



AGENDA REPORT

Meeting Date: October 5, 2010

Item Number: D-1A & B

To: Honorable Mayor & City Council

From: Timothy Scranton, Fire Chief
David Snowden, Police Chief
Scott G. Miller, CFO
Mark A. Brower, Senior Budget & Financial Analyst

Subject: A) AN ORDINANCE OF THE CITY OF BEVERLY HILLS MODIFYING ALARM REGULATIONS AND AMENDING THE BEVERLY HILLS MUNICIPAL CODE; AND
B) RESOLUTION OF THE COUNCIL OF THE CITY OF BEVERLY HILLS AMENDING THE COMPREHENSIVE SCHEDULE OF TAXES, FEES & CHARGES TO ADD A FALSE ALARM SERVICE CHARGE LATE FEE, A FALSE ALARM SERVICE CHARGE APPEAL FEE, FIRE ALARM CHARGES, AND AMEND SECURITY FALSE ALARM CHARGES FOR FISCAL YEAR 2010/2011

Attachments: 1) Ordinance
2) Resolution
3) False Security Alarm Prevention School and Test
4) False Security Alarm Prevention Brochure

RECOMMENDATION

Staff recommends that the City Council waive full reading of the ordinance and the ordinance entitled "AN ORDINANCE OF THE CITY OF BEVERLY HILLS MODIFYING ALARM REGULATIONS AND AMENDING THE BEVERLY HILLS MUNICIPAL CODE" be introduced and read by title only; and that the "Resolution of the Council of the City of Beverly Hills Amending the Comprehensive Schedule of Taxes, Fees & Service Charges To Add a False Alarm Service Charge Late Fee, A False Alarm Service Charge Appeal

Service Charge Appeal Fee, Fire Alarm Charges and Amend Security False Alarm Charges for Fiscal Year 2010/2011” be adopted.

INTRODUCTION

The City Council adopted a False Security Alarm Reduction program in April of 2009. The goal of this program was to modify security alarm user behavior and divert public safety resources to legitimate activities, which helps maintain our response times.

Since the program’s inception, false security alarms have been reduced by nearly 15% and multiple false security alarm responses to a single address in a calendar year were reduced 37%. The false alarm fees collected help offset the costs associated with responding to false alarms. In 2009/10, over \$300,000 in false alarm fees have been paid.

While this program has accomplished the reduction of false alarms, staff identified modifications to the existing false security alarm reduction program which are intended to further reduce the number of false alarm responses, primarily through increased education efforts. Staff also proposes instituting a False Fire Alarm Reduction Program which is not currently covered with the existing false alarm program.

The proposed modifications address the following:

- Ordinance language related to false Fire alarms;
- Institute false fire alarm fees;
- Reduce the total number of false alarms;
- Current cost recovery level;
- Reduce accounts receivables; and
- Proactively address potential abuse of the appeal process.

DISCUSSION

Security Alarms

Increase our Education Efforts

While the City has been successful in reducing the false security alarms, our Police Officers continue to respond to a high number of false alarms. It is projected there will be over 5,000 false security alarms in 2010/11, down from 5,750 in 2009/10. In order to further decrease the number of false alarms a greater emphasis on educating alarm users on the proper use of their systems is recommended.

To accomplish this it is proposed that charges be assessed with first security alarm offenses. This fee would be waived once the City’s free online security alarm school is completed. The free security alarm school and test take roughly five to ten minutes to complete. Printed versions of the school and test will also be available. The school is currently available to all alarm users within the City by visiting www.beverlyhills.org/alarmschool.

Improved Cost Recovery

Staff also proposes modifications to the false security alarm fee structure, which will bring the program closer to full cost recovery. The current and proposed false security alarm reduction program structure is below:

<u>Current Program</u>		<u>Proposed Program</u>	
Offense Number	Fine Amount	Offense Number	Fine Amount
1 st False Alarm	Free	1 st False Alarm	\$122.20 <u>or</u> waived if alarm school is completed
2 nd False Alarm	\$122.20	2 nd False Alarm	\$244.50
3 rd False Alarm	\$244.50	3+ False Alarms	\$366.80
4+ False Alarms	\$366.80		

Fire Alarms

Ordinance Language Related to False Fire Alarms

The current alarm reduction program can be expanded to address false fire alarms. To accomplish this, the false alarm ordinance language must be expanded to include false fire alarms. The proposed fees related to false fire alarm responses are:

Proposed Fire False Alarm Charges

1 st False Alarm	\$122.20 <u>or</u> waived if alarm school is completed
2 nd False Alarm	\$244.50
3+ False Alarms	\$366.80

False Security and Fire Alarms

Institute a Late Fee

Currently, nearly 70% of the false security alarm receivables are not paid on time. The proposed addition of a late fee is projected to have a significant positive impact on collection rates and decrease the average aging of receivable to less than 30 days. This late fee would be imposed on both false security and false fire alarms.

Current False Security Alarm Receivables 1-30 days	Current False Security Alarm Receivables Aged 31+ days
\$38,945	\$89,611 (68%)

Staff recommends the addition of a late fee in order to provide an incentive to pay invoices within the given payment terms. Accounts with late payments beyond the payment terms will be assessed a late fee. The late fee will be established by the City Council and will be added to the City's Schedule of Fees and Charges.

Staff proposes that a late fee of \$25.00 be established, which is consistent with other municipalities with false alarm reduction programs.

Institute an Appeal Fee

Some false alarm reduction programs experience an abuse of the appeal process. Currently when a false alarm is appealed the fee associated with the false alarm is put on hold for up to fifteen days while the appeal process is completed. Alarm fees that are not waived are then payable within twenty days.

As a result, currently through the appeal process alarm users can delay the payment of false alarm fees for thirty five days by simply filing an appeal. While the appeal process hasn't yet been abused, less than 20 alarms (0.4% of all alarms) were appealed in 2009/10, other agencies with similar programs have seen increasing instances of abuse.

As such, Staff proposes the addition of a fee to appeal false alarm fees, which will initially be set at \$0.00 and not raised unless the City experiences abuse of this administrative process.

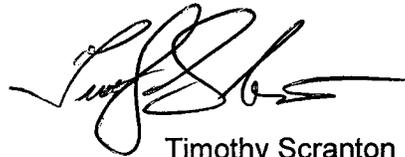
FISCAL IMPACT

There are no additional costs to implement the proposed modifications. As a result of the proposed changes, the City's projected cost recovery rate for false security alarms will increase to 100% and will recover over \$500,000 in costs. The projected cost recovery rate for repeat fire alarm offenders is 100% and will recover over \$70,000 in costs. Cost recovery amounts are projected to diminish as alarm users become educated on the proper use of their systems and reduce the total number of false alarm responses.



Dr. Scott G. Miller / CFO

Finance Approval



Timothy Scranton

Fire Chief



David Snowden

Police Chief

Attachment 1

ORDINANCE NO. 10-O-_____

AN ORDINANCE OF THE CITY OF BEVERLY HILLS
MODIFYING ALARM REGULATIONS AND AMENDING
THE BEVERLY HILLS MUNICIPAL CODE

THE CITY COUNCIL OF THE CITY OF BEVERLY HILLS HEREBY ORDAINS AS
FOLLOWS:

Section 1. Article 1 of Chapter 4 of Title 4 is hereby amended to read as follows:

“Article 1. Alarm Systems and False Alarms.

4-4-101. Purpose.

The purpose of this Article is to protect the public health, safety and general welfare by regulating alarm systems and discouraging false alarms.

4-4-102. Exemptions.

The provisions of this article shall not be applicable to audible alarms affixed to motor vehicles.

4-4-103. Definitions.

The following definitions shall apply for purposes of this article:

A. “Alarm agent” means any person who is employed by an alarm business, either directly or indirectly, whose duties include any of the following: selling, maintaining, leasing, servicing, repairing, altering, replacing, moving, or installing on any building place or premises any alarm system.

B. “Alarm dispatch request” means a notification to police or fire personnel that an alarm system has been activated.

C. “Alarm business” means any person who is engaged in selling, leasing, maintaining, servicing, repairing, altering, replacing, monitoring, moving, or installing any alarm system or causing to be sold, maintained, serviced, repaired, altered, replaced, monitored, moved or installed an alarm system in or on any building, place or premises.

D. "Alarm system" means an assembly of equipment and devices designed for the detection of smoke, fire, or an unauthorized entry on premises or for alerting others of the commission of an unlawful act, which device, when actuated, emits a sound beyond the business premises or residential unit or dwelling protected by such device or transmits a signal or message to another location. "Alarm system" includes without limitation the following: audible alarms; automatic

dialing systems; commercial alarms; intrusion alarm systems; fire alarm systems; manual holdup alarm systems; and robbery alarm systems.

E. “Audible alarm” means an alarm system that, when activated, emits an audible sound designed to be heard at or about the site where the alarm system is installed.

F. “Automatic dialing system” means an alarm system that automatically sends over telephone lines a message or signal indicating the existence of an emergency situation.

G. “Central station” means a facility to which alarm systems are connected, where operators supervise the circuits on a continuous basis, and where there is a subsequent relaying of messages by a live voice to the police or fire department.

H. “Commercial alarm” means an alarm system installed on non-residential premises.

I. “False alarm” means an alarm dispatch request as to which responding police or fire personnel find no evidence of a fire, criminal offense or attempted criminal offense after completing an investigation of alarm site. A false alarm does not include the activation of an alarm system due to tornadoes, earthquakes, or other violent, uncontrollable acts of nature.

J. “Fire Department” means the City of Beverly Hills Fire Department.

K. “Intrusion alarm system” means an alarm system signaling an entry or attempted entry into the area protected by the system.

L. “Manual holdup alarm system” means an alarm system in which the signal transmission is initiated by the direct action of the person attacked or by an observer of the attack.

M. “Police Department” means the City of Beverly Hills Police Department.

N. “Robbery alarm system” means an alarm system signaling a robbery or attempted robbery or other crime in progress, which involves potentially serious bodily injury or death. For purposes of this definition, a robbery alarm system includes duress, panic, hold-up and robbery-in-progress alarms.

O. “Subscriber” means any person that owns, leases, rents, uses an alarm system or makes available for use by his agents, employees, representative or family, an alarm system.

4-4-104. Alarm System Regulations.

A. Audible alarms shall automatically turn off within fifteen (15) minutes of activation.

B. Each subscriber having an audible alarm affixed to real property shall post a notice containing the name and telephone number of the person to be notified to render repairs or turn off the alarm when the alarm system is activated. Such notice shall be conspicuously posted near the alarm system in such a position as to be legible from the ground adjacent to the building.

C. It shall be the duty of the alarm subscriber to properly use the alarm system and to maintain it mechanically and technically to insure it is in proper working order at all times.

D. The alarm business or subscriber shall provide to the Police and Fire Department or their City authorized designee the name and address of the subscriber including the telephone number at which the subscriber may be reached at any time of the day or night or any other emergency contact information. Changes occurring in any names, addresses or telephone numbers provided shall be immediately communicated in writing to the Police and Fire Department or their City authorized designee.

E. The alarm business and/or subscriber shall be responsible for deactivating any alarm system within one hour after notification or after reasonable efforts have been made to notify such alarm business and/or subscriber that such alarm system has been activated and is ringing.

F. No person shall install, maintain or use an audible alarm that emits a sound similar to an emergency vehicle siren.

G. No person shall install, maintain or use an audible alarm that automatically resets the bell or other audible device.

H. No person shall install, maintain or use any alarm system that automatically dials the Beverly Hills Police or Beverly Hills Fire Department when activated.

4-4-105. Call Verification Response for Service.

A. No alarm business, central station or other answering service shall request a police department response to an alarm site until such time it has made two attempts to verify the need for service by telephonic means by contacting the alarm subscriber. Verification is not required for robbery alarm system activation and other locations as determined by the Chief of Police.

B. At the time a response to an alarm site is requested, the alarm business, central stations or other answering services shall provide all information required by the Police or Fire Department dispatcher including but not limited to: the time, date and location of the alarm; the name, address and telephone number of the alarm subscriber or his or her designee; and the cause of the alarm.

4-4-106. Alarm Activation Notification.

Each alarm subscriber or alarm business shall notify the Police and/or Fire Department prior to any service, test, repair, maintenance, adjustment, alteration or installation that might activate a false alarm. For the purposes of this chapter, any alarm activated where such prior notice has been given shall not constitute a false alarm.

4-4-107. Back-up Power Supply.

Alarm systems shall be served by an uninterruptible back-up power supply that prevents activation of the alarm system due to failure or interruption of normal electric utility service. Such back-up power supply shall be capable of operating for at least four hours.

4-4-108. Public Nuisance.

A. It is declared to be a public nuisance for any person owning, leasing, occupying, or having charge or possession of any property in the City to cause, or to permit, an alarm system on such property to be activated, other than by commission or attempted commission of an unlawful act or detection of smoke or fire which the alarm system is designed to detect. Any response from the Police or Fire Department with respect to such a false alarm shall constitute summary abatement of such a nuisance.

B. Any audible alarm shall be deactivated within fifteen (15) minutes of activation; provided further, failure to deactivate within a period of one hour shall be considered a public nuisance and such alarm noise may be summarily abated.

4-4-109. False Alarm Service Charge

A false alarm service charge shall be billed to and paid by each subscriber for the false alarms issued by the subscriber's alarm system within a calendar year. Should any service charge remain unpaid in excess of thirty (30) days, a late fee shall be assessed and paid by the subscriber. The service charge and the late fee shall be established by City Council resolution. The service charge shall be paid within thirty (30) calendar days following service of notice by mail by the City that the alarm system sustained a false alarm, unless the subscriber files an request for an administrative review pursuant to Section 4-4-110.

4-4-110. Contesting a False Alarm Service Charge; Appeal.

A. A subscriber may contest the imposition of a false alarm service charge by submitting a request for an administrative review in writing to the Chief Financial Officer within 30 calendar days of the notice imposing the service charge. The assessment of the false alarm service charge is stayed during the pendency of an administrative review, which is properly and timely filed pursuant to this section. The subscriber shall specify the grounds for contesting the service charge and such request shall be accompanied by a fee, if any, in the amount established by City Council resolution. Upon receipt, the City shall do all of the following: investigate with its own records and staff the circumstances of the service charge with respect to the contestant's written explanation of the reason or reasons for contesting the service charge. If, based on the results of that investigation, the City is satisfied that the violation did not occur or because legally supportable or mitigating circumstances as set forth in this Article warrant a dismissal, the City shall dismiss the service charge and make an adequate record of the reason or reasons for canceling the service charge. The City shall deliver the results of the investigation to the contestant within fifteen (15) days of receipt of the subscriber's request for an administrative review.

B. If the subscriber is not satisfied with the results of the investigation provided for herein, the subscriber may, within twenty one (21) calendar days of the delivery of the results of the initial investigation, deposit the amount of the service charge and the appeal as set by City Council resolution or provide proof of an inability to deposit the service charge, and request an appeal. An appeal shall be held within ninety (90) calendar days following the receipt of a request for an appeal. If the subscriber prevails at the appeal, then the full amount of the service charge deposited shall be refunded.

C. The appeal hearing shall be conducted by the City Manager or his designee. Only those matters or issues specifically raised by the appellant in the appeal notice shall be considered in the hearing of the appeal. Failure of any person to file a timely appeal shall constitute an irrevocable waiver of the right to an administrative hearing and a final adjudication of the notice imposing the false alarm service charge.

D. Written notice of the time and place of the hearing shall be given at least ten (10) calendar days prior to the date of the hearing to each appellant by the City either by causing a copy of such notice to be delivered to the appellant personally or by mailing a copy thereof, postage prepaid, addressed to the appellant at the address shown on the appeal. The decision of the City Manager or his designee shall be in writing and shall contain findings of fact and a determination of the issues presented.

E. The notice of decision shall inform the appellant that the decision is a final decision and that the time for judicial review is governed by California Code of Civil Procedure Section 1094.6. Copies of the decision shall be delivered to the parties personally or sent by certified mail to the address shown on the appeal. The decision shall be final when signed by the City Manager or his designee and served as provided in this section.

F. If the false alarm service charge is upheld, the service charge and any administrative costs shall be paid within thirty (30) days following service of the notice of decision. Administrative costs include any and all costs incurred by the city in connection with enforcement of this Article against the subscriber, including, but not limited to, investigation costs, staffing costs for preparing and conducting the administrative hearing and legal fees.

4-4-111. Intentional False Alarms; Penalties.

No person shall intentionally initiate a false alarm except for purpose of testing an alarm system and then only after having given the Police and/or Fire Department prior notice thereof. Any person who violates this section shall be guilty of a misdemeanor.

4-4-112. Possession of State Permit Required.

Every alarm agent, and every person engaged in the business of making, repairing, servicing, altering, replacing, removing or installing an alarm system shall carry on their person at all times

while so engaged a valid alarm agent permit as issued by the state and shall display such permit to any Police Department or Fire Department personnel upon request.

4-4-113. Nonliability.

Nothing in this article shall create or be construed to create a duty upon the Police and/or Fire Department or City to respond to any alarm system whether or not the alarm was false. An alarm, like any other request for service from the Police and/or Fire Departments, may be responded to within the resources of the Police and Fire Departments at the time of the alarm.”

Section 2. Severability. The City Council declares that, should any provision, section, paragraph, sentence or word of this Ordinance be rendered or declared invalid by any final court action in a court of competent jurisdiction or by reason of any preemptive legislation, the remaining provisions, sections, paragraphs, sentences and words of this Ordinance shall remain in full force and effect.

Section 3. The City Clerk shall cause this ordinance to be published at least once in a newspaper of general circulation published and circulated in the City within fifteen (15) days after its passage, in accordance with Section 36933 of the Government Code, shall certify to the adoption of this ordinance, and shall cause this ordinance and his certification, together with proof of publication, to be entered in the Book of Ordinances of the Council of this City.

Section 4. This ordinance shall go into effect and be in full force and effect at 12:01 a.m. on January 1, 2011.

Adopted:
Effective:

JIMMY DELSHAD
Mayor of the City of Beverly Hills,
California

ATTEST:

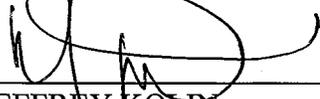
(SEAL)
BYRON POPE
City Clerk

APPROVED AS TO FORM



LAURENCE S. WIENER
City Attorney

APPROVED AS TO CONTENT:

 for JK

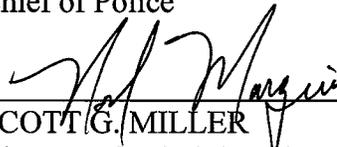
JEFFREY KOLIN
City Manager



TIMOTHY J. SCRANTON
Fire Chief



DAVID SNOWDEN
Chief of Police



SCOTT G. MILLER
Director of Administrative Services/Chief
Financial Officer

Attachment 2

RESOLUTION NO. 10-R-____

RESOLUTION OF THE COUNCIL OF THE CITY OF BEVERLY HILLS AMENDING THE COMPREHENSIVE SCHEDULE OF TAXES, FEES & CHARGES TO ADD A FALSE ALARM SERVICE CHARGE LATE FEE, A FALSE ALARM SERVICE CHARGE APPEAL FEE, FIRE FALSE ALARM CHARGES AND AMEND THE SECURITY FALSE ALARM CHARGES FOR FISCAL YEAR 2010/2011

The Council of the City of Beverly Hills does resolve as follows:

Section 1. As set forth in Resolution 10-R-12748, the City Council has established, amended, fixed and modified, all fees, permit fees, City service charges, and other fees, charges, extractions, and required payments for municipal services, inspections, enforcement activities or for other indicated purposes for Fiscal Year 2010-2011. (“Comprehensive Schedule of Taxes, Fees & Charges”). The City Council now desires to adjust certain existing fees and add new fees regarding false alarms to that Comprehensive Schedule of Taxes, Fee & Charges.

Section 2. The City Council hereby adjusts existing fees and establishes a new fee regarding false alarms in the amounts set forth in Exhibit A. Said fee shall be included and incorporated into the City’s Comprehensive Schedule of Taxes, Fees & Charges and shall go into effect on 12:01 a.m. on January 1, 2011.

Section 3. The City Council is taking action only on that fee as set forth in Exhibit A. The remaining taxes, fees, permit fees, City service charges, and other fees, charges, extractions, and required payments for municipal services, inspections, enforcement activities or for other indicated purposes set forth in the Comprehensive Schedule of Taxes, Fees & Charges have not been readopted and remain in place.

Section 4. The City Clerk shall certify to the adoption of this resolution and shall cause this resolution and his certification to be entered in the Book of Resolutions of the Council of this City.

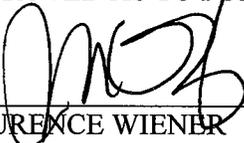
Adopted:

JIMMY DELSHAD
Mayor of the City of Beverly Hills, California

ATTEST:

_____(SEAL)
BYRON POPE
City Clerk

APPROVED AS TO FORM:



LAURENCE WIENER
City Attorney

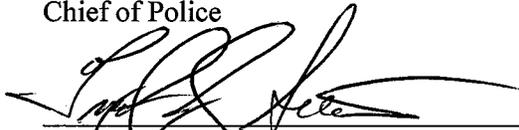
APPROVED AS TO CONTENT:



SCOTT G. MILLER
Director of Administrative Services/
Chief Financial Officer



DAVID L. SNOWDEN
Chief of Police



TIMOTHY SCRANTON
Fire Chief

EXHIBIT A

Fiscal Year 2010/2011 Security and Fire False Alarm Service Charge Late Fee and False Alarm Service Charge Appeal Fee (Effective 12:01 a.m. on January 1, 2011)

False Alarm Service Charge

First Response:

\$122.20. This amount may be waived once per calendar year if the subscriber successfully completes the "Alarm User Awareness Class" within 30 days of the alarm event.

Second Response within Calendar Year:

\$244.50

Third and Subsequent Responses within Calendar Year:

\$366.80

False Alarm Service Charge Late Fee:

\$25.00

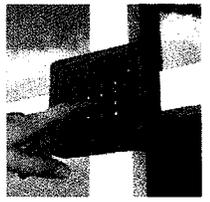
False Alarm Service Charge Administrative Review Fee:

\$0.00

False Alarm Service Charge Appeal Fee:

\$0.00

Attachment 3



City of Beverly Hills False Alarm Prevention School

Why are false alarms a problem?

- They divert officers from places where they are genuinely needed.
- They can delay responses to calls that may be REAL emergencies.
- They remove law enforcement from proactive crime prevention efforts.

How big is the false alarm problem?

- Over 98% of the security alarm activations in Beverly Hills are false alarms.
- Beverly Hills Police respond to nearly 5,000 false alarms per year.
- False alarms are a nationwide problem.

What happens when my alarm system activates?

- A motion sensor, door or window sensor or another part of the system tells the control panel there is a problem. The alarm system is just a collection of electronic devices. It doesn't know for sure that there is a real problem. All it knows is that one or more of its sensors activated, and based on that information alone, it is going to send a signal to your alarm company
- Your control panel calls your monitoring company through your telephone. If you were to pick up your phone while this is happening, you would only hear static and you would be unable to use your phone for calls.
- Your alarm company receives information from your control panel: your name, address, phone number, type of alarm (burglary/robbery/panic) and what alarm sensor activated.
- Your alarm company is required by City of Beverly Hills alarm ordinance to call you to attempt to verify all burglar alarms. If they can't reach you at the primary number you designate, they are required to try to contact you at your designated back-up number (i.e cellular phone). If they are unable to receive verification at either number, they notify the Police Department.
- If it's a false alarm, you can advise your alarm company of that when they make their verification call. In those cases, the Police won't be contacted at all, and you won't be charged a false alarm fee.
- Do not try to call 9-1-1 to cancel a false alarm. Only your alarm company can cancel a Police dispatch once it's been made.

What can I do to prevent false alarms?

- Secure objects that can move in drafts caused by fans, forced air heating, or AC systems. Items like balloons, hanging decorations and even some curtains can trigger motion sensors.
- Replace those batteries!! Follow battery maintenance recommendations. Usual battery life is about 3 to 5 years. Low batteries during a power outage can result in a false alarm.
- Make sure all doors and windows are secure.
- Make sure that door and window sensors are installed so that they will not respond to ordinary events like wind, or a ball bouncing off a wall or door.
- Make sure your alarm company has your motion sensors calibrated so they don't respond to family pets.
- Have your system serviced on a regular basis.
- Call your alarm company if you make any changes to your phone service (adding call waiting, DSL and VoIP for example).
- Add additional responsible phone numbers to be called prior to calling law enforcement such as your spouse, responsible children or trusted employees. This can help you avoid false alarm dispatches and false alarm fees.

How to prevent people-related false alarms?

- Show anyone who has a key or code to your home or business, how to use your alarm system:
 - Your kids
 - Neighbors
 - New employees
 - Cleaning crews

Practice arming and disarming your alarm system.

- Know your alarm company's procedures to cancel a false alarm.
 - Do you know your password or code?
 - Do you know if you have a set number of seconds to cancel a false alarm by using your keypad?
 - Do you know the phone number of your alarm company?
 - Does everyone with a key or code to your business/ home know how to cancel a false alarm?
- Call your alarm company if you...
 - Have any concerns about how to use your system
 - Are worried about using it incorrectly
 - Think it's not working properly
- If you own or manage a business...
 - Always have at least one person who knows how to operate the alarm system and is authorized to cancel alarms on site whenever the business is occupied.

Alarm ordinance requirements

- The alarm contract you have for alarm service is with your alarm company, not the City.
- As an alarm subscriber you are expected to properly maintain and operate your alarm system. You are also expected to comply with the requirements of the City's ordinance, and meet your financial obligations for false alarm service fees.
- Use your alarm according to the instructions provided by your alarm company.
- Make sure everyone who uses your alarm system is trained to use it correctly.
- Make sure that everyone who uses your alarm system knows how to properly cancel an alarm.
- Follow practices that minimize the likelihood of false alarms.
- Keep your alarm system in good working order and properly adjusted.
- Maintain an uninterruptible backup power supply.
- Maintain current contact - phone numbers and pay all fees promptly.

Other things to know about security alarms and the alarm ordinance

- Do not use your security alarm system as a substitute for making a 9-1-1 call. If you are home and able to call 9-1-1, you will get a faster Police response by calling 9-1-1 yourself.
- When you buy or upgrade your alarm system, your alarm company should provide you with a copy of the terms and conditions for operating your alarm system before you agree to make the purchase. Your alarm company will make sure you are properly trained to operate and maintain your alarm system.
- If you have a false alarm that is caused by an error made by your alarm company, you are still liable for paying the false alarm service fee.

Beverly Hills' Specific Alarm Program Fees and Rules

- The false alarm service fee schedule for a Police response during a one calendar year period is the following:
 - False Alarm Burglar, Robbery/Panic Alarms
 - 1st - Warning letter Issued
 - 2nd - \$122.20
 - 3rd - \$244.50
 - 4 or more - \$366.80
- All false alarm fees are due within 30 days of mail service.
- Alarm users are held directly accountable for the operation of their alarm system.
- Service fees for false burglary alarms are not chargeable if the monitoring company cancels the alarm prior to the arrival of an officer at the alarm site.
- Have your Alarm Company notify you that they made an alarm dispatch request to the police.

- After a false alarm dispatch have your alarm system inspected. Ask your alarm company to verifying that the system is in proper working order or has been repaired if necessary.
- Weather related alarms caused by high winds, lightening storms or power outages can be prevented by having the proper alarm system installed.
- Alarms caused by severe weather such as earthquakes, tornadoes and power outages lasting at least four hours will not be counted as a false alarm.



False Security Alarm Reduction School Exam

1. I am responsible for making sure that everyone who uses my alarm system knows how to use it properly and knows how to cancel a false alarm response.

True False

2. If high winds set off my alarm system, it will not be counted as a false alarm.

True False

3. Ceiling fans, balloons and hanging decorations can set off my alarm.

True False

4. Prior to reporting a burglar alarm a monitoring company must call at least two different phone numbers provided by the alarm subscriber in a attempt to contact a responsible party that may have knowledge of why the alarm has activated.

True False

5. If I have a false alarm and the problem was my alarm company's fault, the City won't make me pay a false alarm fee.

True False

6. False alarm services fees are due within 30 days of notification service by mail.

True False

7. If you are unsure about how to use your alarm system or you think your alarm system is not working properly, you should contact the Police for services.

True False

8. An alarm subscriber can call the Police at 9-1-1 to cancel a false alarm?

True False

9. My alarm company is required to notify me within 24 hours if they make a dispatch request for the police to respond to my alarm.

True False

10. If I hear a suspicious noise outside my house I should call 9-1-1, not use my alarm system's panic feature to summon the Police.

True False

11. If my alarm monitoring company cannot determine that an alarm is false by calling my designated contact numbers, they will call law enforcement.

True False

12. Once installed properly, alarm systems pretty much take care of themselves and don't need to be serviced.

True False

13. If I don't replace the batteries in my alarm system it will still work fine.

True False

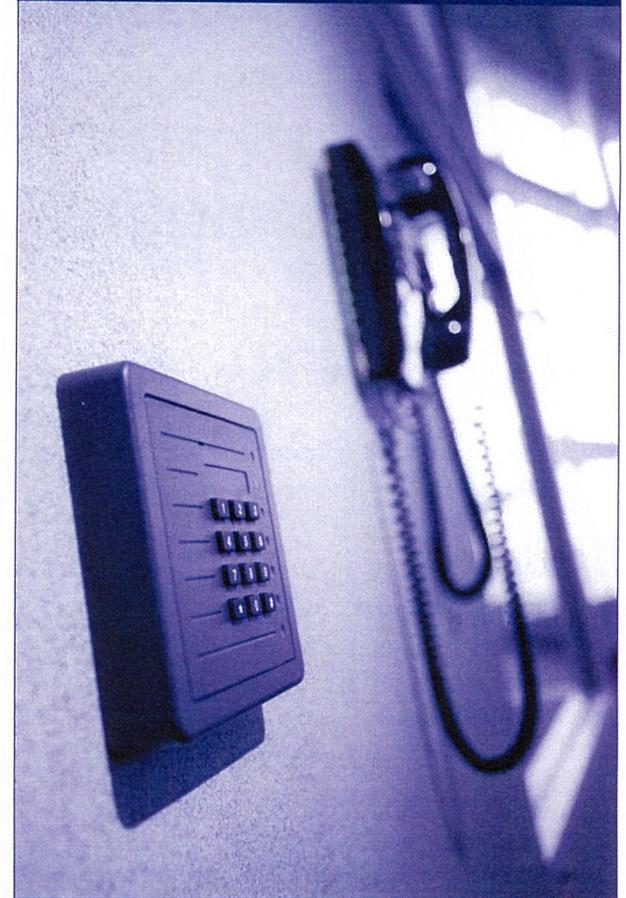
14. Burglar alarms can be cancelled before an officer arrives at the alarm site, and I will not be charged for a false alarm.

True False

Please return the completed test in the enclosed prepaid envelope.

Attachment 4

CITY OF BEVERLY HILLS



False Alarm Prevention Brochure



July 2010

FALSE ALARM PREVENTION PROGRAM

The Beverly Hills Police Department responds to nearly 5,000 false alarm calls a year. False alarms cost the City of Beverly Hills and its tax payers thousands of dollars per year and can take Police Officers away from actual emergencies.

WHAT CAN I DO TO PREVENT FALSE ALARMS?

Before Activating Your Alarm System:

- Lock all protected doors and windows
- Keep pets, balloons, fans, curtains, etc. away from motion sensor areas
- Educate alarm system users:
 - » Train them on how to operate your system
 - » They should have knowledge of correct arming codes, pass codes, telephone numbers and procedures for canceling accidental alarm activations

Notify Your Security Company If:

- You plan any remodeling, including replacing doors or windows
- You think your system is not working properly
- You get a new pet or are testing your alarm system
- You are going on vacation:
 - » Tell them what days you will be gone
 - » Tell them whether anyone is authorized to be in your home while you are away

- » Provide a number to reach you, preferably a cell phone number, should your alarm system activate while you are away

Have your security company check and service your system regularly.

- Routine maintenance can help prevent many false alarms.

Make sure your emergency call list is up to date.

- Your Alarm Company is required to make at least two phone calls to reach authorized individuals on your emergency call list who can verify the alarm prior to requesting a Police Officer dispatch.



Battery backup should be checked annually, or after a storm related false alarm.

- Alarm system batteries typically last 3 to 5 years. Your battery system is required to last at least 4 hours in the event of a power outage. The life of the battery is shortened if you have had several power outages.

Take the free online false alarm prevention class visit www.beverlyhills.org/alarmschool.

FALSE ALARM PREVENTION PROGRAM

False Alarm Reduction Program
Customer Service
(866) 950-8186

www.atbservices.com/beverlyhills