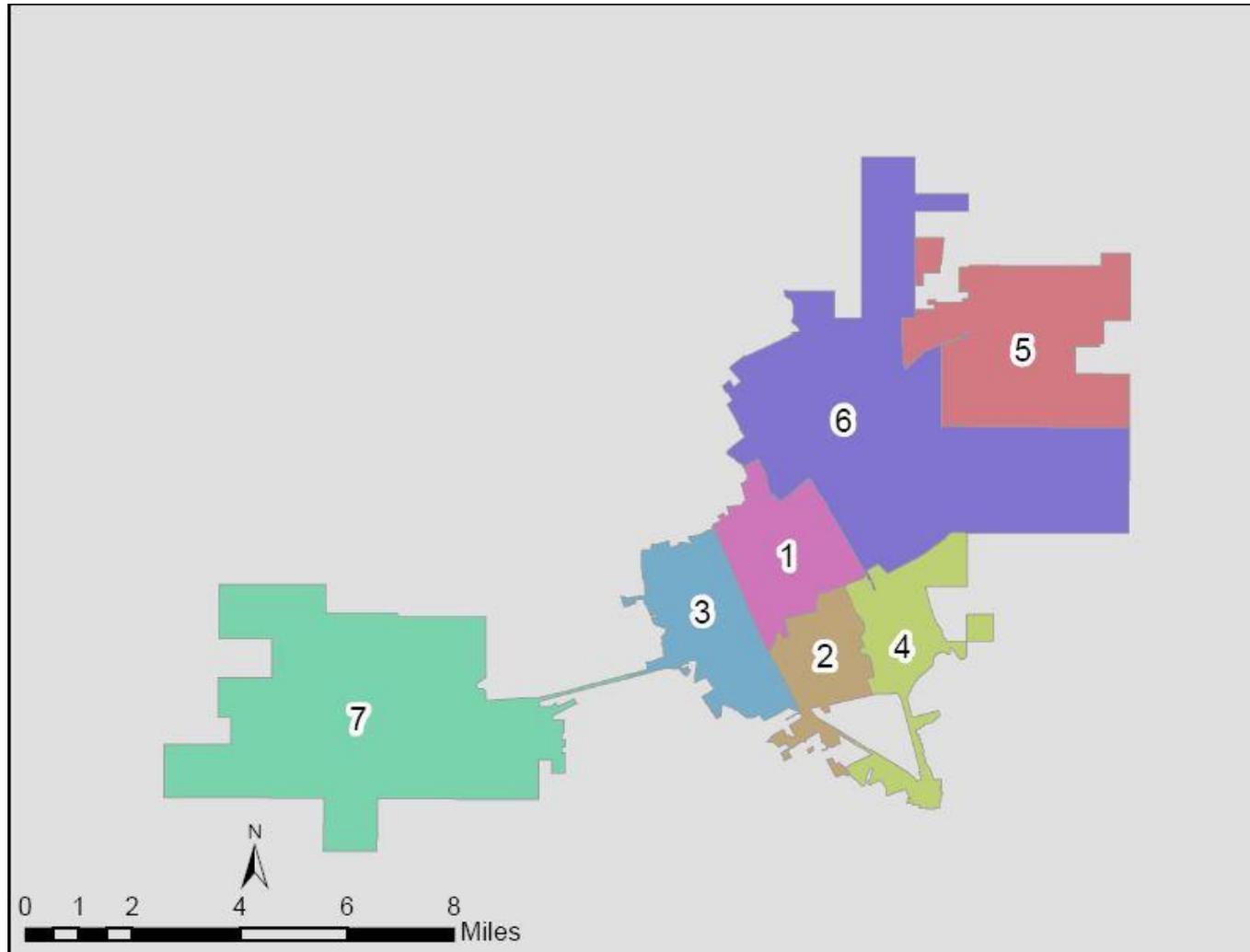
2011 ALARMS	2012 ALARMS	2013 ALARMS	2014 ALARMS	2015 ALARMS
989	811	804	778	705



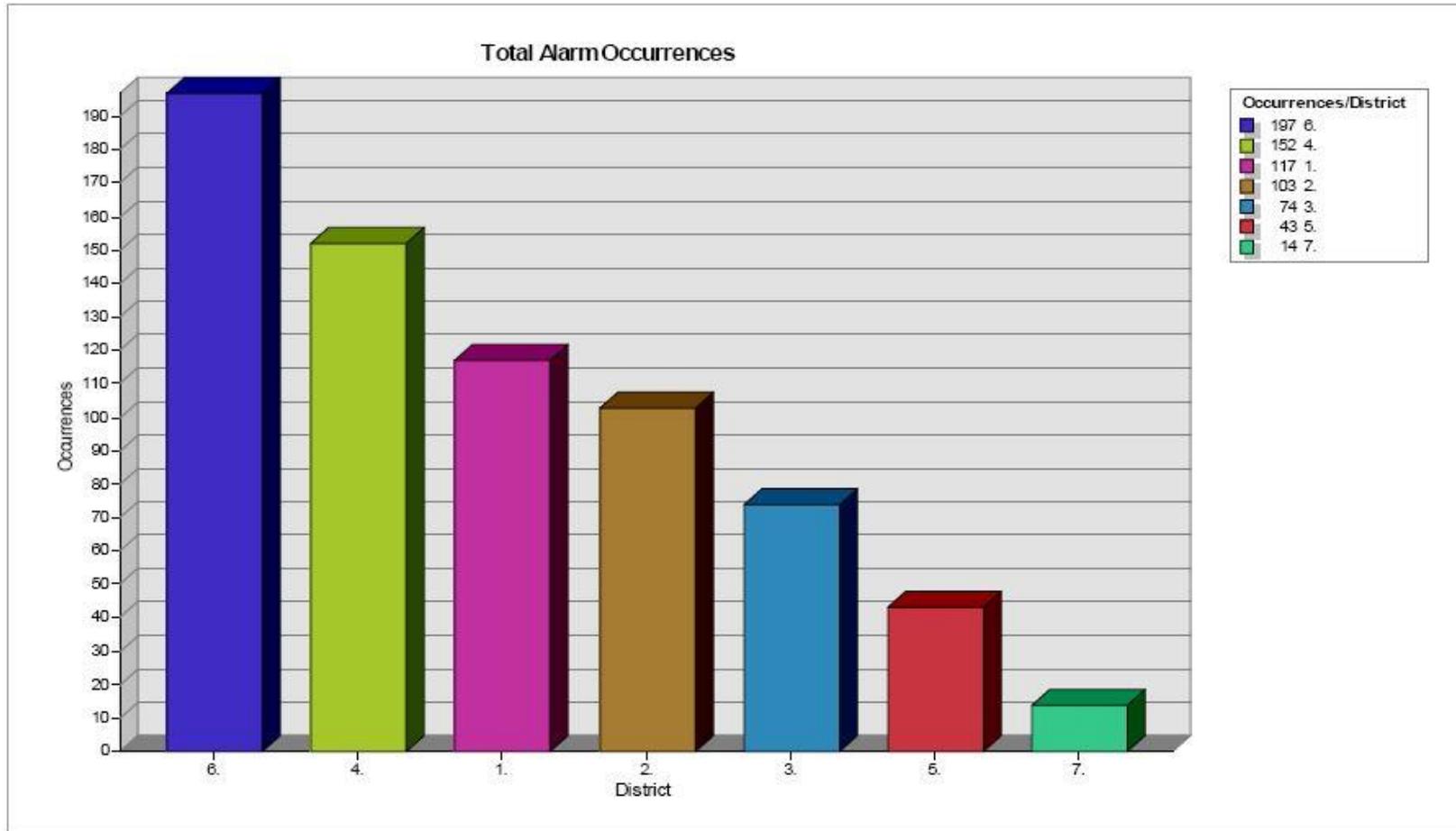
# Alarm calls LCFD 2011-2015



# 2015 Total Alarm Calls By District LCFD



# 2015 Total Alarm Calls By District LCFD



## Alarm calls LCFD 2011-2015

Fire department Unit hours spent responding to false alarm calls

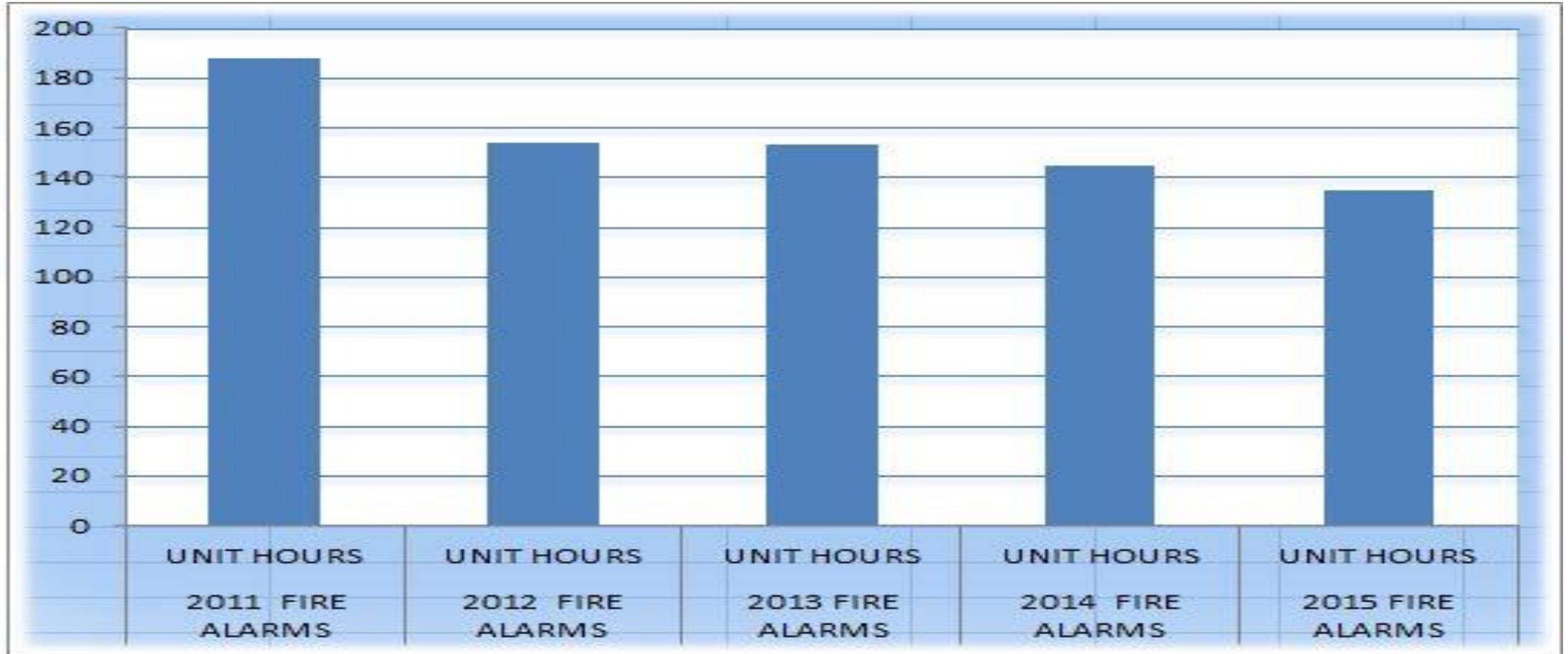
In looking at a random sample of false alarm calls for LCFD:

The average time spent per false alarm fire call, from when the call is created at dispatch until it is closed out is 11 minutes and 26 seconds-

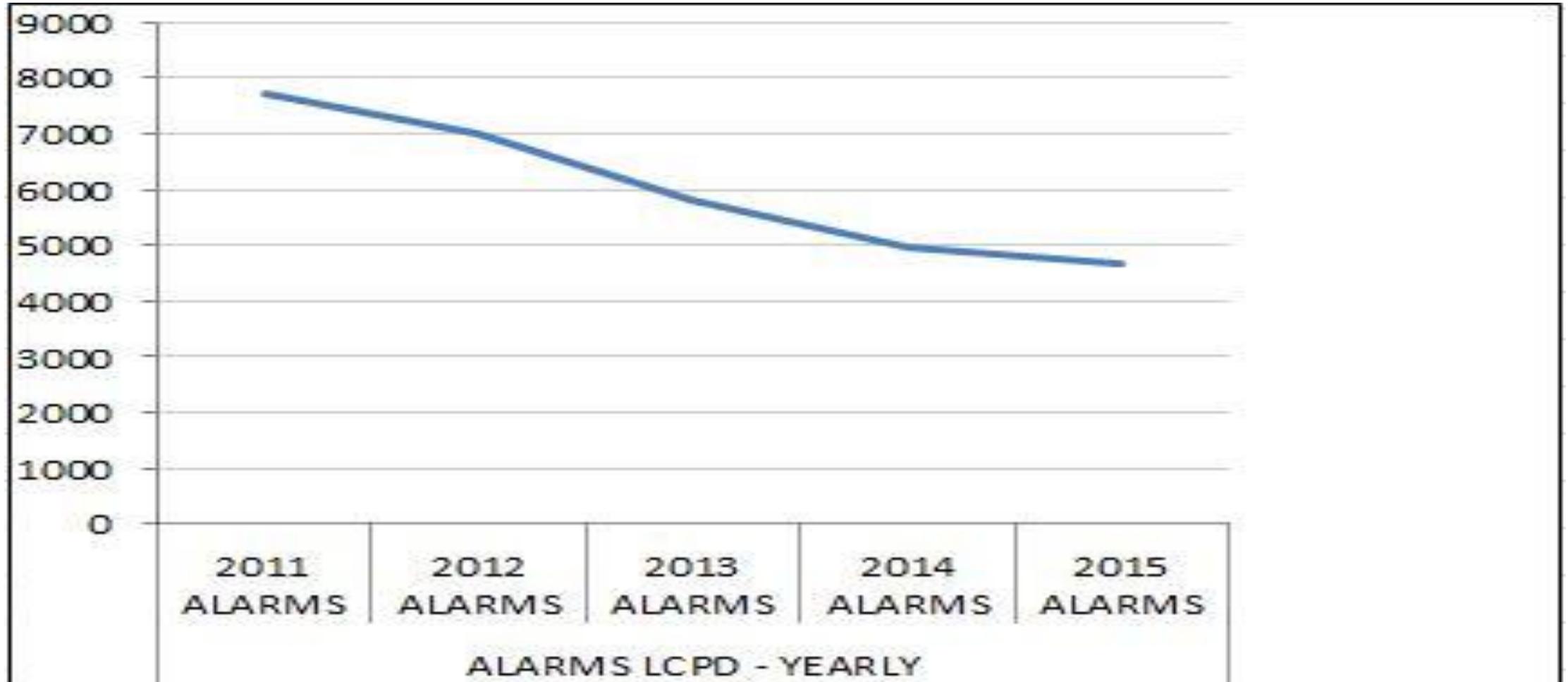
\*Fire crews when dispatched, typically consist of at least 4 fire personnel

# Alarm calls LCFD 2011-2015

Fire department UNIT hours spent responding to false alarm calls



# Alarm calls LCPD& LCFD Combined 2011-2015



# Changes needed

- Added definitions of Panic and Medical alarms and exemptions
- Commercial Alarm registration fee reduced
- Grace period deletion (language written for initial start of ordinance)
- Fingerprints no longer required for Business License or employees (installers)
- Community Development replaces City Clerk for application
- Throughout ordinance minor language additions/deletions that do not affect overall writing of ordinance

# Software for Alarm Data



- **Cry Wolf software** will be purchased and installed in the new MVRDA building along with the CAD system upgrade
- Will aid in tracking alarm companies and users
- Will aid in registrations (will add online registration portal)
- Will aid in collections of violations (allows for online fine payment, scheduling of hearings, and automates notice letters)
- Will aid in renewals (online renewals, payments and account management)

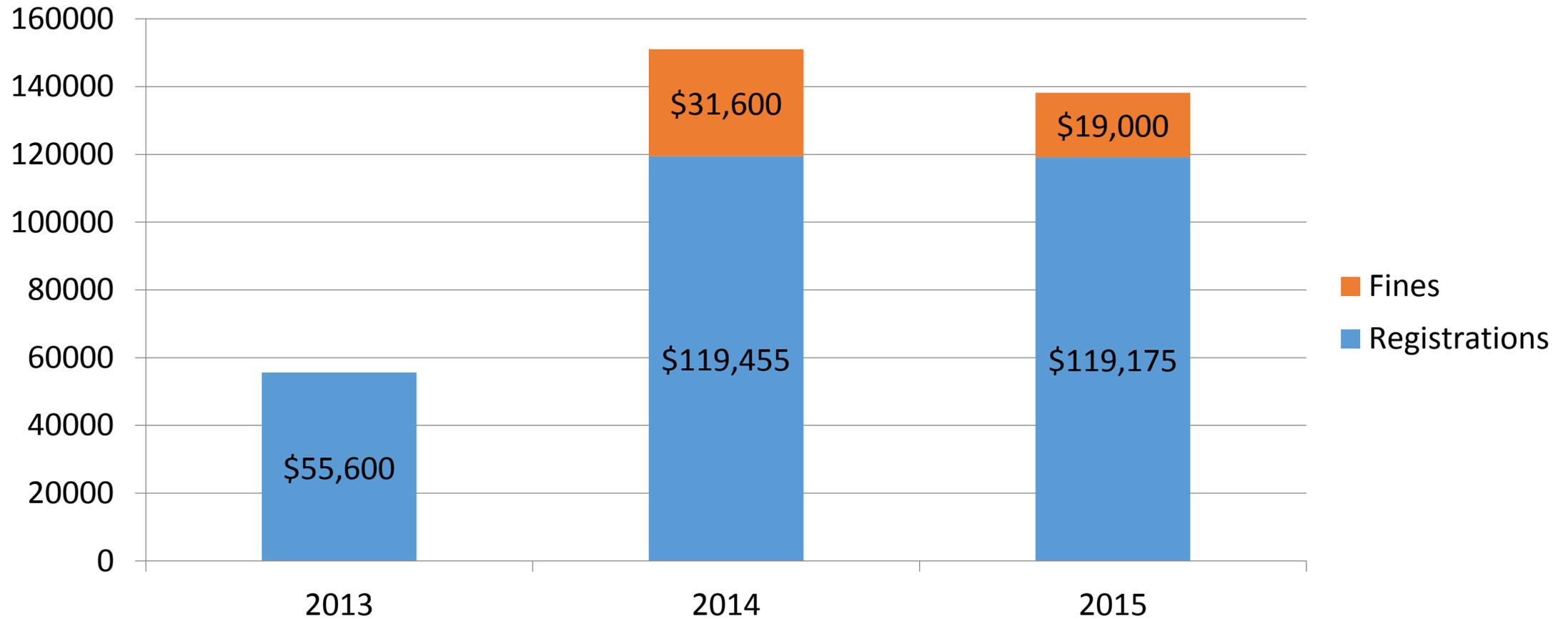
# Statistics of Registrations, Collections and Violations

- 3,783 registrations since ordinance has been enacted
- For the first year of enactment (2013) 1,890 permits were issued
- For the 2014 calendar year, 930 permits were issued
- For the 2015 calendar year, 962 permits were issued
- On December 31, 2015, there were 3,040 active permits
- There are 545 permits that have never been renewed (126 commercial and 419 residential)
- 197 permits have been cancelled (64 commercial and 133 residential)
- 2,114 renewals to date

# Statistics of Registrations, Collections and Violations

- The 2013 calendar year brought in \$55,600
- The 2014 calendar year brought in \$119,455 (\$31,600 of that was for fines)
- The 2015 calendar year brought in \$119,175 (\$19,000 of that was for fines)
- 1,147 violation letters have been issued for non registered alarms and 506 of those have been paid

# Registration, and Violation Fees Revenue



# Addressing Non Registrations

- Additional community outreach via mail notification
- 43,000 Alarm information sheets with applications were sent out along with the January 2016 CLC utility bills
- Change in ordinance wording to allow for additional enforcement towards alarm users who still have active alarms who refuse to renew
- Software implementation will increase capability of reaching out to non registered active alarm users