



FALSE ALARM REDUCTION PROGRAM SUMMARY CITY OF ROCKLIN ALARM ORDINANCE (RMC CHAPTER 9.44)

On April 11, 2008 the City of Rocklin's Alarm Ordinance, Rocklin Municipal Code Chapter 9.44, became law. The Alarm Ordinance was adopted to encourage all alarm users to maintain the mechanical reliability of and to properly use their alarm equipment. The ordinance also requires residents and businesses to have an alarm permit before an alarm system is activated.

Permit Fee – Alarm System Permits are issued for the period of two (2) years.

- ▶ **Initial Permit** - Commercial and Residential - \$25
- ▶ **Renewals** – Commercial and Residential - \$15
- ▶ Operating a non-permitted alarm system will be subject to a fee of \$100 for each false alarm in addition to any other fee.

False Alarm Service Fees

Definition of a false alarm : A false alarm is an alarm dispatch request to a law enforcement agency, when the responding law enforcement officer finds no evidence of a criminal offense or attempted criminal offense after having completed a timely investigation of the alarm site or is cancelled prior to the arrival of law enforcement. Duress and hold up alarms can not be cancelled.

False Burglary Alarm Fees: (In a rolling twelve month period)

- First false alarm – Complimentary
- Second false alarm - \$50
- Third and Subsequent false alarm- \$100
- Cancellation of a burglar alarm response prior to an officer arriving at the alarm site will not count as a false alarm.

False Hold Up, Panic and Robbery Alarm Fees: (In a rolling twelve month period)

- First false alarm – Complimentary
- Second false alarm - \$100
- Third and Subsequent false alarm - \$150

Additional Information

- All permit fees, renewal permit fees, service fees or fines assessed under this ordinance are due within thirty (30) days of written notice unless otherwise noted.
- Your right to appeal shall be provided if you receive notice of a false alarm or assessed a service fee.
- Appeals must be received by the City of Rocklin within 35 days of the date of your notice.
- Alarm permits may not be transferred to another person, business, or alarm site.

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For Information Contact:
Alarm Tracking and Billing Services
1-877-356-7605
Fax 719-634-6325
www.atbservices.com/rocklin



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What Can You Do To Prevent False Alarms?

- Instruct all alarm users on the proper operation of your alarm system
- Secure all windows & doors before activation
- Keep pets, balloons, fans, heaters, plants, curtains, seasonal decorations, etc. away from motion sensor areas
- Know and rehearse the process to cancel an accidental alarm
- Notify your alarm company of any changes in responsible parties or problems with your system immediately
- Have your alarm system checked annually by your alarm company
- Battery backup should be checked annually or after a storm related false alarm

Some Common Problems That Cause False Alarms:

- Weak alarm system backup batteries
- Open, unlocked, or loose fitting doors and windows
- Helium-filled balloons
- Wandering pets
- Improper application or installation of motion detectors
- Failure to properly train other users

The City of Rocklin has contracted with Alarm Tracking and Billing Services of Colorado Springs, Colorado to administer the false alarm reduction program. It would be cost prohibitive for the City of Rocklin, CA to build, operate, and maintain a false alarm tracking and billing system.

Alarm Tracking and Billing Services Duties

ATB Services will track and bill for an estimated 2,000 yearly false alarms; coordinate with approximately 30 alarm companies and monitoring centers in and out of state; process 2,500 permits every two years; provide all the computer software and upgrades required; create online sites for city officials, alarm users and alarm companies to review their respective alarm information; process all remittances paid; assist with the appeal filing; provide for online payment ability; accommodate alarm users with toll- free customer service support; and develop an educational online alarm school to help reduce the number of false alarms that requires police response.

When you purchase a private security alarm system or contract to have a private security system monitored by a security alarm business, you are entering into a private contract with that business only. Your security alarm purchase and/or monitoring contract is not a contract with the City of Rocklin, its Police Department or with any other law enforcement agency.

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