

Washoe County Alarm Ordinance Highlights

Ordinance effective date – October 13, 2009

PERMITS

- PERMIT NUMBER REQUIRED FOR ALL ALARM REQUESTS
- PERMIT GRACE PERIOD OF 30 DAYS AFTER INSTALLATION
- PERMIT FEE - \$24 - NO REFUND
- RENEWAL PERMIT FEE - \$24 - THE RENEWAL REGISTRATION FEE MAY BE WAIVED FOR ALARM SITES THAT DID NOT RECORD A FALSE ALARM DURING THE REGISTRATION PERIOD AND IF NO CHANGES WERE MADE TO THE ALARM USER REGISTRATION DURING THE REGISTRRTATION PERIOD
- PERMIT SENIOR RESIDENTIAL 65+ - \$12
- GOVERNMENT ENTITIES MUST REGISTER AND COMPLY WITH CHAPTER – EXEMPTED FROM PERMIT FEE
- NON-PERMITTED SITES - \$200 FEE TO ALARM USER

SERVICE FEES

- ALL COSTS ASSESSED AS FEES FOR SERVICE
- ALL BURGLARY FALSE ALARMS FEES BY SCALE
1-\$100, 2- \$125, 3- \$150, 4 - \$175, 5+ \$200
- ALL ROBBERY/PANIC ALARM FEES - \$200
- ALL LATE FEES ASSESSED AT \$25
- SITE SUSPENDED FOR FAILURE TO PAY ANY SERVICE FEE
- CANCELLATION OF SHERIFF RESPONSE- IF CANCELLED PRIOR TO A DEPUTY ARRIVING AT THE ALARM SITE THE RESPONSE IS **NOT** CONSIDERED A FALSE ALARM

ALARM USERS

- NEW SYSTEMS - ACCLIMATION PERIOD 7 DAYS
 - NO BURGLAR ALARM CALLS DURING TEST PERIOD
 - EXCEPTIONS SUCH AS DOMESTIC VIOLENCE/STALKING
- SYSTEM PERFORMANCE REVIEW CONFERENCE OF USER AND ALARM COMPANY TO REVIEW ALARM PROBLEM
- ALARM USER SHALL HAVE SYSTEM INSPECTED AFTER 3 FALSE ALARMS IN ONE YEAR PERIOD
- **NO** SUSPENSION FOR EXCESSIVE FALSE ALARMS
- REINSTATEMENT – ALARM REPAIR ORDER, REINSTATEMENT FEE \$50, PAY ALL PAST FEES AND SUCCESSFULLY COMPLETE ONLINE ALARM SCHOOL
- APPEAL PROCESS AVAILABLE
- APPEAL FEE \$25 –RETURNED IF UPHELD
- ON-LINE ALARM SCHOOL AND TEST AVAILABLE TO USERS

ALARM COMPANIES

- ALARM RESPONSE MANAGER (ARM) – REQUIRED OF ALL ALARM COMPANIES AS PRIMARY CONTACT
- ALARM COMPANIES MUST OBTAIN A VALID “SECURITY ALARM LICENSE” ISSUED BY POLICE - ANNUAL FEE \$100
- LICENSE CAN BE REVOKED FOR VIOLATIONS OF CHAPTER
- WASHOE COUNTY BUSINESS LICENSES ALSO REQUIRED
- NO SHERIFF RESPONSE FOR ALARM COMPANIES WITHOUT A VALID SECURITY ALARM LICENSE
- EXISTING SYSTEMS – ALARM COMPANY WITHIN 60 DAYS MUST PROVIDE ALL CUSTOMERS
- NEW SYSTEMS – ALARM INSTALLATION COMPANY MUST GIVE NOTICE PRIOR TO ACTIVATION – VIOLATION \$100 (GRACE PERIOD OF 10 DAYS AFTER INSTALLATION)
- NEW SYSTEMS - ACCLIMATION PERIOD 7 DAYS – NO BURGLAR ALARM CALLS DURING TEST PERIOD –Exceptions
- ENHANCED CALL VERIFICATION (ECV) –CALL AT LEAST TWO DIFFERENT PHONE NUMBERS PRIOR TO DISPATCH REQUEST (**Not for robbery, panic, medical or fire**)
- FAILURE TO COMPLY WITH ECV – CALL NOT ACCEPTED
- FAILURE TO USE ECV – \$100.00 FINE
- ANSI/SIA CP-01 CONTROL PANEL - ALARM STANDARDS REQUIRED ON ALL NEW ALARM INSTALLS
- NO “SINGLE ACTION” DEVICES INSTALLED OR REPAIRED
- ALARM MONITORING COMPANY \$100 FOR FIRST TIME \$200 FEE THEREAFTER FOR CALLING ON SUSPENDED SITES
- MONITORING COMPANY \$100 FOR ALARM REQUEST TO NON-PERMITTED SITES PER INCIDENT
- NON-PERMITTED AND SUSPENSION FEES ENFORCED AFTER NOTIFICATION PLUS 3 BUSINESS DAYS
- MUST REPORT DISCONNECTED ACCOUNTS MONTHLY
- CONFIDENTIALITY OF INFORMATION PROVIDED