

# FARA/NBFAA Model Burglar Alarm Ordinance



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# FARA/NBFAA MODEL ORDINANCE GOVERNING BURGLAR ALARMS RESPONDED TO BY LAW ENFORCEMENT

## INTRODUCTION

The attached Model Security Burglar Alarm Ordinance has been prepared as a joint effort between the False Alarm Reduction Association (FARA) and the National Burglar & Fire Alarm Association (NBFAA). The FARA is an organization comprised of law enforcement officials from across the United States and Canada, who administer and implement False Alarm reduction programs. The NBFAA is an alarm industry association that promotes electronic security and life safety in the United States.

Both the FARA and the NBFAA strongly believe that false alarm reduction should be a cooperative effort among all parties involved, i.e., the alarm industry, law enforcement, and the Alarm User. To that end, we strongly suggest that **before** attempting to implement any ordinance designed to reduce the incidence of False Alarms, that your municipality form an Alarm Advisory Board. The Alarm Advisory Board should have representation by the alarm industry, law enforcement, community and business groups, and any other entity that has a stake in the reduction of False Alarms. We believe that the Alarm Advisory Board represents a fundamental step in the development and implementation of a good, effective False Alarm reduction ordinance. It fosters cooperative relations and provides every group with ownership of the final product.

This model ordinance is based on a registration system with appropriate controls to facilitate False Alarm reduction. It contains law enforcement control and administration, Alarm Company responsibilities, and requires the disciplined use of Alarm Systems by Alarm Users.

While we have recommended fees throughout the Model, Registration fees and fines should be determined on a local basis. Please call FARA, NBFAA and your state alarm association for sample registration fee and fine schedules that are used by other jurisdictions that are similar to yours.

**PLEASE NOTE:** This model ordinance is intended to serve as a **BASE FRAMEWORK** for both law enforcement and the alarm industry. It contains features that have been proven to reduce False Alarms. **It is important that the model be reviewed carefully before endorsing or recommending that it be adopted either in part or in its entirety.** There may be aspects of the model that will pose potential problems in your locale and you may decide that those characteristics should not be included in your local burglar alarm ordinance. As the model ordinance is intended for use as a guide, it is a working draft, subject to changing times, designed to help you successfully develop and implement a good security alarm ordinance.

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## FARA/NBFAA MODEL BURGLAR ALARM ORDINANCE GOVERNING ALARMS RESPONDED TO BY LAW ENFORCEMENT

### SECTION 1. PURPOSE

(A) The purpose of this ordinance is to encourage Alarm Users and Alarm Companies to properly use and maintain the operational effectiveness and proper utilization of Alarm Systems and to reduce or eliminate False Alarms which may unduly divert law enforcement from responding to criminal activity.

(B) This ordinance governs systems intended to summon law enforcement response, and requires registration, establishes fees, provides for penalties for violations, establishes a system of administration, and sets conditions for suspension or loss of registration.

### SECTION 2. DEFINITIONS

In this ordinance:

(A) **Advisory Board** means Persons designated by a governing authority that should be representative of the community, alarm industry, and law enforcement. The Advisory Board should review and recommend False Alarm reduction efforts and report to the governing authority (city council, county board, etc.).

(B) **Alarm Administrator** means a Person or Persons designated by the governing authority to administer, control and review False Alarm reduction efforts.

(C) **Alarm Company** means the business, by an individual, partnership, corporation or other entity of selling, leasing, maintaining, servicing, repairing, altering, replacing, moving, installing or Monitoring an Alarm System in an Alarm Site.

(D) **Alarm Dispatch Request** means a notification to a law enforcement agency that an alarm, either manual or automatic has been activated at a particular Alarm Site.

(E) **Alarm Registration** (or Permits) means the notification by an Alarm Company or an Alarm User to the Alarm Administrator that an Alarm System has been installed and is in use.

(F) **Alarm Review Board** should consist of five members as follows: the Alarm Administrator, a dispatcher or other Person appointed by the Law Enforcement Authority, a local Alarm Company representative appointed by either NBFAA or a local alarm association and two (2) members of the public at large, appointed by the governing authority to deal with conflicts/disputes that cannot be resolved at a lower level.

(G) **Alarm Site** means a single fixed premises or location served by an Alarm System or systems. Each tenancy, if served by a separate Alarm System in a multi-tenant building or complex shall be considered a separate Alarm Site.

(H) **Alarm System** means a device or series of devices, including, but not limited to, systems interconnected with a radio frequency method such as cellular or private radio signals, which emit or

transmit a remote or local audible, visual or electronic signal indicating an alarm condition and intended to summon law enforcement service of the municipality, including Local Alarm System. Alarm System does not include an alarm installed on a vehicle or Person unless the vehicle or Personal alarm is permanently located at a site.

(I) **Alarm User** means any Person, firm, partnership, corporation or other entity who (which) uses or is in control of any Alarm System at its Alarm Site.

(J) **Alarm User Awareness Class** means a class conducted by the municipality or Law Enforcement Agency for the purpose of educating Alarm Users about the problems created by False Alarms and responsible use and operation of Alarm Systems.

(K) **Automatic Voice Dialer** means any electrical, electronic, mechanical or other device capable of being programmed to send a prerecorded voice message, when activated, over a telephone line, radio or other communication system, to a law enforcement agency.

(L) **Cancellation** or Responding Agency Alarm Dispatch Cancellation is the process by which an Alarm Company providing Monitoring verifies with the Alarm User or responsible party that a false dispatch has occurred and that there is not an existing situation at the Alarm Site requiring law enforcement agency response.

(M) **Conversion** means the transaction or process by which one Alarm Company begins Monitoring of a previously unmonitored Alarm System or an Alarm System previously monitored by another Alarm Company.

(N) **Duress Alarm** means a silent Alarm System signal generated by the manual activation of a device intended to signal a life threatening situation or a crime in progress requiring law enforcement response.

(O) **False Alarm** means an Alarm Dispatch Request to a law enforcement agency, when the responding officer finds no evidence of a criminal offense or attempted criminal offense after having completed a timely investigation of the Alarm Site.

(P) **Holdup Alarm** means a silent alarm signal generated by the manual activation of a device intended to signal a robbery in progress.

(Q) **Keypad** means a device that allows control of an Alarm System by the manual entering of a coded sequence of numbers or letters.

(R) **Law Enforcement Authority** means the Commissioner, Superintendent, Sheriff, Chief of Police, director of a Law Enforcement Agency or an authorized representative.

(S) **License** means a License issued to an Alarm Company to sell, install, monitor, repair, or replace Alarm Systems by an authority having jurisdiction.

(T) **Local Alarm System** means any Alarm System that annunciates an alarm only by an internal or external audio device.

(U) **Monitoring** means the process by which an Alarm Company receives signals from an Alarm System and relays an Alarm Dispatch Request to the municipality for the purpose of summoning Law Enforcement response to the Alarm Site.

(V) **One Plus Duress Alarm** means the manual activation of a silent alarm signal by entering at a Keypad a code that adds one to the last digit of the normal arm/disarm code (Normal code = 1234 One Plus Duress Code = 1235)

(W) **Panic** means an audible Alarm System signal generated by the manual activation of a device intended to signal a life threatening or emergency situation requiring law enforcement response.

(X) **Person** means an individual, corporation, partnership, association, organization or similar entity.

(Y) **Takeover** means the transaction or process by which an Alarm User takes over control of an existing Alarm System, which was previously controlled by another Alarm User.

(Z) **Verify** means an attempt, by the Alarm Company, or its representative, to contact the Alarm Site by telephonic or other electronic means, whether or not actual contact with a Person is made, before requesting law enforcement dispatch, in an attempt to avoid an unnecessary Alarm Dispatch Request.

(AA) **Zones** are subdivisions into which an Alarm System is divided to indicate the general location from which an Alarm System signal is transmitted.

### **SECTION 3. REGISTRATION REQUIRED; APPLICATION; FEE; TRANSFERABILITY; FALSE STATEMENTS**

(A) No Alarm User shall operate, or cause to be operated, an Alarm System at its Alarm Site without a valid alarm registration issued by the Alarm Administrator. A separate registration is required for each Alarm Site.

(1) An additional Alarm Registration classification shall be required for Alarm Systems programmed with Duress Alarm or Holdup Alarm.

(B) The annual fee for a registration or registration renewal for an Alarm Site should reflect the administration cost. No refund of a registration or registration renewal fee will be made. The initial annual registration fee must be submitted to the Alarm Administrator within five (5) days after the alarm installation or alarm Takeover.

(1) An additional fee established by the Alarm Administrator shall be assessed for an Alarm System programmed with Duress Alarm or Holdup Alarm.

(C) Upon receipt of a completed application form and the Alarm Registration fee, the Alarm Administrator shall register the applicant unless the applicant has:

(1) failed to pay a fine assessed under Section 7 or,

(2) had an alarm registration for the Alarm Site suspended or revoked, and the violation causing the suspension or revocation has not been corrected.

(D) Each Alarm Registration application must include the following information:

- (1) the name, complete address (including apt/suite #), and telephone numbers of the Person who will be the registration holder and be responsible for the proper maintenance and operation of the Alarm System and payment of fees assessed under this article;
- (2) the classification of the Alarm Site as either residential (includes condo, mobile home, etc), commercial or apartment;
- (3) for each Alarm System located at the Alarm Site, the classification of the Alarm System, i.e., burglary, Holdup, Duress, or other, for each purpose whether audible or silent;
- (4) mailing address if different from the Alarm Site;
- (5) any dangerous or special conditions present at the Alarm Site;
- (6) name and telephone numbers of at least two individuals who are able and have agreed to receive notification of an alarm activation at any time; respond to the Alarm Site within 30 minutes; and upon request can grant access to the Alarm Site and deactivate the Alarm System if such becomes necessary;
- (7) type of business conducted at the Alarm Site;
- (8) signed certification from the Alarm User stating:
  - (a) the date of installation, Conversion or Takeover of the Alarm System, whichever is applicable;
  - (b) the name, address, and phone number of the Alarm Company performing the Alarm System installation, Conversion or Alarm System Takeover and responsible for providing repair service to the Alarm System;
  - (c) the phone number of the Alarm Company Monitoring the Alarm System if different from the installing Alarm Company;
  - (d) that a set of written operating instructions for the Alarm System, including written guidelines on how to avoid false alarms, have been left with the applicant; and
  - (e) that the Alarm Company has trained the applicant in proper use of the Alarm System, including instructions on how to avoid false alarms.
- (9) that Law Enforcement response may be based on factors such as: availability of police units, priority of calls, weather conditions, traffic conditions, emergency conditions, staffing levels, etc.

(E) Any false statement of a material fact made by an applicant for the purpose of obtaining an alarm registration shall be sufficient cause for refusal to issue a registration.

(F) An alarm registration cannot be transferred to another Person or Alarm Site. An Alarm User shall inform the Alarm Administrator of any change that alters any information listed on the registration application within five (5) business days.

(G) All fees owed by an applicant must be paid before a registration may be issued or renewed.

### **SECTION 3.1 ALARM SYSTEMS IN APARTMENT COMPLEXES**

(A) A tenant of an apartment with an Alarm System shall obtain an Alarm Registration from the Alarm Administrator before operating or causing the operation of an Alarm System in the tenant's residential unit. The owner of property manager of an apartment complex shall obtain a separate alarm registration for any Alarm System operated in offices or common areas of the apartment complex. The annual fee for these registrations or the renewal of these registrations shall be the same as the fee for a residential Alarm Site.

(B) If an Alarm System installed by an individual tenant in an apartment complex unit is Monitored, the tenant must provide the name of a representative of the apartment owner or property manager who can grant access to the apartment to the Alarm Company.

(C) For purposes of enforcing this article against an individual residential unit, the tenant is responsible for False Alarms emitted from the Alarm System in the tenant's residential unit.

(D) Each apartment unit shall be considered an Alarm Site.

### **SECTION 3.2. REGISTRATION DURATION AND RENEWAL**

A registration shall expire one (1) year from the date of issuance, and must be renewed annually by submitting an updated application and a registration renewal fee to the Alarm Administrator. The Alarm Administrator shall notify each Alarm User of the need to renew thirty (30) days prior to the expiration of the registration. It is the responsibility of the Alarm User to submit an application prior to the registration expiration date. Failure to renew will be classified as use of a non-registered Alarm System and citations and penalties shall be assessed without waiver. A \$25 late fee can be assessed if the renewal is more than thirty (30) days late.

### **SECTION 4. DUTIES OF THE ALARM USER**

(A) An Alarm User shall:

- (1) maintain the premises and the Alarm System in a manner that will minimize or eliminate False Alarms, and
- (2) make every reasonable effort to respond or cause a representative to respond to the Alarm System's location within 30 minutes when notified by the municipality to deactivate a malfunctioning Alarm System, to provide access to the premises, or to provide alternative security for the premises, and
- (3) not manually activate an alarm for any reason other than an occurrence of an event that the Alarm System was intended to report.

(B) An Alarm User shall adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal audible on the exterior of an Alarm Site will sound for no longer than ten (10) minutes after being activated (or fifteen (15) minutes for systems operating under Underwriters Laboratories, Inc. standards 365 or 609).

(C) An Alarm User shall have a properly Licensed Alarm Company inspect the Alarm System after two (2) False Alarms in a one (1) year period from the date of registration issuance or renewal. The Alarm Administrator may waive an inspection requirement if it determines that a false alarm(s) could not have been related to a defect or malfunction in the Alarm System. After four (4) False Alarms within a one (1) year period from the date of registration issuance or renewal the Alarm User must have a properly Licensed Alarm Company modify the Alarm System to be more false alarm resistant or provide additional user training as appropriate. **See Appendix A for Installers False Alarm Prevention Checklist**

(D) An Alarm User shall not use Automatic Voice Dialers.

(E) An Alarm User shall maintain at each Alarm Site, a set of written operating instructions for each Alarm System.

## **SECTION 5. DUTIES OF ALARM COMPANY**

(A) Upon enactment of this ordinance Alarm Companies shall not program Alarm Systems so that they are capable of sending One Plus Duress Alarms. Alarm Companies may continue to report One Plus Duress Alarms received from Alarm Systems programmed with One Plus Duress prior to enactment of this ordinance. However, upon enactment of this ordinance when a Takeover or Conversion occurs or if an Alarm User requests an Alarm System inspection or modification pursuant to section 4(C) of this ordinance, an Alarm Company must remove the One Plus Duress alarm capability from such Alarm System.

(B) Upon enactment of this ordinance Alarm Companies shall not install a device activating a hold-up alarm which is a single action non-recessed button. An Alarm Company must remove all single action non-recessed buttons when a Takeover or Conversion occurs.

(C) Upon enactment of this ordinance Alarm Companies shall use control panels tested for conformance to the Security Industry Association (SIA) Control Panel Standard – Features for False Alarm Reduction.

(D) After completion of the installation an Alarm Company employee shall review with the Alarm User the **Customer False Alarm Prevention Checklist (Appendix B) or an equivalent approved by the Alarm Administrator.**

(E) An Alarm Company performing Monitoring services shall:

- (1) shall offer a training period in which no request for dispatch by Law Enforcement will occur during the first 7 days after installation of an Alarm System, but rather will use that week to train the Alarm User on proper use of the Alarm System unless circumstances necessitate immediate requests for response as determined by the Alarm Administrator;
- (2) report alarm signals by using telephone numbers designated by the Alarm Administrator;

- (3) attempt to Verify every alarm signal, except a Duress and Holdup Alarm activation before requesting a law enforcement response to an Alarm System signal;
- (4) communicate Alarm Dispatch Requests to the municipality in a manner and form determined by the Alarm Administrator;
- (5) communicate Cancellations to the municipality in a manner and form determined by the Alarm Administrator;
- (6) ensure that all Alarm Users of Alarm Systems equipped with a Duress or Holdup Alarm are given adequate training as to the proper use of the Duress or Holdup Alarm;
- (7) communicate any available information (north, south, front, back, floor, etc.) about the location of the alarm;
- (8) communicate type of alarm activation (silent or audible, interior or perimeter);
- (9) provide Alarm User registration number when requesting dispatch;
- (10) endeavor to contact the Alarm User when an Alarm Dispatch Request is made; and
- (11) upon enactment of this ordinance Alarm Companies that perform Monitoring services must maintain for a period of at least one (1) year, records relating to Alarm Dispatch Request. Records must include the name, address and phone number of the Alarm User, the Alarm System Zone(s) activated, the time of Alarm Dispatch Request and evidence of an attempt to Verify. The Alarm Administrator may request copies of such records for individually named Alarm Users.

## **SECTION 5.1 ALARM COMPANY LICENSE**

The Alarm Administrator can appeal to an appropriate governmental body regulating the Alarm Company to suspend or revoke the Alarm Company's License when the Alarm Company fails to comply with the duties listed in Section 5. In the event the Alarm Administrator cannot obtain required information about the Alarm Company from the governmental body regulating the Alarm Company, the Alarm Administrator can require the Alarm Company to supply the required information in a registration with the Alarm Administrator.

*NOTE: It is desirable for all concerned to avoid redundant requirements whenever possible. When alarm companies are regulated on the state level – redundant requirements should not be imposed at the local level. In the event local licensing is adopted, the NASIR Model Electronic Security Licensing Law should be used as a base framework.*

## **SECTION 6. DUTIES OF THE ALARM ADMINISTRATOR**

- (A) The Alarm Administrator shall:
  - (1) designate a manner, form and telephone numbers for the communication of

Alarm Dispatch Requests;

- (2) establish a procedure to accept Cancellation of Alarm Dispatch Requests

(B) The Alarm Administrator shall establish a procedure to record such information on Alarm Dispatch Requests necessary to permit the Alarm Administrator to maintain records, including, but not limited to, the following information. This information may be relayed by the responding officer at the time of clearance to law enforcement dispatchers, who will then record said information on the call record.

- (1) identification of the registration number for the Alarm Site;
- (2) identification of the Alarm Site;
- (3) date and time Alarm Dispatch Request was received;
- (4) date and time of law enforcement officer arrival at the Alarm Site;
- (5) zone if available;
- (6) name of Alarm User's representative on premises, if any;
- (7) identification of the responsible Alarm Company;
- (8) whether unable to locate the address, and/or ;
- (9) cause of alarm if known.

(C) The Alarm Administrator shall establish a procedure for the notification to the Alarm User of a False Alarm. Options include but are not limited to the officer leaving a door hanger or notice at the Alarm Site. The notice shall include the following information:

- (1) the date and time of law enforcement response to the False Alarm;
- (2) the identification number of the responding law enforcement officer, and;
- (3) a statement urging the Alarm User to ensure that the Alarm System is properly operated, inspected, and serviced in order to avoid False Alarms and resulting fines.

(D) If there is reason to believe that an Alarm System is not being used or maintained in a manner that ensures proper operation and suppresses False Alarms, the Alarm Administrator may require a conference with an Alarm User and the Alarm Company responsible for the repair of the Alarm System to review the circumstances of each False Alarm.

(E) The Alarm Administrator shall oversee the creation and implementation of a Alarm User Awareness Class. The Alarm Administrator may request the assistance of Alarm Companies and a law enforcement agency in developing and implementing the class. The class shall inform Alarm Users of the problems created by False Alarms and teach Alarm Users how to operate their Alarm Systems without generating False Alarms.

## **SECTION 7. FINES**

(A) An Alarm User shall be subject to fines, warnings and suspension or revocation of registration depending on the number of False Alarms emitted from an Alarm System within a 12-month period from the date of registration or renewal based upon the following schedule:

<u># of False Alarms</u>	<u>Fines</u>
1	0
2	\$50*
3	\$100*
4 or more	\$200*(each)

\* While we have recommended fees throughout the Model, Registration fees and fines should be determined on a local basis. Please call FARA, NBF AA and your state alarm association for sample registration fee and fine schedules that are used by other jurisdictions that are similar to yours.

(B) In addition, any Person, operating a non-registered Alarm System (whether suspended or never acquired) will be subject to a citation and assessment of a \$200 fine for each False Alarm, in addition to any other fines.

(C) An Alarm User shall have the option of attending an Alarm User Awareness Class in lieu of paying one prescribed fine.

(D) If Cancellation occurs prior to law enforcement arriving at the scene, this is not a False Alarm for the purpose of fines and no fines will be assessed.

(E) The Alarm Company shall be issued a civil citation if the officer responding to the False Alarm determines that an on site employee of the Alarm Company directly caused the False Alarm. In this situation this will not be counted against the Alarm User.

(F) The Alarm Company can be issued a civil citation for failure to Verify if the Alarm Administrator determines the existence of a consistent pattern or written policy against verification.

(G) The Alarm Company can be fined if the Alarm Administrator determines that an Alarm Company employee made a false statement concerning the inspection of an Alarm Site or the performance of an Alarm System.

## **SECTION 8. SUSPENSION OF RESPONSE**

- (A) The Alarm Administrator may suspend alarm response if it is determined that:
- (1) the Alarm User has four (4) or more False Alarms in one (1) year; or
  - (2) there is a false statement of a material fact in the application for a registration; or
  - (3) the Alarm User has failed to make timely payment of a fine assessed under Section 7 or fee assessed under Section 3.
  - (4) the Alarm User has failed to submit a written certification from an Alarm Company, that complies with the requirements of this article, stating that the Alarm System has been inspected and repaired (if necessary) by the Alarm Company.

(B) A Person commits an offense if he/she operates an Alarm System during the period in which his alarm registration is suspended and is subject to enforcement and penalties set in Section 12. An Alarm Company commits an offense if it continues to request Law Enforcement dispatch to an Alarm Site after notification by the Alarm Administrator that the registration has been suspended or revoked and is subject to enforcement and penalties set in Section 12.

(C) Unless there is separate indication that there is a crime in progress, the Law Enforcement Authority may refuse law enforcement response to an Alarm Dispatch Request at an Alarm Site for which the alarm registration is suspended.

(D) If the alarm registration is reinstated pursuant to Section 10, the Alarm Administrator may suspend alarm response if it is determined that two (2) False Alarms have occurred within sixty (60) days after the reinstatement date.

## **SECTION 9. NOTIFICATION**

The Alarm Administrator shall notify the Alarm User in writing after the first, second and third False Alarms. The notification shall include: the amount of the fine for each False Alarm, notice that the Alarm User can attend Alarm User Awareness Class to waive a fine, the fact that response will be suspended after the fourth False Alarm and a description of the appeals procedure available to the Alarm User.

The Alarm Administrator will notify the Alarm User and the Alarm Company in writing after the fourth False Alarm that alarm response has been suspended. This notice of suspension will also include the amount of the fine for each False Alarm and a description of the appeals procedure available to the Alarm User and the Alarm Company.

## **SECTION 10. APPEALS**

(A) An Alarm User may appeal the assessment of a fine, suspension, or request reinstatement to the Alarm Administrator. An appeal fee of \$25 will accompany the appeal by the Alarm User. Appeal fees will be returned to Alarm User if the appeal is upheld. The filing of an appeal with the Alarm Administrator stays the assessment of the fine or suspension until the Alarm Administrator makes a final decision.

(1) The Alarm User shall file a written appeal to the Alarm Administrator by setting forth the reasons for the appeal within ten (10) days after receipt of the fine.

(B) If the Alarm Administrator denies the issuance or renewal of an Alarm Registration, or suspends response, the Alarm Administrator shall send written notice of the action and a statement of the right to an appeal to either the applicant or Alarm User and the Alarm Company.

(C) A second level of appeal is available to the Alarm Review Board in cases where the Alarm User is not satisfied with the decision reached at a lower level.

(1) The applicant or Alarm User or the Alarm Company on behalf of the Alarm User may appeal the decision of the Alarm Administrator to the Alarm Review Board by filing a written request for a review setting forth the reasons for the appeal within twenty (20) days after receipt of the notice from the Alarm Administrator.

(2) The Alarm Review Board shall conduct a formal hearing and consider the evidence by any interested Person(s). The Board shall make its decision on the basis of the preponderance of evidence presented at the hearing. The Board

must render a decision within thirty (30) days after the request for an appeal hearing is filed. The Board shall affirm or reverse the assessment of the fine. The decision of the Board is final as to administrative remedies of the municipality.

- (3) Filing of a request for appeal shall stay the action by the Alarm Administrator suspending a registration or requiring payment of a fine, until the Alarm Review Board has completed the review. If a request for appeal is not made within the twenty-day (20) period, the action of the Alarm Administrator is final.

## **SECTION 11. REINSTATEMENT**

(A) A Person whose alarm response has been suspended may have alarm response reinstated by the Alarm Administrator or the Alarm Review Board if the Person has abided by one or more of the following:

- (1) submits an updated application and the registration fee;
- (2) pays, or otherwise resolves, all citations and fines;
- (3) submits a certification from an Alarm Company, that complies with the requirements of this article, stating that the Alarm System has been inspected and repaired (if necessary) by the Alarm Company;
- (4) payment of a municipality inspection and reinstatement fee of \$50.

And one or more of the following, if applicable:

- (1) submits proof that an employee of the Alarm Company caused the False Alarm;
- (2) files with the Alarm Administrator, a certificate showing that the Alarm User has successfully completed the Alarm User Awareness Class as provided under Section 6 (E);
- (3) files with the Alarm Administrator a written statement from a municipality alarm inspector designated by the Law Enforcement Authority that the alarm or Alarm System has been inspected and found to be in good working order or repaired so as to be in good working order;

## **SECTION 12. ENFORCEMENT AND PENALTIES**

Enforcement of this ordinance may be by civil action as provided in (\*), and/or by criminal prosecution, as provided in (\*) for offenses under municipal law.

\* Reference appropriate section of your municipal code.

## **SECTION 13. CONFIDENTIALITY**

Information contained in registration application and applications for appeals shall be held in confidence by all employees or representatives of the municipality and by any third-party administrator or employees of a third-party administrator with access to such information.

## **SECTION 14. GOVERNMENT IMMUNITY**

Registration of an Alarm System is not intended to, nor will it, create a contract, duty or obligation, either expressed or implied, of response. Any and all liability and consequential damage resulting from the failure to respond to a notification is hereby disclaimed and governmental immunity as provided by law is retained. By registering an Alarm System, the Alarm User acknowledges that police response may be based on factors such as: availability of police units, priority of calls, weather conditions, traffic conditions, emergency conditions staffing levels.

**Appendix A:**

**INSTALLER FALSE ALARM PREVENTION PROGRAM CHECKLIST**

- | Yes   | No    |   |
|-------|-------|---|
| _____ | _____ | 1. If a duress feature was installed, I thoroughly explained it and I did not use "1+" keypad coding.   |
| _____ | _____ | 2. I confirmed that the control panel has been programmed so that:  |
| _____ | _____ | a. it will not transmit more than ___ alarm signals from the same zone until manually restored at the premises. (Recommend no more than two.)   |
| _____ | _____ | b. it will delay at least fifteen seconds before initiating dialing on intrusion alarm signals.   |
| _____ | _____ | c. it has adequate delay time on entry/exit doors (delay of 45 seconds or more is recommended).   |
| _____ | _____ | d. a cancel code can be entered by the customer to cancel accidental alarms.  |
| _____ | _____ | 3. I verified that police and fire panic buttons cause a siren or speaker to sound and that medical panic buttons cause an audible signal.  |
| _____ | _____ | 4. I verified that the keypad(s) emit sufficient sound to inform occupants when an entry/exit door sensor has been triggered.   |
| _____ | _____ | 5. I installed and tested standby/backup power.   |
| _____ | _____ | 6. I reviewed the "Customer False Alarm Prevention Checklist" with the customer.  |
| _____ | _____ | 7. I determined whether the customer had special telephone features, such as call waiting, and took appropriate steps to allow proper control panel dialing and monitoring center verification.   |
| _____ | _____ | 8. I made sure the control panel was properly grounded.   |
| _____ | _____ | 9. I made sure that all door and window contacts were properly selected, installed and tested. I considered loose fitting doors and windows, whether wide gap contacts were needed, and steel doors and windows. I followed the manufacturer's installation instructions. |
| _____ | _____ | 10. I made sure all glass breakage sensors were properly selected, installed and tested. I gave consideration to pets, on site noises and the general environment. I followed the manufacturer's installation instructions.   |
| _____ | _____ | 11. All motion type detectors were properly selected, properly installed and tested. I gave consideration to pets, sunlight, other heat sources, and harsh environments. I followed the manufacturer's installation instructions.   |

Please explain if you answered "No" to any of the above items: \_\_\_\_\_

\_\_\_\_\_

Installation Technician

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Appendix B:

**CUSTOMER FALSE ALARM PREVENTION CHECKLIST**

- Yes      No (Check One)
- \_\_\_      \_\_\_ I have been trained in the proper operation of the system.
  - \_\_\_      \_\_\_ I have been given a summary operating sheet.
  - \_\_\_      \_\_\_ I have been given the security system operating manual.
  - \_\_\_      \_\_\_ I know how to cancel an accidental alarm activation.
  - \_\_\_      \_\_\_ I have the cancellation code.
  - \_\_\_      \_\_\_ I know how to turn off motion detectors while leaving other sensors on.
  - \_\_\_      \_\_\_ I know how to test the system, including the communication link with the monitoring center.
  - \_\_\_      \_\_\_ I understand the length of the delay time on designated entry/exit doors and I believe this will provide sufficient time to get in and out of the premises. My entry time is \_\_\_\_\_. My exit time \_\_\_\_\_.
  - \_\_\_      \_\_\_ I have the alarm company phone number to request repair service or to ask questions about the alarm system.
  - \_\_\_      \_\_\_ I have been offered the option of a training/no dispatch period.
  - \_\_\_      \_\_\_ I understand that indoor pets can cause false alarms and I will contact my alarm company to adjust the system if I acquire any additional indoor pets.
  - \_\_\_      \_\_\_ I know where the main control panel and transformer are located.
  - \_\_\_      \_\_\_ I have received an alarm sheet which describes how the alarm company will communicate with me in the event of various alarm signals.
  - \_\_\_      \_\_\_ I understand the importance of keeping my emergency contact information updated and I know how to do this.
  - \_\_\_      \_\_\_ I understand the importance of immediately advising the alarm company if my phone number changes (including area code changes).
  - \_\_\_      \_\_\_ I understand the importance of any other changes to my telephone service such as call waiting or a fax line.
  - \_\_\_      \_\_\_ I have been made aware of the alarm ordinance, if any, that governs the operation of system and I will comply with applicable requirements (permits, fees, etc.).
  - \_\_\_      \_\_\_ I will advise the alarm company if I do any remodeling (such as extensive painting, moving walls, doors or windows).
  - \_\_\_      \_\_\_ I understand that certain building defects (such as loose fitting doors or windows, rodents, inadequate power, and roof leaks) can cause false alarms. I will correct these defects as I become aware of them.
  - \_\_\_      \_\_\_ The alarm company has given me written false alarm prevention techniques to help me prevent false alarms.
  - \_\_\_      \_\_\_ I understand it is my responsibility to prevent false alarms and I understand it is critical and my responsibility to assure that all users of the system (such as residents, employees, guests, cleaning people, and repair people) are trained on the proper use of the system.

Comments: \_\_\_\_\_  
\_\_\_\_\_

ALARM COMPANY

CUSTOMER

\_\_\_\_\_

\_\_\_\_\_

Print Name(s)

By: \_\_\_\_\_

\_\_\_\_\_

Signature(s)

\_\_\_\_\_ Date