

2. A false alarm shall not be charged against a permittee if it can be determined that the alarm was activated by a telephone line problem or a utility power outage lasting more than four (4) hours.
- B. Service charges authorized in Section 6404A of this chapter will be set in an accelerating scale determined by the frequency of false alarms after the authorized false alarm standard is met as set forth in the resolution establishing fees and services for various municipal services. Service charges shall be due within fifteen (15) days of the billing date.

C. Alarm System Fees

1. Alarm System Use Permit Fee - **\$40.00**
2. False Alarm Service Charges
 - a. False alarm 4, 5 and 6 in any 60 day period - **\$135.00**
 - b. False alarm 9, 10 and 11 in any 360 day period - **\$135.00**
 - c. False alarm 7 and 8 in any 60 day period - **\$270.00**
 - d. False alarm 12 and 13 in any 360 day period - **\$270.00**
 - e. Each additional false alarm after the 8th in any 60 day period - **\$401.00**
 - f. Each additional false alarm after the 13th in any 360 day period - **\$401.00**

Section 6405

Backup Power Supply

- A. All alarm systems shall be supplied with an uninterruptable power supply in a manner that failure or interruption of normal electrical service shall not activate the alarm system.
- B. The backup power supply shall be capable of at least four (4) hours of operation.
- C. All alarm systems installed prior to the enactment of this ordinance shall be required to comply with this section within six (6) months of the date the ordinance becomes effective.

Section 6406

Impermissible Systems and Uses

- A. No person shall use or operate, cause to be used or operated, arrange, adjust, program or otherwise provide for or install, any device or combination of devices that will, upon activation, either mechanically, electrically, or automatically, or by other means initiate the intrastate calling, dialing or connection to any police number line or instrument assigned to the Concord Police Department.
- B. No person shall operate or use any alarm system that emits a sound similar to that of an emergency vehicle, siren or civil defense warning system.
- C. No person shall use or operate any alarm system that emits an exterior audible sound when such emission does not automatically cease within fifteen (15) minutes.
- D. No person shall operate or use a burglary alarm system for any other purpose than detecting and reporting an unauthorized entry upon the property protected by the system, or operate or use a robbery alarm for any other purpose than reporting a robbery.

Section 6407

Appeals

- A. Any person:
 1. Denied an alarm use permit,
 2. Whose alarm use permit has been revoked;
 3. Denied an alarm use permit reissuance,
 4. Who has received an alarm service charge assessment;
 may appeal the action in writing to the Chief of Police.
- B. Within five (5) days of receipt of an appeal, the Chief of Police shall render a written decision on the appeal. If the appeal is denied, such decision shall be effective immediately upon service to the applicant/permittee or shall be effective ninety-six (96) hours after being deposited in the course of transmission with the United States Postal Service.

- C. If the permittee or applicant is dissatisfied with action of the Chief of Police, such applicant or permittee may appeal such action to the City Council pursuant to Section 2901 of this code.

Section 6408

Liability Limitation

- A. The City shall be under no duty or obligation to alarm use permittees or any other persons by reason of any provision of this chapter. This includes, but is not limited to, any defects in police alarm boards, or delays in transmissions and/or responses to an alarm call.

Section 6409

Penalties

- A. Violations of this chapter, unless specifically identified herein, are deemed infractions and may be punishable in accordance with Section 1202 of this code.

How to Reduce False Alarms

1. Be sure to have a good quality alarm system that has been installed by a licensed alarm company.
2. Be sure that all of your employees are familiar with how your alarm system works.
3. Have your alarm system tested on a regular basis.

The Concord Police Department will assist you in any way with your alarm needs as well as give you further ideas on crime prevention, at your request.

Remember to provide the police with at least three people we can contact after hours in case of any emergency and be sure to keep this list current. In this way, we can assist you in caring for your business or home.



False Alarms

City Ordinance 86-9



Prepared as a public service by:
Concord Police Department
 1350 Galindo Street
 Concord, CA 94520

Police Emergency: 911
Fire/Ambulance: 911
Police Business: 671-3220
Crime Prevention: 671-3200

False Alarms

The Concord Police respond to well over 2800 alarms annually. Of these, better than 98% are false. They are the result of employee error, janitors and faulty equipment. As a result, more than 1400 hours of officers' time are spent annually in response to these false alarms. This means there is that much less time they have for needed police work. In addition, this creates a very hazardous situation for the officers and citizens. Officers, attempting to respond as quickly as is reasonable, increase their chances of accidents and, more importantly, get lulled into a feeling of "just another false alarm", thus failing to take proper safeguards and open themselves to personal hazard when the alarm is valid.

Alarm Ordinance

The City of Concord has adopted an alarm ordinance that defines our alarm policy, outlines what is to be considered excessive false alarms and outlines our procedure for fees and charges for excessive false alarms. The Police Department is not trying to discourage citizens from using alarm systems, but we are trying to encourage responsible use. Alarm systems provide an important asset to crime prevention and crime detection.

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False alarms pose a hazard to police officers and the general public, divert police officers from useful duties, and therefore cause a waste of police services. The purpose of this chapter is to reduce or eliminate the incidence of false alarms.

Section 6400

Definitions

- A. **Alarm Agent** - An employee, licensed by the State of California, and employed by or acting on behalf of an alarm company.
- B. **Alarm Company** - A business, licensed by the State of California, and employed by or acting on behalf of an alarm company.
- C. **Alarm System** - A functionally related group of electrical or mechanical components that serve to detect, warn or alert by means of sound or signal.

- D. **Burglary Alarm System** - An alarm system designed to detect and alert an unauthorized entry into a premise.
- E. **False Alarm** - An activation of an alarm system which is designed to detect and/or report a particular type of event when, in fact, that particular type of event has not occurred nor is there evidence that it occurred.
- F. **Monitored Alarm System** - An alarm system which signals a monitoring agency of a detection or warning.
- G. **Robbery Alarm System** - An alarm designed to alert persons, or agencies, or law enforcement, etc., a theft is being accomplished by force or threat.

Section 6402 A-1

Exemptions

Alarm systems which are not designed to summon public and/or Concord Police Department attention, but which are privately monitored and responded to, are exempt from this requirement.

Section 6402

Alarm Use Permit and Issuance

- A. No person shall install or use an alarm system on any premises within the City limits of Concord until they have obtained an alarm use permit from the Concord Police Department.

B. Applicants for an alarm use permit shall provide the following information on a form provided by the Concord Police Department.

1. The name, address and telephone number of the applicant.
 2. The location (address and business name, if applicable) at which the alarm system is to be installed/used.
 3. If applicable, the name, address and telephone number of the alarm company installing the alarm system.
 4. A description of the type of alarm system intended for installation/use.
 5. The name and telephone number of at least two (2) emergency response contacts capable of responding within thirty (30) minutes to the alarm location, if requested. The alarm use permittee shall contact the Concord Police Department, Administrative Services Division to update information concerning emergency response contacts by the next normal business day.
 6. If the billing address is different than the alarm location, complete the billing address section on the Alarm Permit Application.
- C. Upon receipt of application for an alarm use permit, the Concord Police Department shall issue a permit for the designated premises unless the Concord Police Department finds that good cause exists to deny that permit. Good cause to deny the permit shall include:

1. Installation and use of alarm systems which are impermissible as defined in Section 6406 of this chapter.
 2. Failure of the applicant to pay the alarm permit fee described below.
- D. In the event an alarm use permit is denied, the Commander of the Concord Police Department, Administrative Services Division or his/her designee shall set forth the justification in writing.
- E. The alarm use permittee shall pay an alarm use permit issuance fee of \$40.00.

Section 6403

Revocation and Reissuance of Alarm Use Permits

- A. If good cause exists, an alarm use permit may be revoked. Good cause for revocation shall include, but not be limited to:
 1. Failure to take corrective measures to prevent false alarms in excess of ten (10) in any thirty (30) consecutive day period, or in excess of twenty (20) in any one hundred and eighty (180) consecutive day period.
 2. Failure to pay service charges resulting from excessive false alarms as authorized by Section 6404 of this chapter.
- B. Notice of alarm use permit revocation shall be made by the Administrative Services Division of the Concord Police Department to the permittee.
- C. Use of an alarm system after permit revocation notification has been issued is unlawful and may result in a fine of up to \$500 for each documented occurrence.
- D. Revoked permits may be reissued by the Police Department if the former permittee can show that action has been taken to correct the cause or causes which resulted in the revocation of the original alarm use permit. Reissuance of an alarm use permit shall be accomplished by the same procedure detailed in Section 6402 of this chapter.

Section 6404

False Alarm Service Charges

- A. A service charge shall be imposed on any Concord alarm system permittee for each false alarm response made by the Concord Police Department in excess of three (3) responses in any sixty (60) consecutive day period, or in excess of eight (8) responses in any three hundred and sixty (360) consecutive day period.
 1. Multiple false alarms occurring in any twenty-four (24) hour period shall be charged as one (1) to furnish time for corrective action by the permittee.