

**City
of**

Milwaukee

*INTERDEPARTMENTAL CORRESPONDENCE
LEGISLATIVE REFERENCE BUREAU*

Memorandum

To: Ald. Robert Puentes, Chair
Private Alarms system Task Force

From: Richard L. Withers ext 8532

Date: April 14, 2010

Re: Information Related to Third Party Alarm Permit Administration
Meeting of April 15, 2010 - Agenda Item 3
Permitting of Alarm Systems

The Private Alarm System Task Force is scheduled to discuss programs permitting or registering individual alarm systems. Task force member Chris Utter provided the Bureau with a list of third-party alarm administration companies that was compiled by the False Alarm Reduction Association (FARA).

In conducting background research on these companies and the systems they administer, I picked 3 systems that appear to have a good track record for administering permit registration, incident tracking, and non-verified alarm penalty billing for municipalities.

The following information is provided as background to the task force about alternative options for third-party administration of private alarm permitting systems if the task force determines to recommend that a residential or business permit system should be implemented. This is not an endorsement of any of the identified companies, but the information may be helpful to the task force in formulating a recommendation about the feasibility of implementing a permit system. Each of the companies claims that implementation has been at no cost to the municipalities they work with. Income is taken from a portion of the fees, service charges or fines collected.

The City may also be in a position to develop an internal capacity to administer a permit or registration system. Policy decisions for internal management would include the question of which department would be the lead agency. Most alarm management programs involve primary coordination or primary contact with the municipal law enforcement agency and an identified alarm system manager.

APB OneSourceSolutionSM

This company provides alarm system administration for the City of St. Louis, Missouri, among others. The system provides for alarm registration, billing and collection of registration fees and for false alarm penalties. The system includes a variety of statistical reports and also management tools for citizen (alarm customer) management and for dealer management. A copy of the APB Services Flow Diagram is attached.

Also attached is a copy of the St. Louis ordinance. Some key features of the ordinance include training requirements for contactors, requirements that contractors train subscribers, registration of alarm systems, alarm verification procedures established between alarm companies and subscribers, a false alarm service fee schedule (not a forfeiture), suspension for false alarms, limits on responding to revoked alarm systems, and a prohibition on automatic dialing and panic burglary alarms.

CryWolf False Alarm Solutions®

This company will either install a system or provide outsourced services to manage alarm registration and false alarm reduction. The company, based in Baltimore, Maryland, serves Anne Arundel County. The company will customize the system offering a variety of options including fee and fine collection and support for hearings and appeals actions relating to either fines or permit revocation. Attached is a brief description of the services provided by CryWolf.

Also attached is a copy of the Anne Arundel County ordinance. The County requires registration of alarm businesses and alarm systems. The ordinance provides that alarm registration information will be kept confidential (it's not clear that this is possible in Wisconsin, but should be explored if an alarm registration or permit system is implemented). Alarm system registrations are subject to denial or suspension.

False Alarm Management Solution (FAMS)TM

This program is sponsored by the PMAM Corporation of Irving, Texas. The company claims to have established multiple systems in municipalities across the country handling alarm system registration, penalties, suspensions, reinstatements and providing public officials with data on all occurrences and transactions, all at no charge to the municipalities. The company references the City of Richardson, Texas, as an example of a successful system on its web site. Richardson policy-makers determined that responses to false alarms were creating an excessive burden on municipal resources. An RFP was prepared that required the following of a successful bid:

- Deliver software that accurately maintains and tracks false-alarm data
- Send alarm permit renewal applications to citizens
- Send alarm permit applications to residents who have unregistered alarms
- Generate daily "call data" reports
- Notify and/or invoice alarm owners who have excessive alarm activity

- Collect all fees
- Notify defaulters of overdue fees
- Reconcile accounts
- Identify and target alarm owners responsible for a high number of false alarms with educational material to increase awareness and inspire compliance
- Respond to all citizen inquiries in a timely manner
- Provide required information and reports to RPD and other city officials

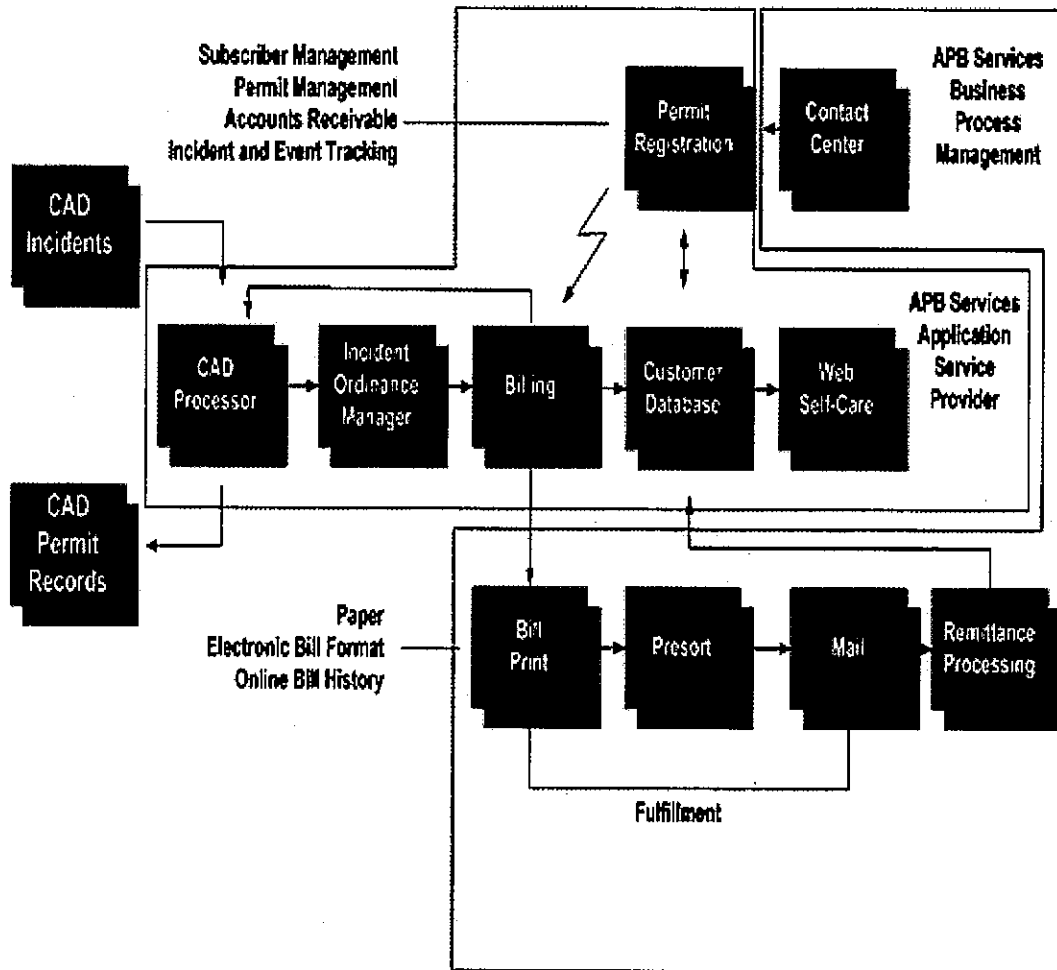
The system of third-party administration supplied by FAMS appears to have met the objectives of the RFP and provides the following:

- Web-based, self-service capabilities for alarm owners
- Account history with dates and times of all calls at each alarm location
- Online bill payment
- Detailed invoice generation, with the history of all false alarms
- Tracking new and existing permits
- Customized false alarm and violation reports
- Billing notifications
- Collection services
- Administrator real-time summary information

I reviewed several additional programs of third-party alarm administration and I can provide further information if requested. I also found several companies that have developed software and software/hardware solutions that can be provided to municipal agencies for internal administration. Please let me know if the task force has any questions.

LRB10081-memo 3
RLW
4/14/2010

APB SERVICES BPM/ASP FLOW DIAGRAM



St. Louis City Ordinance 66264

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Official printed copies of St. Louis City Ordinances may be obtained from the Register's Office at the St. Louis City Hall.

**FLOOR SUBSTITUTE
BOARD BILL NO. [03] 436**

INTRODUCED BY ALDERMAN DANIEL KIRNER, STEPHEN GREGALI, JENNIFER FLORIDA, LEWIS REED, JOSEPH VOLLMER, KENNETH ORTMANN

An Ordinance repealing Ordinance 62305 regulating burglary and robbery alarm systems, alarm businesses, alarm agents and alarm subscribers and enacting in lieu thereof a new Ordinance relating to the same subject matter and containing a penalty clause and a severability clause.

BE IT ORDAINED BY THE CITY OF ST. LOUIS AS FOLLOWS:

Section One. Introduction.

Ordinance 62305 is hereby repealed in its entirety and enacted in lieu thereof is the following:

Section Two. Definitions.

For the purpose of this Ordinance, the following terms, phrases, words and their derivations shall have the meaning given herein:

"ALARM AGENT" means any person who is employed by an alarm business, either directly or indirectly, whose duties include any of the following: selling, leasing, installing, maintaining, servicing, repairing, altering, replacing, moving or removing any alarm system in any building, structure or facility.

"ALARM BUSINESS" means any legally licensed business, regardless of the jurisdiction in which located, which is engaged in the selling, leasing, installing, maintaining, servicing, repairing, altering, replacing, moving or removing any alarm system in any building, structure or facility, to include sub-contractors.

"ALARM IDENTIFICATION NUMBER" means a number issued to an alarm subscriber by the Director of Public Safety for the purpose of identifying the alarm system for dispatching and record keeping purposes.

"ALARM SITE" means a single premises or location served by an alarm system or systems. Each tenancy, if served by a separate alarm system in a multitenant building or complex, shall be considered a separate alarm site.

"ALARM SUBSCRIBER" means any person who leases, contracts for, buys or otherwise obtains and operates an alarm system for the purpose of obtaining response to the alarm, and on whose premises an alarm system is maintained, excluding audible alarms on motor vehicles and medical alarms.

"ALARM SYSTEM" means any mechanism, equipment or device, wire or wireless which is designed to detect an unauthorized entry into any building or onto any property, or to direct attention to a robbery, burglary or other emergency in progress, and to signal the above occurrences either by a local or audible alarm or by a silent or remote alarm. The following devices shall not constitute alarm systems within the meaning of this Ordinance: Devices which do not register alarms that are audible, visible or perceptible outside the protected premises; or Devices which are not installed, operated or used for the purpose of reporting an emergency to the Police Department.

"AUTOMATIC DIALING DEVICE" means an alarm system which automatically sends over regular telephone lines, by direct connection or otherwise, a prerecorded voice-message indicating the existence of an emergency situation that the alarm system is designed to detect.

"BURGLARY" means the unlawful entry of a structure to commit a felony or a theft.

"BURGLARY ALARM SYSTEM" means an alarm system designed to signal an unauthorized entry or attempted entry into a building, structure or facility protected by the alarm system.

"CENTRAL MONITORING STATION" means an office to which alarm systems are connected, where operators supervise the circuits on a continuous basis, and where there is a subsequent relaying of messages concerning alarm activations to the Police Department.

"CHIEF OF POLICE" means the Chief of the Metropolitan Police Department of the City of St. Louis or his/her designated representative.

"DIRECTOR OF PUBLIC SAFETY" means the Director of Public Safety for the City of St. Louis or his/her designated representative.

"DURESS ALARM" means a silent alarm signal generated by the manual activation of a device intended to signal a crisis situation requiring police response.

"FALSE ALARM" means the activation of a burglary or robbery alarm, whereby the police are summoned to a location and neither of these crimes is occurring nor is there any evidence of

these crimes having occurred, or having been attempted. Alarms due to vandalism, destruction of property, telephone line faults, acts of God (to include, but not limited to, thunderstorms as defined by the National Weather Service), or natural or manmade catastrophe as determined by the Chief of Police, shall not be considered "false" under this Ordinance.

"HOLDUP ALARM" means a silent alarm signal generated by the manual activation of a device intended to signal a robbery in progress.

"LOCAL ALARM" means any alarm device audible at the alarm site.

"PANIC ALARM" 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, not to include burglary alarm systems.

"PERSON" means and includes natural persons, without regard to number or gender, or any partnership, corporation or other type of legal entity.

"POLICE DEPARTMENT" means the Metropolitan Police Department of the City of St. Louis, Missouri.

"PRIVATE GUARD RESPONDER" means a private guard company, an alarm company's guard, an alarm subscriber, or a person or entity appointed by an alarm subscriber to confirm by visual inspection that an attempted or actual crime has occurred at an alarm site.

"REVOCATION" means the permanent cessation of police response to the site of a registered alarm system.

"ROBBERY" means the taking or attempting to take anything of value from another person by force or threat of force or violence and/or by putting the victim in fear.

"SUBCONTRACTOR" means any person or business, regardless of the jurisdiction in which located, who performs duties, directly or indirectly, at the direction of, or for, an alarm business which involve the selling, leasing, installing, maintaining, servicing, repairing, altering, replacing, moving or removing any alarm system in any building, structure or facility.

"VERIFICATION ATTEMPT" means an attempt by an alarm business or its representative, to contact the alarm site by telephone or other electronic means before requesting police response in an effort to determine if an actual or attempted crime has occurred, or if the alarm was accidentally activated.

Section Three. Applicability of Provisions.

The provisions of this Ordinance shall apply to all alarm systems, wire or wireless, which are installed, connected, monitored, operated or maintained on the date this Ordinance becomes effective, and subsequent thereto.

Section Four. Alarm Business Requirements.

A. Business License Required. No alarm business, regardless of the jurisdiction in which located, including any subcontractor working either directly or indirectly at the direction of, or for an alarm business, shall operate in the City of St. Louis without having first procured a business license from the License Collector as required under Ordinance 63082. Before any license shall be issued, the applicant must attach to the application an affidavit that he/she will faithfully carry out the provisions of this Ordinance. In addition, the License Collector shall procure from the "DIRECTOR OF PUBLIC SAFETY the applicant's Alarm Business Disclosure Information form as referenced in Paragraph B immediately following.

B. Alarm Business Disclosure Information Form Required. Each alarm company, monitoring service and subcontractor must submit to the "DIRECTOR OF PUBLIC SAFETY, and to the Chief of Police, at the time of original license application and annually thereafter, during the month of January, a completed Alarm Business Disclosure Information form containing the following information:

1. the proper business or trade name, address and telephone company;
2. all other names, addresses and phone numbers under which the company, corporation or person conducts business;
3. if an unincorporated association, the name of the owner and responsible associates;
4. if a corporation, the names and positions of officers in the corporation, and the name and address of the registered agent; and
5. the full name and places of residence and business of a local legal representative designated to accept service on a court summons and appear in court for an alleged violation by the alarm business of any applicable provision of this Ordinance. Such representative must reside or work within fifty (50) miles of the boundary of the City of St. Louis.

C. Copy of License to be Furnished to "DIRECTOR OF PUBLIC SAFETY and to the CHIEF OF POLICE. The owner of an alarm business licensed within the City of St. Louis, including a subcontractor, shall furnish to the Department of Public Safety and to the Chief of Police, a copy of his/her City Business License within seven (7) work days of receipt of such license.

D. Changes of Ownership or Address to be Reported to Department of Public Safety. The owner of an alarm business licensed within the City of St. Louis, including a subcontractor, shall notify the Department of Public Safety and the Chief of Police in writing within seven (7) work days of any change in ownership or other business information concerning said business.

E. Authority of License Collector to Revoke Business License. The License Collector shall have the power and authority to revoke any license issued under this Ordinance for any willful violation by a licensed alarm business, including a subcontractor, or any provision contained in

this Ordinance. The Director of Public Safety or the Chief of Police may petition the License Collector to revoke the license of an alarm business for flagrant and continuous violations of this Ordinance. The license shall be revoked only after the licensee shall have been notified in writing as his/her place of business of the violations complained about and shall have been afforded reasonable opportunity to have a hearing thereon before the License Collector.

F. Training Requirements for Alarm Agents

1. Within one hundred and eighty (180) days from the effective date of this Ordinance any alarm business operating in this City, including a subcontractor, must employ at least one alarm agent who has completed Level I Alarm Certification training as is provided by the National Burglar and Fire Alarm Association.
2. Within one (1) year from the effective date of this Ordinance any alarm business operating in this City, including a subcontractor, shall require that all alarm agents employed by that company to have completed Level I Alarm Certification Training as is provided by the National Burglar and Fire Alarm Association.
3. New alarm agents of an alarm business, including a subcontractor, shall be required to have completed Level I Alarm Certification training, as is provided by the National Burglar and Fire Alarm Association, within one hundred and eighty (180) days from the date of hire. All alarm systems installed by new employees who have not completed Level I Alarm Certification training must be inspected by an alarm agent who has completed such training.

H. Exceptions. The provisions of Paragraphs "B" through F" of this section shall not apply to:

1. Persons engaged solely in the manufacture or sale of alarm systems or components from a fixed location who do not install, maintain, service or plan the alarm system for any location;
2. Persons engaged in the repair of alarm systems or components from a fixed location and who do not, either personally or through an agent, visit the structure in which, or on which, the alarm system is installed.

I. Requirement for Alarm Agent Identification Card. The owner of an alarm business operating in the city, including a subcontractor, shall be responsible for issuing each alarm agent a valid identification card in a form or manner approved by the Director of Public Safety containing a full face photo of the agent, name, height, weight, date of birth, name of employing company and capacity with that company, and signature of holder. Each alarm agent is required to maintain on his/her person a valid identification card while acting in the scope of his/her employment and to produce the identification card upon request of any customer, prospective customer or lawful authority. Each alarm identification card will be valid for a period of two (2) years from the date of issuance, or until the agent terminates employment with the alarm company.

J. Alarm Agent to Disclose Costs and Scope of Work to Customer. Each alarm agent, including an agent employed by a subcontractor, shall provide a written estimate to each prospective alarm subscriber before any work is begun. The estimate must provide a full disclosure of all alarm

installation and service costs, to include the cost for the electrical inspection and fees charged by the Department of Public Safety. In addition, the written estimate must include information identifying each opening, item or area of the building, structure or facility to be protected and describe the device or devices to be installed.

K. Alarm Alteration Disclosure. It shall be unlawful for any person engaging in the alarm business, or any alarm agent, including a person employed by a subcontractor, to adjust, alter, fix or change any alarm system or part thereof without prior written disclosure of estimated costs and scope of work to the alarm subscriber.

L. Responsibility of Alarm Business to Train New Subscribers. Each alarm business, including a subcontractor, shall be required to provide written instructions and training to new alarm subscribers in the proper operation of alarm systems to prevent the transmission of false alarms. Written operating procedures and the phone number of the central monitoring station shall be maintained at each alarm site by the alarm subscriber. At the time of alarm installation, each alarm business, including a subcontractor, shall have the alarm subscriber complete a form approved by the Director of Public Safety and the Chief of Police in which the subscriber certifies (a) that the subscriber understands the requirement to register the alarm with the Department of Public Safety prior to activation of the alarm; (b) that the subscriber has received instructions from the alarm company in the proper operation of the alarm system and understands those instructions; (c) that the subscriber has received a copy of this ordinance and understands its provisions as such provisions apply to the subscriber and (d) other requirements or information as determined by the Director of Public Safety and the Chief of Police. In addition, the alarm agent shall provide to the alarm subscriber a brochure approved by the Director of Public Safety and the Chief of Police describing the rights and responsibilities of alarm subscribers. Each alarm business shall monitor each alarm account and establish procedures to identify alarm subscribers who have an excessive number of false alarms according to criteria established by the Director of Public Safety and the Chief of Police. Each alarm business will perform corrective action designed to decrease the number of false alarms, which may include preventive maintenance and/or the upgrading or replacement of alarm systems.

Section Five. Registration of Alarm Systems with Department of Public Safety.

A. An alarm subscriber shall not enter into an agreement for the installation of any alarm system with any alarm business or alarm monitoring company, including contractors or subcontractors, unless said business is currently licensed by the City of St. Louis and registered with the Department of Public Safety and the Chief of Police.

B. Prior to reporting any alarm sounding to the Police Department, the alarm subscriber shall obtain an alarm identification number, through written notice from the Department of Public Safety, for each separate alarm system on his/her premises, including robbery and panic alarms that are not part of an integrated alarm system. The Department of Public Safety shall also notify, by written notice, the alarm business providing service to the alarm subscriber of said alarm identification number. No police dispatch shall be made in response to the alarm subscriber's alarm until written notice of the alarm identification number is made to both the alarm subscriber and alarm business. Failure to register an alarm system is a violation of this Ordinance.

C. Application for an alarm identification number shall be made to the Department of Public Safety in a manner and form prescribed by the Director of Public Safety.

D. A registration fee will be charged by the alarm company to the alarm subscriber at the time of initial registration of the alarm system and remitted to the City of St. Louis. Such fee will be assessed annually and remitted to the City of St. Louis in a manner prescribed by the Director of Public Safety. Such registration fee shall be twenty-five (\$25.00) dollars for each residential alarm system and fifty (\$50.00) dollars for each commercial alarm system. In addition, a copy of the paid application for electrical inspection must be provided by the alarm subscriber at the time of registration. Failure of any alarm subscriber to pay a required fee within thirty (30) days of notice by the Department of Public Safety shall result in suspension of the alarm registration.

The alarm identification number assigned to an alarm system at a specific location shall remain unchanged, even though there is a new alarm subscriber at the residence or business. The alarm company providing service to the alarm system shall notify the Director of Public Safety within ten (10) working days from the date the new alarm subscriber begins occupancy at a location where the alarm system is located, and provide all necessary information concerning such new alarm subscriber, along with the effective date of change in alarm subscribers. It shall be a violation of this Ordinance for any person to use an alarm identification number assigned to another person; failure to abide by this provision will result in a suspension of alarm registration.

E. The Director of Public Safety may require the appropriate alarm company to perform a re-inspection of any alarm system, to include an electrical inspection, when there is evidence that such alarm system may be generating unnecessary false alarms, or upon request of the Chief of Police. Suspension of alarm registration may be ordered by the Department of Public Safety if such inspection uncovers deficiencies which are not corrected by the alarm subscriber within a time period established by the Director of Public Safety.

F. All alarm systems installed and operating prior to the effective date of this ordinance shall comply with the provisions of this section within one hundred and eighty (180) days of such effective date. Alarm systems installed and operating prior to the effective date of this ordinance shall not be required to pay an additional electrical permit fee if the alarm company certifies that the existing system is properly installed and operating.

Section Six. Alarm Systems.

All burglary alarm systems installed after the effective date of this Ordinance must be equipped with audible alert that can be heard by the subscriber throughout the protected premises. All alarm systems must be equipped with stand-by batteries to operate for not less than four (4) hours if power is interrupted. Back-up batteries should also prevent false alarms during power outages. Failure of an alarm subscriber to comply with any provision of Section Six can result in revocation of the alarm registration.

Section Seven. Alarm Reporting

A. No alarm company or monitoring service shall send, directly or indirectly, an alarm sounding notification to the Police Department following installation of an alarm system, until written notice of the alarm registration number has been received from the Director of Public Safety by both the alarm subscriber and alarm business providing service to such alarm subscriber.

B. All alarm soundings reported to the Police Department, either directly or indirectly, shall be done in a manner prescribed by the Chief of Police and shall include the requirement that the reporting party, alarm company or monitoring service give the valid alarm identification number, type of alarm, exact numerical address of the alarm site, alarm subscriber name and name of current alarm company.

C. Each alarm company shall establish alarm verification procedures with their customers. An up-to-date record shall be maintained by the alarm company containing the name and phone number(s) of both a primary and secondary local emergency contact who may be called to verify the validity of an activated alarm by personally appearing at the alarm site and securing the premises.

D. Prior to requesting police dispatch to the site of an alarm sounding, the appropriate alarm company or monitoring service will make at least two verification attempts to determine if the alarm was activated in error before contacting the police. Additional efforts at verification may be made after police dispatch. A call cancelled by the alarm or monitoring company before police arrival at the scene will not be counted as a false alarm.

Section Eight. Responsibility of Alarm Subscriber or User.

It shall be the responsibility of the alarm subscriber or user to: maintain premises containing an alarm system in a manner that insures proper operation of the alarm system; maintain the alarm system in a manner that will prevent or minimize false alarms; refrain from manually activating an alarm for any reason other than for the occurrence of an event for which the alarm system is intended to report; instruct all personnel who are authorized to activate the alarm system of the proper method of operation, to prevent false alarms.

Section Nine. False Alarms.

A. All alarm notifications requiring a police response are characterized as being either a legitimate alarm or a false alarm after inspection of the alarm site by the responding police officer(s).

1. The following situations are considered to be legitimate alarms and are not chargeable to the alarm user.

Alarm activated due to criminal activity or attempted criminal activity.

Alarm activated as a result of weather (lightening, high winds, etc.)

Alarm activated due to a power outage or surge or damage to phone lines.

Alarm properly cancelled prior to the officer's arrival.

Alarm activated as a result of police radio interference.

Alarm malfunction due to manufacturer's defect of alarm equipment.

Other situations where it is determined by the responding police officer(s) that the alarm user could not have reasonably prevented the alarm activation.

2. The following situations are considered to be false alarms and are chargeable to the alarm user if the Police Department responds to the alarm site.

Business alarms that are accidentally activated by an employee, owner, cleaning crew or other persons legally at the alarm site; and residential alarms that are accidentally activated by the homeowner, occupant, or person who is legally at the residence.

Alarm activated as a result of a domestic animal.

Alarm activated due to heating or air conditioning blowers turning on or due to the operation of other mechanical or electrical devices left operating.

Alarm activated due to falling stock or movement of hanging signs or other objects.

Alarm activated as a result of a malfunction in the alarm system.

Alarm caused by any other condition that could have been reasonably prevented by the alarm user.

B. False Alarm Service Fee Schedule. The provisions shall apply to each alarm system one hundred and eighty (180) days after the date this Ordinance is signed by the Mayor:

Upon receipt of the first (1st) false alarm after the initial activation of an alarm system, the alarm subscriber shall be notified by the Director of Public Safety that a false alarm occurrence has been recorded at the registered alarm address, and notifying the subscriber that any subsequent false alarm occurrences will be subject to penalties as provided by ordinance; upon receipt of the second (2nd) false alarm within a twelve month period, the alarm subscriber shall be assessed a service fee of twenty-five (\$25).

upon receipt of the third (3rd) false alarm within a twelve month period, the alarm subscriber shall be assessed a service fee of fifty dollars (\$50).

upon receipt of the fourth (4th) false alarm within a twelve month period, the alarm subscriber shall be assessed a service fee of fifty dollars (\$50).

In addition, a written notice shall be issued by the Department of Public Safety to the alarm subscriber, and to the alarm business providing service to such alarm subscriber, advising that police response to the alarm system shall be suspended for a period of thirty (30) days effective fourteen (14) days after the date of the notice. No alarm subscriber or alarm business shall send an alarm sounding notification to the Police Department from an alarm system that has been suspended, except as provided herein.

Police dispatch to a location with an alarm revocation will be limited to those situations where a private guard responder has first responded to the alarm site and confirmed that an attempted, suspected or actual crime has occurred at such alarm site; however, the private responder shall be required to remain at the scene until arrival of police. This provision will also apply to local alarms, but will not apply to the activation of duress, panic or holdup alarms. All service fees for false alarms under this section shall be payable to the City of St. Louis.

Section Ten. An alarm subscriber who has been suspended under the provisions of this ordinance shall be reinstated after the completion of the thirty day suspension provided that the alarm business which installed the alarm system certifies that the alarm subscriber has been retrained in the proper use of the alarm system; certifies that the subscriber's alarm system is in proper working condition. Any alarm subscriber who has been suspended due to false alarms and has been reinstated shall be subject to a service fee of one hundred (\$100) dollars for each subsequent false alarm reported on their alarm system up to a maximum of three (3) additional false alarms within the original twelve (12) month registration period. If the subscriber exceeds seven (7) false alarms within any registration year a written notice shall be issued by the Department of Public Safety to the alarm subscriber, and to the alarm business providing service to such alarm subscriber, advising that police response to the alarm system shall be suspended for a period of twelve (12) months, effective fourteen (14) days after the date of the notice. No alarm subscriber or alarm business shall send an alarm sounding notification to the Police Department from an alarm system that has been suspended, except as provided herein.

Police dispatch to a location with an alarm revocation will be limited to those situations where a private guard responder has first responded to the alarm site and confirmed that an attempted, suspected or actual crime has occurred at such alarm site; however, the private responder shall be required to remain at the scene until arrival of police. This provision will also apply to local alarms, but will not apply to the activation of duress, panic or holdup alarms. All service fees for false alarms under this section shall be payable to the City of St. Louis.

All other subscribers shall annually revert to the beginning fine structure at the start of each annual registration period.

Section Eleven. Deliberate False Alarms.

A. No person shall cause to be activated or transmitted to the police Department an alarm of any type from a wire or wireless system, either directly or indirectly, knowing the same to be false or without basis in fact.

B. No person shall cause to be activated or transmitted to the Police Department an alarm of any type from an unregistered or revoked alarm system, wire or wireless, when no bone fide incident has occurred.

C. Central monitoring stations shall not request law enforcement response to alarm sites when monitoring equipment indicates an alarm system malfunction.

Section Twelve. Automatic Dialing and Prerecorded Message Alarm Systems Prohibited.

It is unlawful to maintain, operate, connect or allow to be maintained, operated or connected, any dialing device which automatically dials the Police department and then relays any pre-recorded message to report any robbery, burglary, or other emergency.

Section Thirteen. Dispatch of Panic Alarm on Burglary Alarm System Prohibited.

No alarm agent, alarm business or alarm subscriber shall request dispatch of a panic alarm installed on a burglary alarm system. However, nothing in this section shall prohibit the dispatch of a panic alarm installed on a robbery or medical alarm system, or the dispatch of a duress alarm installed on any alarm system.

Section Fourteen. Vision-Obscuring Device Prohibited.

It is unlawful for any person to install or use an alarm system or device that emits or produces real or simulated smoke, fog, vapor or any like substances that obscures vision. Use of this device shall result in no police response.

Section Fifteen. Local Alarms Not to Sound for More Than Fifteen Minutes.

It shall be unlawful for any person to allow a local alarm to sound for more than fifteen minutes without termination.

Section Sixteen. Penalty Provision

Any person, partnership or corporation found to be in violation of any provision of this ordinance shall be subject to a fine of not less than One Hundred (\$100.00) Dollars. Each additional violation of any provision of this Ordinance shall constitute a separate offense, and will subject to an additional fine. All persons charged with a violation of any provision contained in this section shall be issued a summons by the Police Department for appearance in City Court, and if convicted, shall be assessed the fine stipulated in this section for the particular violation.

Section Seventeen. Severability.

If any provision, section, paragraph, sentence or clause of this Ordinance, or its application to any person or circumstance, is for any reason held to be invalid or unconstitutional by any decision of any Court of competent jurisdiction, such decision shall not affect the validity of the

remaining portions of the Ordinance, and the invalid or unconstitutional provision, section, paragraph, sentence or clause is held to be severable. The Board of Aldermen declares that it would have passed this Ordinance, section, provision, paragraph, sentence or clause hereof, irrespective of the fact that any one or more of the provisions, sections, paragraphs, sentences or clauses hereto be declared invalid or unconstitutional.

Section Eighteen. Liability of the City of St. Louis

The Police Department shall take every reasonable precaution to assure that alarm notifications received are given appropriate attention and are acted upon with dispatch. Nevertheless, neither the City of St. Louis nor the Police Department shall be liable for any refusal, failure or neglect to respond to an alarm sounding generated from any alarm system.

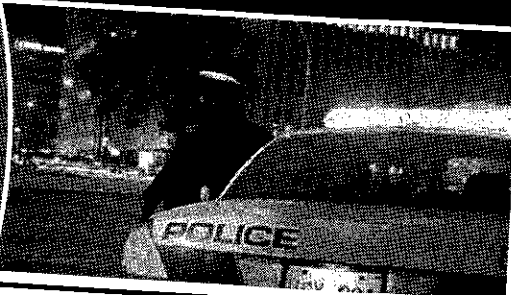


CRYWOLF®

FALSE ALARM SOLUTIONS

**FALSE ALARM MANAGEMENT
FOR PUBLIC SAFETY AGENCIES**

Installed or Outsourced Solutions
to Manage Alarm Programs





SCARCE RESOURCES COMBINED WITH AN INCREASED DEMAND FOR SERVICES MAKE FALSE ALARMS AN EXTREME BURDEN FOR PUBLIC SAFETY AGENCIES. NATIONWIDE, RESPONDING TO FALSE ALARMS PUTS OFFICERS AT RISK, INJURES THOUSANDS OF PEOPLE, AND COSTS MILLIONS OF DOLLARS. WITHOUT EFFECTIVELY MANAGING FALSE ALARMS, THE NUMBER OF FALSE ALARMS CONTINUES TO INCREASE EVERY YEAR.

REDUCE FALSE ALARMS. IMPROVE OFFICER SAFETY.

CRYWOLF FALSE ALARM MANAGEMENT SOLUTIONS HAVE HELPED HUNDREDS OF AGENCIES REDUCE FALSE ALARMS, INCREASE FEE AND FINE COLLECTIONS, AND STREAMLINE FALSE ALARM ADMINISTRATION.

CRYWOLF LEADS THE INDUSTRY IN SYSTEM FUNCTIONALITY, NUMBER OF AGENCIES SERVED, AND ADAPTABILITY TO ALARM ORDINANCE PROVISIONS.



INSTALL CRYWOLF AT YOUR AGENCY OR LET US ADMINISTER YOUR ALARM PROGRAM

CRYWOLF TECHNOLOGY CAN BE IMPLEMENTED IN ONE OF TWO WAYS: YOU MAY PURCHASE CRYWOLF TO BE INSTALLED AND OPERATED AT YOUR FACILITY OR CONTRACT WITH US TO OUTSOURCE YOUR AGENCY'S FALSE ALARM PROGRAM. BOTH APPROACHES USE THE SAME ROBUST CRYWOLF TECHNOLOGY AND FUNCTIONALITY.

NO RISK

Your agency can implement a CryWolf false alarm management solution with no financial risk—we obtain payment exclusively from the collected revenue CryWolf helps generate. There is no upfront systems development, licensing, conversion, or equipment costs. We purchase, configure, install, and customize everything needed to administer your agency's alarm reduction program.

CUSTOMIZED PROGRAM

Our outsourcing services are customized to meet your agency's needs. Payments are typically remitted to a mutually-agreeable, commercial bank lockbox or can be submitted via a secure web-based interface. All correspondence and invoices are generated using your letterhead in a format defined by your agency. The customer support representatives in our processing center respond to citizen and business inquiries using agency-approved customized scripts to ensure accurate and consistent response, professional and courteous service, and transparent outsource operation.

**LEARN MORE ABOUT
CRYWOLF FALSE ALARM
MANAGEMENT SOLUTIONS AT
WWW.CRYWOLF.US**

INTEGRATES WITH CAD

The system integrates with your CAD system to receive alarm incident information. CryWolf currently interfaces to more than 20 different CAD vendor systems. CryWolf can also update CAD with changes in permit status and key-holder information. Additionally, existing alarm information is easily converted to the CryWolf database to accelerate project start-up time and reduce start-up effort.

WEB-BASED FUNCTIONALITY

CryWolf provides fully interactive web-based access for citizens and alarm companies to register, renew, and update alarm registrations online. Alarm users can also review their alarm activity and permit status, update contact information, and make payments online. Online access is available 24/7 and offers several important benefits: more timely information, increased data accuracy, improved false alarm awareness, better compliance, and more citizen convenience.

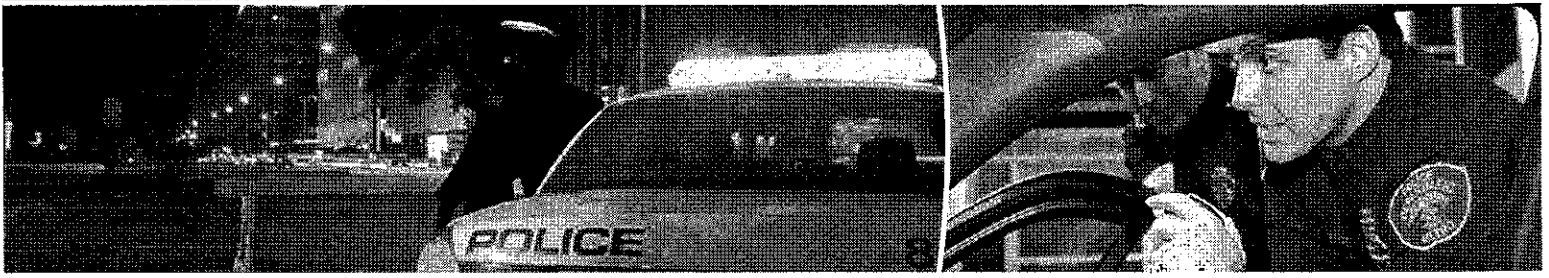
FALSE ALARM ORDINANCE ASSISTANCE

CryWolf supports even the most complex alarm ordinance provisions and can easily adapt to policy changes. Based on our alarm program experience across the United States and Canada, we can assist your agency in developing or revising your false alarm ordinance. We can discuss many of the latest approaches and trends in alarm laws and provide sample provisions which you can adapt to meet your ordinance or bylaws.

PATENTED SYSTEM ARCHITECTURE

CryWolf is built on Microsoft® .NET technology which supports highly configurable alarm related forms and letters; current data transfer protocols to and from CAD and financial systems; secure, online access to alarm information; built-in tools for validating addresses; and extensive web-based registration, payment, and other functions.

CRYWOLF GREATLY REDUCES THE TIME AND EFFORT REQUIRED TO PROCESS FALSE ALARMS FOR AGENCIES OF ALL SIZES.



STREAMLINE YOUR ALARM PROGRAM WITH PROVEN SOLUTIONS

PROVEN TRACK RECORD

CryWolf is currently used on an installed and outsourced basis by hundreds of agencies in the United States and Canada. Many of these are large jurisdictions with populations up to 4,000,000 that process as many as 100,000 false alarms annually.

ALARM REGISTRATION AND RENEWAL

CryWolf tracks alarm registrations, permits, and renewals for users, alarm companies, and alarm agents by location type, alarm type, and alarm system status.

NOTICING AND BILLINGS

CryWolf automatically counts alarms, generates notices of false alarm events, and calculates fees and charges in accordance with your alarm ordinance or bylaws.

COLLECTION OF FEES AND FINES

CryWolf ensures collections are accurately and efficiently processed, and financial transactions are well-documented in accordance with your agency's fiscal policies. CryWolf also supports transfer of payment and other fiscal information to and from external financial systems.

REPORT GENERATION

CryWolf provides an extensive selection of standard reports as well as the ability to create unlimited ad hoc reports.

HEARING AND APPEALS SUPPORT

CryWolf captures, tracks, and accounts for hearings and appeals and generates all pertinent documents to support billing, revocation, and other enforcement decisions.



Public Safety Corporation | 103 Paul Mellon Court | Waldorf, MD 20602 | 240.607.1400 | Toll-free: 877.729.9653

ABOUT PUBLIC SAFETY CORPORATION

CryWolf is designed and developed by Public Safety Corporation, a technology services company headquartered in Waldorf, Maryland, a suburb of Washington D.C. Founded in 1999, our mission is to improve the efficiency and effectiveness of emergency response by public safety personnel. To accomplish this mission, Public Safety Corporation developed CryWolf, a comprehensive false alarm tracking and billing system.

Widely recognized as the leader in false alarm management solutions, Public Safety Corporation technology and services are used by hundreds of cities, counties, and other municipalities throughout the United States and Canada. In every case, CryWolf has helped agencies reduce false alarms, increase collections, and improve administrative efficiency.

We know and understand the business of false alarms, and we remain committed to providing feature-rich false alarm management solutions unmatched in the industry.

www.crywolf.us

COUNTY COUNCIL OF ANNE ARUNDEL COUNTY, MARYLAND

Legislative Session 2009, Legislative Day No. 16

Bill No. 41-09

Introduced by Mr. Reilly, Chairman
(by request of the County Executive)
and Mr. Cohen

By the County Council, May 12, 2009

Introduced and first read on May 12, 2009
Public Hearing set for and held on June 1, 2009
Public Hearing on AMENDED BILL set for June 15, 2009
Bill Expires August 15, 2009

By Order: Judy C. Holmes, Administrative Officer

A BILL ENTITLED

1 AN ORDINANCE concerning: Public Safety – False Alarm Reduction

2

3 FOR the purpose of providing standards applicable to alarm businesses, alarm users, and
4 burglar and security alarm systems; controlling false alarms; establishing a law
5 requiring registration for alarm businesses and users; defining certain terms; setting
6 alarm system standards; requiring records be kept of alarm signals; establishing civil
7 penalties for false alarms; providing for monitoring and review procedures; providing
8 for civil fines; and generally relating to alarm systems.

9

10 BY renumbering: §§ 12-5-101 through 12-5-104, and the title “Title 5. Miscellaneous
11 Provisions”, to be §§ 12-6-101 through 12-6-104 and the title “Title 6. Miscellaneous
12 Provisions”, respectively
13 Anne Arundel County Code (2005, as amended)

14

15 BY adding: §§ 12-5-101 through 12-5-110 to be under the new title, “Title 5. Burglar and
16 Security Alarms”
17 Anne Arundel County Code (2005, as amended)

18

19 SECTION 1. *Be it enacted by the County Council of Anne Arundel County,*
20 *Maryland,* That §§ 12-5-101 through 12-5-104 and the title “Title 5. Miscellaneous
21 Provisions” of the Anne Arundel County Code (2005, as amended) are hereby

EXPLANATION: CAPITALS indicate new matter added to existing law.
[Brackets] indicate matter stricken from existing law.
Underlining indicates amendments to bill.
~~Strikeover~~ indicates matter stricken from bill by amendment

1 renumbered to be §§ 12-6-101 through 12-6-104 and the title "Title 6. Miscellaneous
2 Provisions", respectively.

3
4 SECTION 2. *And be it further enacted*, That Section(s) of the Anne Arundel County
5 Code (2005, as amended) read as follows:

6
7 **ARTICLE 12 PUBLIC SAFETY**

8
9 **TITLE 5. BURGLAR AND SECURITY ALARMS**

10
11 **12-5-101. Definitions.**

12
13 IN THIS TITLE, THE FOLLOWING WORDS HAVE THE MEANINGS INDICATED.

14
15 (1) "ALARM ADMINISTRATOR" MEANS A PERSON DESIGNATED BY THE CHIEF OF
16 POLICE TO ADMINISTER THE PROVISIONS OF THIS TITLE.

17
18 (2) "ALARM BUSINESS" MEANS A PERSON WHO PROVIDES ALARM SERVICES.

19
20 (3) "ALARM MONITOR" MEANS AN ALARM BUSINESS THAT PROVIDES THE ALARM
21 SERVICE OF RECEIVING ALARM SIGNALS FROM ALARM SITES FOR THE PURPOSE OF
22 MAKING DISPATCH REQUESTS.

23
24 (4) (I) "ALARM SERVICES" MEANS THE INSTALLATION, MAINTENANCE,
25 INSPECTION, SALE, SERVICE, OR REPAIR OF ALARM SYSTEMS.

26
27 (II) "ALARM SERVICES" INCLUDES RECEIVING AND MONITORING ALARM
28 SIGNALS FROM ALARM SITES AND MAKING DISPATCH REQUESTS.

29
30 (5) "ALARM SIGNAL" MEANS THE ACTIVATION, EITHER MANUAL OR AUTOMATIC,
31 OF AN ALARM SYSTEM.

32
33 (6) "ALARM SITE" MEANS A SINGLE PREMISES OR LOCATION SERVED BY ONE OR
34 MORE ALARM SYSTEMS THAT MAY BE COMPOSED OF MULTIPLE ZONES.

35
36 (7) (I) "ALARM SYSTEM" MEANS A DEVICE OR SERIES OF DEVICES AT AN ALARM
37 SITE, INCLUDING THOSE INTERCONNECTED WITH RADIO FREQUENCY SIGNALS, THAT IS
38 DESIGNED TO DISCOURAGE CRIME BY EMITTING OR TRANSMITTING A REMOTE OR
39 LOCAL AUDIBLE, VISUAL, OR ELECTRONIC SIGNAL INDICATING A CRIMINAL ACTIVITY,
40 AND THAT IS INTENDED TO SUMMON A RESPONSE FROM THE POLICE DEPARTMENT.

41
42 (II) "ALARM SYSTEM" DOES NOT INCLUDE AN ALARM INSTALLED ON A
43 VEHICLE UNLESS THE VEHICLE IS PERMANENTLY LOCATED AT AN ALARM SITE, OR AN
44 ALARM THAT IS DESIGNED TO ALERT ONLY THE INHABITANTS OF AN ALARM SITE THAT
45 DOES NOT HAVE A SOUNDING DEVICE THAT CAN BE HEARD ON THE EXTERIOR OF THE
46 ALARM SITE.

47
48 (8) (I) "ALARM USER" MEANS A PERSON WHO OPERATES AN ALARM SYSTEM OR
49 CAUSES AN ALARM SYSTEM TO BE OPERATED.

50
51 (II) "ALARM USER" INCLUDES A TENANT WHO OPERATES AN ALARM SYSTEM
52 OR CAUSES AN ALARM SYSTEM TO BE OPERATED IN THE AREA LEASED BY THE TENANT.

1 (9) "CANCELLATION" MEANS THE PROCESS BY WHICH A DISPATCH REQUEST IS
2 RESCINDED WHEN AN ALARM MONITOR NOTIFIES THE POLICE DEPARTMENT THAT
3 THERE IS NO CRIME REQUIRING RESPONSE TO AN ALARM SITE.
4

5 (10) "COMPUTER AIDED DISPATCH (CAD)" MEANS A COMPUTER SYSTEM INTO
6 WHICH POLICE PERSONNEL ENTER DISPATCH REQUEST INFORMATION, INCLUDING THE
7 DATE, TIME, AND LOCATION OF THE ALARM SITE, THAT IS LINKED TO POLICE PATROL
8 CARS, AND INTO WHICH POLICE PERSONNEL RESPONDING TO THE ALARM SITE ENTER
9 THE TIME AND THE OUTCOME OF THE RESPONSE.
10

11 (11) "DISPATCH REQUEST" MEANS A NOTIFICATION TO THE POLICE DEPARTMENT
12 THAT AN ALARM SIGNAL HAS BEEN ACTIVATED FOR THE PURPOSE OF SUMMONING A
13 RESPONSE TO THE ALARM SITE.
14

15 (12)(I) "FALSE ALARM" MEANS AN ALARM SIGNAL THAT RESULTS IN A DISPATCH
16 REQUEST THAT IS NOT CANCELED PRIOR TO THE ARRIVAL OF POLICE PERSONNEL AT THE
17 ALARM SITE, WHERE POLICE PERSONNEL FIND NO EVIDENCE OF CRIMINAL ACTIVITY OR
18 ATTEMPTED CRIMINAL ACTIVITY.
19

20 (II) "FALSE ALARM" INCLUDES AN ALARM SIGNAL THAT IS ACTIVATED
21 NEGLIGENTLY OR ACCIDENTALLY, THAT IS THE RESULT OF FAULTY, MALFUNCTIONING,
22 OR IMPROPERLY INSTALLED OR MAINTAINED EQUIPMENT, OR THAT IS INTENTIONALLY
23 ACTIVATED TO SUMMON POLICE PERSONNEL FOR A NON-EMERGENCY SITUATION.
24

25 (III) "FALSE ALARM" INCLUDES AN ALARM SIGNAL THAT IS ACTIVATED AS A
26 RESULT OF WEATHER OR POWER OUTAGE CONDITIONS, UNLESS THERE IS VISIBLE
27 EVIDENCE OF SEVERE CONDITIONS DIRECTLY AFFECTING THE ALARM SITE, SUCH AS A
28 TREE OR OBJECT STRIKING A BUILDING OR A WINDOW.
29

30 (IV) "FALSE ALARM" INCLUDES EACH SEPARATE FALSE ALARM OCCURRING
31 IN ONE CALENDAR DAY AT A SINGLE ALARM SITE.
32

33 **12-5-102. Alarm business registration.** 34

35 (A) **Registration required.** A PERSON MAY NOT PROVIDE ALARM SERVICES UNLESS
36 THE PERSON OBTAINS AN ALARM BUSINESS REGISTRATION.
37

38 (B) **Application.** AN APPLICATION FOR AN ALARM BUSINESS REGISTRATION SHALL
39 BE IN THE FORM PRESCRIBED BY THE ALARM ADMINISTRATOR AND SHALL INCLUDE THE
40 APPLICANT'S SECURITY SYSTEMS SERVICES LICENSE NUMBER ISSUED PURSUANT TO THE
41 BUSINESS OCCUPATIONS AND PROFESSIONS ARTICLE, TITLE 18, OF THE STATE CODE.
42

43 (C) **Duration.** AN ALARM BUSINESS REGISTRATION IS EFFECTIVE FOR A PERIOD OF
44 TWO YEARS FROM THE DATE OF ISSUANCE.
45

46 (D) **Renewal.** AT LEAST 30 DAYS PRIOR TO THE EXPIRATION DATE, THE ALARM
47 ADMINISTRATOR SHALL NOTIFY THE ALARM BUSINESS OF THE EXPIRATION DATE AND
48 THE PROCEDURES FOR RENEWAL OF THE REGISTRATION. PRIOR TO THE REGISTRATION
49 EXPIRATION DATE, THE ALARM BUSINESS SHALL SUBMIT AN APPLICATION TO RENEW
50 THE REGISTRATION.
51

52 (E) **False statement.** A FALSE STATEMENT OF A MATERIAL MATTER MADE BY AN
53 APPLICANT FOR THE PURPOSE OF OBTAINING AN ALARM BUSINESS REGISTRATION IS
54 SUFFICIENT CAUSE FOR DENIAL OF REGISTRATION.
55

56 (F) **Registration not transferable.** AN ALARM BUSINESS REGISTRATION IS NOT
57 TRANSFERABLE.

1 (G) **Changes in registration information.** AN ALARM BUSINESS SHALL INFORM THE
2 ALARM ADMINISTRATOR WITHIN 10 BUSINESS DAYS OF ANY CHANGE IN ANY
3 INFORMATION CONTAINED IN THE REGISTRATION APPLICATION.
4

5 (H) **Information confidential.** INFORMATION CONTAINED IN THE ALARM BUSINESS
6 REGISTRATION APPLICATION SHALL BE KEPT CONFIDENTIAL BY ALL EMPLOYEES AND
7 REPRESENTATIVES OF THE COUNTY.
8

9 (I) **Outstanding fines and penalties.** ALL OUTSTANDING CIVIL FINES AND CIVIL
10 PENALTIES OWED BY AN ALARM BUSINESS UNDER THIS TITLE MUST BE PAID BEFORE AN
11 ALARM BUSINESS REGISTRATION IS ISSUED OR RENEWED.
12

13 **12-5-103. Alarm system registration.**
14

15 (A) **Registration required.** A PERSON MAY NOT OPERATE AN ALARM SYSTEM OR
16 CAUSE AN ALARM SYSTEM TO BE OPERATED UNLESS THE PERSON OBTAINS AN ALARM
17 SYSTEM REGISTRATION. EACH ALARM USER SHALL SUBMIT AN APPLICATION FOR AN
18 ALARM SYSTEM REGISTRATION WITHIN FIVE DAYS OF AN ALARM SYSTEM
19 INSTALLATION OR AFTER AN ALARM USER TAKES CONTROL OF AN EXISTING ALARM
20 SYSTEM.
21

22 (B) **Alarm business to provide registration information.** EACH ALARM BUSINESS
23 SHALL PROVIDE EACH ALARM USER WHOSE ALARM SYSTEM THE BUSINESS INSTALLS OR
24 MONITORS, ALL INFORMATION AND FORMS REQUIRED BY THIS SECTION.
25

26 (C) **Alarm systems in multiple tenant buildings.**
27

28 (1) IN A BUILDING OR COMPLEX OCCUPIED BY MULTIPLE TENANTS, A TENANT
29 SHALL REGISTER AN ALARM SYSTEM IF THE ALARM SYSTEM IS LOCATED IN THE AREA
30 THAT THE TENANT LEASES.
31

32 (2) IF AN ALARM SYSTEM IS LOCATED IN A NONRESIDENTIAL OR COMMON AREA
33 OF A BUILDING OR COMPLEX OCCUPIED BY MULTIPLE TENANTS, THE OWNER OR
34 MANAGER OF THE BUILDING OR COMPLEX SHALL REGISTER THE ALARM SYSTEM.
35

36 (3) IF THE OWNER OR MANAGER OF A BUILDING OR COMPLEX OCCUPIED BY
37 MULTIPLE TENANTS INSTALLS OR MONITORS AN ALARM SYSTEM IN AN AREA LEASED
38 BY A TENANT, THE OWNER OR MANAGER OF THE BUILDING SHALL PROVIDE A TENANT
39 ALL INFORMATION AND FORMS REQUIRED BY THIS SECTION.
40

41 (D) **Application.** AN APPLICATION FOR AN ALARM SYSTEM REGISTRATION SHALL BE
42 IN THE FORM PRESCRIBED BY THE ALARM ADMINISTRATOR. AN APPLICATION FOR AN
43 ALARM SYSTEM REGISTRATION SHALL INCLUDE:
44

45 (1) THE NAME, ADDRESS, AND TELEPHONE NUMBER OF THE ALARM USER;
46

47 (2) SPECIFIC DETAILS REGARDING THE USE AND PURPOSE OF THE ALARM
48 SYSTEM; AND
49

50 (3) SIGNED CERTIFICATION FROM THE ALARM USER INCLUDING:
51

52 (I) THE DATE OF INSTALLATION OF THE ALARM SYSTEM;
53

54 (II) THE NAME, ADDRESS, AND TELEPHONE NUMBER OF THE ALARM BUSINESS
55 THAT PERFORMED THE ALARM SYSTEM INSTALLATION AND THAT IS RESPONSIBLE FOR
56 PROVIDING REPAIR SERVICE TO THE SYSTEM;

1 (III) THE NAME, ADDRESS, AND TELEPHONE NUMBER OF THE ALARM
2 MONITOR;

3
4 (IV) A STATEMENT THAT THE ALARM USER HAS RECEIVED A SET OF WRITTEN
5 OPERATING INSTRUCTIONS FOR THE ALARM SYSTEM, INCLUDING GUIDELINES ON HOW
6 TO AVOID FALSE ALARMS; AND

7
8 (V) THE NAME, ADDRESS, AND TELEPHONE NUMBER OF AT LEAST ONE
9 PERSON WHO IS ABLE TO RESPOND WITHIN 30 MINUTES TO THE ALARM SITE TO
10 DEACTIVATE THE ALARM.

11
12 (E) **Duration.** AN ALARM SYSTEM REGISTRATION IS EFFECTIVE FOR A PERIOD OF
13 TWO YEARS.

14
15 (F) **Renewal.** AT LEAST 30 DAYS PRIOR TO THE REGISTRATION EXPIRATION DATE,
16 THE ALARM ADMINISTRATOR SHALL NOTIFY THE ALARM USER OF THE EXPIRATION
17 DATE AND OF THE PROCEDURE FOR RENEWAL OF THE REGISTRATION. PRIOR TO THE
18 REGISTRATION EXPIRATION DATE, THE ALARM USER SHALL SUBMIT AN APPLICATION TO
19 RENEW THE REGISTRATION.

20 (G) **False statement.** A FALSE STATEMENT OF A MATERIAL MATTER MADE BY AN
21 APPLICANT FOR THE PURPOSE OF OBTAINING AN ALARM SYSTEM REGISTRATION IS
22 SUFFICIENT CAUSE FOR DENIAL OF REGISTRATION.

23
24 (H) **Registration not transferable.** AN ALARM SYSTEM REGISTRATION IS NOT
25 TRANSFERABLE.

26
27 (I) **Changes in registration information.** AN ALARM USER SHALL INFORM THE
28 ALARM ADMINISTRATOR IN WRITING WITHIN 10 BUSINESS DAYS OF A CHANGE IN ANY
29 INFORMATION CONTAINED IN THE REGISTRATION APPLICATION.

30
31 (J) **Information confidential.** INFORMATION CONTAINED IN THE ALARM SYSTEM
32 REGISTRATION APPLICATION SHALL BE KEPT CONFIDENTIAL BY ALL EMPLOYEES AND
33 REPRESENTATIVES OF THE COUNTY.

34
35 (K) **Outstanding fines and penalties.** ALL OUTSTANDING CIVIL FINES AND CIVIL
36 PENALTIES OWED BY AN ALARM USER UNDER THIS TITLE MUST BE PAID BEFORE AN
37 ALARM SYSTEM REGISTRATION IS ISSUED OR RENEWED.

38
39 **12-5-104. Alarm system standards.**

40
41 (A) **Definitions.** IN THIS SECTION, THE FOLLOWING WORDS HAVE THE MEANINGS
42 INDICATED.

43
44 (1) "AUTOMATIC TELEPHONE DIALING SYSTEM" MEANS ANY ELECTRONIC,
45 MECHANICAL, OR OTHER DEVICE CAPABLE OF BEING PROGRAMMED TO SEND, WHEN
46 ACTIVATED, A PRERECORDED DISPATCH REQUEST OVER A TELEPHONE LINE, RADIO, OR
47 OTHER COMMUNICATION SYSTEM DIRECTLY TO THE POLICE DEPARTMENT.

48
49 ~~(2) "DIGITAL DIALER" MEANS A DEVICE THAT TRANSMITS DIGITAL SIGNALS~~
50 ~~DIRECTLY FROM AN ALARM SYSTEM TO AN ALARM MONITOR THROUGH THE TELEPHONE~~
51 ~~NETWORK.~~

52
53 ~~(3)~~ (2) "ONE-PLUS DURESS ALARM" MEANS A SILENT ALARM SIGNAL THAT IS
54 TRIGGERED WHEN THE ALARM USER ENTERS A CODE THAT ADDS ONE DIGIT TO THE
55 LAST DIGIT OF THE STANDARD USER CODE.

56

1 (4) (3) "SINGLE ACTION HOLD-UP ALARM" MEANS A SILENT ALARM SIGNAL
2 GENERATED BY THE MANUAL ACTIVATION OF A SINGLE ACTION, NON-RECESSED
3 BUTTON, DESIGNED TO SIGNAL A CRIME IN PROGRESS.
4

5 **(B) Installation.** AN ALARM BUSINESS THAT INSTALLS AN ALARM SYSTEM SHALL
6 HAVE AT THE ALARM SITE AT LEAST ONE EMPLOYEE TO SUPERVISE THE INSTALLATION
7 WHO HAS PASSED AND MAINTAINED A MINIMUM LEVEL-ONE CERTIFICATION BY THE
8 NATIONAL BURGLAR AND FIRE ALARM ASSOCIATION, THE MARYLAND BURGLAR AND
9 FIRE ALARM ASSOCIATION OR EQUIVALENT TRAINING AS DETERMINED BY THE ALARM
10 ADMINISTRATOR.
11

12 **(C) System standards and testing.** THE COMPONENTS OF AN ALARM SYSTEM SHALL
13 BE INCLUDED IN A LIST PUBLISHED BY THE UNDERWRITERS LABORATORIES, FACTORY
14 MUTUAL, OR OTHER LIST APPROVED BY THE ALARM ADMINISTRATOR, WHICH STATES
15 EITHER THAT THE COMPONENTS MEET APPROPRIATE DESIGNATED STANDARDS OR HAVE
16 BEEN TESTED AND FOUND SUITABLE FOR USE IN A SPECIFIED MANNER.
17

18 **(D) Certain dialers prohibited.** AN ALARM BUSINESS MAY NOT INSTALL, AND AN
19 ALARM USER MAY NOT OPERATE OR CAUSE TO BE OPERATED, AN ALARM SYSTEM THAT
20 UTILIZES AN AUTOMATIC TELEPHONE DIALING SYSTEM ~~OR A DIGITAL DIALER.~~
21

22 **(E) One plus duress and single action hold-up alarms prohibited.** AN ALARM
23 BUSINESS OR ALARM USER MAY NOT PROGRAM AN ALARM SYSTEM SO THAT IT IS
24 CAPABLE OF SENDING A ONE PLUS DURESS ALARM SIGNAL OR A SINGLE ACTION HOLD-
25 UP ALARM SIGNAL, EXCEPT THAT AN ALARM MAY BE ACTIVATED BY SIMULTANEOUS
26 DEPRESSION OF TWO BUTTONS, WHERE IF EITHER BUTTON HAS MULTIPLE FUNCTIONS,
27 THE TWO BUTTONS ARE NON-ADJACENT, OR BY DEPRESSION OF A SINGLE BUTTON
28 AFTER LIFTING A COVER THAT NORMALLY PROTECTS THE BUTTON FROM ALARAM
29 ACTIVATION.
30

31 **(F) Same -- Removal of capability.**

32 (1) WHEN AN ALARM USER TAKES CONTROL OF AN ALARM SYSTEM, THE ALARM
33 USER SHALL REMOVE ANY ONE-PLUS DURESS OR SINGLE ACTION HOLD-UP ALARM
34 CAPABILITIES FROM THE ALARM SYSTEM.
35

36 (2) WHEN AN ALARM MONITOR BEGINS MONITORING AN ALARM SYSTEM, THE
37 ALARM MONITOR SHALL REMOVE ANY ONE PLUS DURESS OR SINGLE ACTION HOLD-UP
38 ALARM CAPABILITIES FROM THE ALARM SYSTEM.
39
40

41 **12-5-105. Alarm user standards.**

42 **(A) Duties of alarm user.** AN ALARM USER SHALL:

43 (1) MAINTAIN THE ALARM SITE AND THE ALARM SYSTEM IN A MANNER THAT
44 MINIMIZES OR ELIMINATES FALSE ALARMS;
45

46 (2) TAKE REASONABLE MEASURES TO ENSURE A RESPONSE TO THE ALARM SITE
47 BY THE ALARM USER OR A DESIGNEE WITHIN 30 MINUTES AFTER NOTIFICATION BY THE
48 POLICE DEPARTMENT TO DEACTIVATE A MALFUNCTIONING ALARM SYSTEM, TO
49 PROVIDE ACCESS TO THE ALARM SITE, OR TO PROVIDE SECURITY FOR THE ALARM SITE;
50
51

52 (3) MAINTAIN AT EACH ALARM SITE A SET OF WRITTEN OPERATING
53 INSTRUCTIONS FOR EACH ALARM SYSTEM THAT INCLUDES GUIDELINES FOR AVOIDANCE
54 OF FALSE ALARMS; AND
55

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(4) ADJUST THE COMPONENTS OF THE ALARM SYSTEM SO THAT AN ALARM SIGNAL AUDIBLE ON THE EXTERIOR OF AN ALARM SITE WILL NOT SOUND FOR LONGER THAN 15 MINUTES AFTER BEING ACTIVATED.

(B) **Prohibition.** AN ALARM USER SHALL NOT MANUALLY ACTIVATE AN ALARM SYSTEM FOR ANY REASON OTHER THAN THE OCCURRENCE OF AN EVENT THAT THE ALARM SYSTEM WAS INTENDED TO REPORT.

12-5-106. Alarm monitoring procedures.

(A) **Duties of alarm monitor.** AN ALARM MONITOR SHALL:

(1) REPORT ALARM SIGNALS TO THE POLICE DEPARTMENT IN A MANNER AND FORM DETERMINED BY THE ALARM ADMINISTRATOR;

(2) EXCEPT IN THE INSTANCE OF A DURESS, AMBUSH OR ROBBERY ALARM ACTIVATION, MAKE AT LEAST TWO ATTEMPTS TO CONTACT A REPRESENTATIVE OF THE ALARM SITE BY TELEPHONE OR OTHER ELECTRONIC MEANS AND ATTEMPT TO CONFIRM A VALID ALARM BEFORE MAKING A DISPATCH REQUEST; AND

(3) REPORT VERIFIED CANCELLATIONS OF ALARM DISPATCH REQUESTS TO THE POLICE DEPARTMENT IN A MANNER AND FORM DESIGNATED BY THE ALARM ADMINISTRATOR.

(B) **Procedures established by alarm administrator.** THE ALARM ADMINISTRATOR SHALL:

(1) DESIGNATE THE MANNER, FORM, AND METHOD FOR THE COMMUNICATION OF DISPATCH REQUESTS; AND

(2) DEVELOP A PROCEDURE TO ACCEPT VERIFIED CANCELLATIONS OF DISPATCH REQUESTS.

12-5-107. Alarm signals; records; false alarm reports.

(A) **Dispatch records.** FOR EACH ALARM SIGNAL, THE ALARM ADMINISTRATOR SHALL KEEP A RECORD OF:

- (1) THE DATE AND TIME OF RECEIPT OF THE DISPATCH REQUEST;
- (2) THE LOCATION OF THE ALARM SITE;
- (3) THE AREA OF THE ALARM SITE, IF APPLICABLE;
- (4) THE ALARM REGISTRATION NUMBER FOR THE ALARM SITE;
- (5) POLICE PERSONNEL DISPATCH TIME AND ARRIVAL TIME AT THE ALARM SITE;
- (6) IDENTIFICATION OF THE RESPONSIBLE ALARM MONITOR; AND
- (7) DISPOSITION OF THE RESPONSE.

(B) **False alarm reports.** THE POLICE PERSONNEL RESPONDING TO THE ALARM SITE SHALL INDICATE TO THE COMPUTER AIDED DISPATCH (CAD) SYSTEM WHEN AN ALARM SIGNAL IS A FALSE ALARM.

1 (C) **Records of alarm monitor.** AN ALARM MONITOR SHALL MAINTAIN A RECORD
2 RELATING TO A DISPATCH REQUEST FOR A PERIOD OF AT LEAST ONE YEAR. THE RECORD
3 SHALL CONTAIN:

4
5 (1) THE NAME, ADDRESS, AND TELEPHONE NUMBER OF THE ALARM USER;

6
7 (2) THE ALARM SYSTEM ZONE OR POINT ACTIVATED;

8
9 (3) A STATEMENT WHETHER OR NOT THE ALARM MONITOR MADE TWO ATTEMPTS
10 TO VERIFY THE ALARM SIGNAL AS REQUIRED UNDER § 12-5-106 (A)(2) PRIOR TO THE
11 DISPATCH REQUEST; AND

12
13 (4) THE TIME OF THE DISPATCH REQUEST.
14

15 (D) **Records to be provided upon request.** THE ALARM ADMINISTRATOR MAY
16 REQUEST COPIES OF A RECORD MAINTAINED BY AN ALARM MONITOR AND THE ALARM
17 MONITOR SHALL PROVIDE THE COPIES AT NO COST.
18

19 **12-5-108. False alarms.**
20

21 (A) **Notice.** FOR EACH FALSE ALARM SIGNAL, THE ALARM ADMINISTRATOR SHALL
22 SEND A NOTICE TO THE ALARM USER BY FIRST CLASS MAIL, POSTAGE PREPAID. THE
23 NOTICE SHALL STATE:

24
25 (1) THAT POLICE PERSONNEL RESPONDED TO A FALSE ALARM;

26
27 (2) THE DATE AND TIME OF POLICE PERSONNEL RESPONSE TO THE FALSE ALARM;

28
29 (3) THE IDENTIFICATION NUMBER OF THE RESPONDING POLICE PERSONNEL;

30
31 (4) THAT THE ALARM USER SHALL ENSURE THAT THE ALARM SYSTEM IS
32 PROPERLY OPERATED, INSPECTED AND INSTALLED;

33
34 (5) IF APPLICABLE, THE AMOUNT OF A CIVIL PENALTY ASSESSMENT AS PROVIDED
35 IN SUBSECTION (B); AND

36
37 (6) THE REVIEW PROCEDURES AVAILABLE TO THE ALARM USER.
38

39 (B) **Civil penalty for false alarms.**
40

41 (1) THE ALARM USER IS NOT SUBJECT TO A CIVIL PENALTY FOR THE FIRST AND
42 SECOND FALSE ALARMS AT A SINGLE ALARM SITE WITHIN ANY 12-MONTH PERIOD.
43

44 (2) THE CIVIL PENALTIES FOR THE THIRD OR MORE FALSE ALARMS AT A SINGLE
45 ALARM SITE IN A 12-MONTH PERIOD ARE:

46
47 (I) \$50 FOR THE THIRD AND FOURTH FALSE ALARMS;

48
49 (II) \$75 FOR THE FIFTH FALSE ALARM;

50
51 (III) \$100 FOR THE SIXTH FALSE ALARM;

52
53 (IV) \$125 FOR THE SEVENTH FALSE ALARM;

54
55 (V) \$150 FOR THE EIGHTH FALSE ALARM;

56
57 (VI) \$175 FOR THE NINTH FALSE ALARM;

1 (VII) \$200 FOR THE TENTH FALSE ALARM;

2
3 (VIII) \$225 FOR THE ELEVENTH FALSE ALARM; AND

4
5 (IX) \$250 FOR THE TWELFTH AND ANY SUBSEQUENT FALSE ALARMS.

6
7 (3) THE ALARM USER IS NOT SUBJECT TO A CIVIL PENALTY FOR THE FOURTH OR
8 MORE FALSE ALARMS IN ONE CALENDAR DAY AT A SINGLE ALARM SITE.

9
10 (4) A PENALTY IMPOSED UNDER THIS SUBSECTION IS A CIVIL PENALTY
11 ADMINISTRATIVELY IMPOSED BY THE ALARM ADMINISTRATOR IN ACCORDANCE WITH
12 ARTICLE 24, § 14-101, OF THE STATE CODE.

13
14 (C) **Review.**

15
16 (1) AN ALARM USER MAY REQUEST REVIEW OF THE CIVIL PENALTY TO THE
17 ALARM ADMINISTRATOR WITHIN 30 DAYS OF THE DATE OF THE NOTICE ASSESSING THE
18 CIVIL PENALTY. THE REQUEST FOR REVIEW MUST BE IN WRITING AND SET FORTH ALL
19 REASONS FOR THE REQUEST.

20
21 ~~(1)~~ (2) THE COMPUTER AIDED DISPATCH (CAD) RECORD SHALL BE PRIMA FACIE
22 EVIDENCE THAT A FALSE ALARM OCCURRED.

23
24 ~~(2)~~ (3) THE ASSESSMENT OF A CIVIL PENALTY SHALL BE STAYED UNTIL A FINAL
25 DECISION IS REACHED.

26
27 ~~(3)~~ (4) THE ALARM ADMINISTRATOR SHALL ISSUE A WRITTEN DECISION WITHIN 60
28 DAYS OF THE DATE OF THE REQUEST FOR REVIEW. THE DECISION SHALL AFFIRM OR
29 REVERSE THE ASSESSMENT OF THE CIVIL PENALTY.

30
31 (D) **Payment.** ALL CIVIL PENALTIES SHALL BE PAID BY THE ALARM USER WITHIN 30
32 DAYS OF THE DATE OF THE NOTICE FROM THE ALARM ADMINSTRATOR. ALL CIVIL
33 PENALTIES UNPAID AFTER 30 DAYS MAY BE COLLECTED AS PROVIDED IN § 1-9-101 OF
34 THIS CODE.

35
36 **12-5-109. Denial or suspension of alarm system registration.**

37
38 (A) **Suspension or denial.** THE ALARM ADMINISTRATOR MAY SUSPEND OR DENY AN
39 ALARM SYSTEM REGISTRATION IF THE ALARM ADMINISTRATOR FINDS THAT:

40 (1) INSTALLATION, REPAIRS, MAINTENANCE, OR OTHER WORK ON THE ALARM
41 SYSTEM DOES NOT MEET THE REQUIREMENTS OF THIS TITLE;

42
43 (2) THE ALARM USER HAS NOT PAID CIVIL FINES OR CIVIL PENALTIES IMPOSED
44 UNDER THIS TITLE;

45
46 (3) THE ALARM USER HAS SUBMITTED FALSE INFORMATION OF A MATERIAL
47 MATTER IN THE APPLICATION; OR

48
49 (4) THE ALARM BUSINESS HAS VIOLATED A PROVISION OF THIS TITLE OR OF ANY
50 OTHER APPLICABLE LOCAL, STATE, OR FEDERAL LAW RELATING TO THE SALE,
51 INSTALLATION, MONITORING, OR MAINTENANCE OF ALARM SYSTEMS.

52
53 (B) **Notice.** IF THE ALARM ADMINISTRATOR DENIES OR SUSPENDS AN ALARM SYSTEM
54 REGISTRATION, THE ALARM ADMINISTRATOR SHALL SEND WRITTEN NOTICE TO THE
55 ALARM USER AND THE ALARM MONITOR BY FIRST CLASS MAIL, POSTAGE PREPAID,
56 ALONG WITH A STATEMENT OF THE RIGHT TO REQUEST REVIEW.

1 (C) **Issuance of alarm system registration after denial or suspension.** THE ALARM
2 ADMINISTRATOR MAY ISSUE AN ALARM SYSTEM REGISTRATION TO AN ALARM USER
3 AFTER DENIAL OR SUSPENSION OF AN ALARM SYSTEM REGISTRATION IF THE ALARM
4 USER:

5
6 (1) SUBMITS AN APPLICATION;

7
8 (2) SATISFIES ALL OUTSTANDING CIVIL FINES AND CIVIL PENALTIES; AND

9
10 (3) SUBMITS A CERTIFICATION AS REQUIRED BY THE ALARM ADMINISTRATOR
11 FROM A REGISTERED ALARM BUSINESS STATING THAT THE ALARM SYSTEM COMPLIES
12 WITH THE REQUIREMENTS OF THIS TITLE.

13
14 (D) **Review of denial or suspension of alarm system registration.**

15
16 (1) AN ALARM USER MAY REQUEST REVIEW OF THE DENIAL OR SUSPENSION OF
17 AN ALARM SYSTEM REGISTRATION TO THE ALARM ADMINISTRATOR WITHIN 30 DAYS OF
18 THE DATE OF THE NOTICE OF DENIAL OR SUSPENSION. THE REQUEST FOR REVIEW MUST
19 BE IN WRITING AND SET FORTH ALL REASONS FOR THE REQUEST.

20
21 (2) THE ALARM SYSTEM REGISTRATION DENIAL OR SUSPENSION SHALL BE
22 STAYED UNTIL A FINAL DECISION IS REACHED.

23
24 (3) THE ALARM ADMINISTRATOR SHALL ISSUE A WRITTEN DECISION WITHIN 60
25 DAYS OF THE DATE OF THE REQUEST FOR REVIEW. THE DECISION SHALL AFFIRM OR
26 REVERSE THE DENIAL OR SUSPENSION OF AN ALARM SYSTEM REGISTRATION.

27
28 **12-5-110. Civil fines.**

29
30 (A) **Unregistered alarm systems.** IT IS A CLASS D CIVIL OFFENSE FOR ANY PERSON
31 TO OPERATE, OR CAUSE TO BE OPERATED, AN ALARM SYSTEM THAT IS NOT REGISTERED
32 UNDER THIS TITLE THAT RESULTS IN POLICE DEPARTMENT RESPONSE TO AN ALARM
33 SITE, WHETHER OR NOT IT IS A FALSE ALARM. THE CIVIL FINE IMPOSED UNDER THIS
34 SECTION IS IN ADDITION TO ANY CIVIL PENALTIES IMPOSED UNDER § 12-5-108.

35
36 (B) **Dispatch requests to unregistered alarm systems.** IT IS A CLASS D CIVIL
37 OFFENSE FOR AN ALARM MONITOR TO MAKE A DISPATCH REQUEST TO AN ALARM SITE
38 WITH AN ALARM SYSTEM THAT IS NOT REGISTERED UNDER THIS TITLE, EXCEPT WHEN
39 THE ALARM MONITOR IS NOT NOTIFIED OF A DENIAL OR SUSPENSION OF AN ALARM
40 SYSTEM REGISTRATION.

41
42 (C) **Providing alarm services without registration.** IT IS A CLASS C CIVIL OFFENSE
43 FOR A PERSON TO PROVIDE ALARM SERVICES WITHOUT AN ALARM BUSINESS
44 REGISTRATION ISSUED UNDER THIS TITLE.

45
46 (D) **Other violations.** IT IS A CLASS E CIVIL OFFENSE FOR A PERSON TO VIOLATE A
47 PROVISION OF THIS TITLE FOR WHICH A CIVIL FINE IS NOT OTHERWISE SPECIFIED.

48
49 SECTION 3. *And be it further enacted,* That this Ordinance shall take effect 45 days
50 from the date it becomes law.