
Alarm Ordinance Enforcement

352.1 PURPOSE AND SCOPE

The purpose of this policy is to establish procedures for the enforcement of San Leandro Municipal Ordinance 4-6-100 entitled "Public Welfare - Alarm Systems."

Alarm users are responsible for the efficient use of their alarm systems. Alarm users, whether knowingly or not, who permit false alarms to occur in violation of this ordinance are subject to fines on an escalating scale. Therefore, every alarm must be properly investigated and documented.

352.2 FIELD PERSONNEL RESPONSIBILITIES

- (a) Field personnel will respond to all dispatched alarms in accordance with established procedures.
- (b) Field personnel will establish the validity or falseness of every alarm and will notify Communications personnel, bearing in mind that each false alarm could eventually result in a fine.
- (c) Field personnel will obtain and relay to Communications personnel the name and/or occupation of any person found at the scene of an alarm.
- (d) Field personnel will notify Communications of other alarm violations (e.g., audible alarms must reset within 15 minutes; audible alarms must not emit a sound similar to an emergency siren; upon request of the Police Department, a representative must respond to the site within thirty (30) minutes, etc.).
- (e) Field personnel will notify Communications of any condition which may have generated an alarm beyond the control of the alarm user (e.g., acts of nature, vehicular collisions into the building, etc.).

352.3 COMMUNICATIONS RESPONSIBILITIES

Communications personnel will determine from the responding field units if a false alarm has occurred and will observe the following procedures:

- (a) Communications personnel will dispatch units and obtain information in accordance with established procedures.
- (b) Communications personnel will enter all appropriate data (received from the reporting party and from field personnel) into CAD Comments for each individual alarm incident including but not limited to the name of the reporting party, the operator number or address of the reporting party, and the telephone number.
- (c) Communications personnel, whether through the alarm company or by attempting a call to the premises by directly checking for business information in the CAD Premise files, will make an effort to ensure a responsible party is notified each time an alarm is activated. Every attempt at notification will be documented in CAD Comments.

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352.4 FALSE ALARM NOTIFICATION AND BILLING

Alarm users are allowed a minimum of two false alarms within any 90-day period without incurring false alarm penalties. False alarms in excess of the minimum will be assessed a penalty fee established by City Council resolution.

Under the direction of the Traffic Sergeant, or designee, a Police Service Technician (PST) will log all alarms and provide and maintain a history file for each individual alarm user.

- (a) Upon receipt of an initial alarm, whether valid or false, a designated PST will determine if there is an alarm registration form on file and, if not, will send a form to the alarm user for return and input into the CAD Premise files. The designated PST will also prepare a Notice of First False Alarm letter to be directed to the alarm user. An alarm brochure will also be provided to familiarize the user with the alarm ordinance.
- (b) Upon receipt of the second false alarm within any 90-day period, the designated PST will prepare a Notice of Second False Alarm letter to be directed to the alarm user. The letters will notify the alarm user that additional false alarms within this same period will result in penalty fees.
- (c) For the third and any subsequent false alarms received within any 90-day billing cycle, the designated PST will prepare an invoice with billing information and false alarm penalty fees to be forwarded to the alarm user for payment to the Finance Department.
- (d) Alarm users who wish to appeal their billing should be directed to submit a written appeal to the Traffic Sergeant within 10 days of the receipt of their bill.
 1. The Traffic Sergeant, or his designee, will investigate the circumstances regarding the false alarm and respond in writing within ten (10) days to each request for appeal.
 2. Each appeal shall be considered on an individual basis.
 3. If an appeal is approved, fees may be either canceled or reduced.
 4. The Finance Department shall be advised in writing of any cancellation or fee reduction.

352.5 VIOLATIONS OTHER THAN FALSE ALARMS

The Alarm Ordinance also contains several regulatory and technical sections. The Dispatch Supervisor assigned to the day shift shall make every effort to contact alarm users to obtain voluntary compliance whenever necessary.

352.6 RESCINDED POLICY

This policy rescinds San Leandro Operation Directive 85-09.