



ALARM USER PERMIT APPLICATION

MAIL APPLICATION TO: SAN DIEGO POLICE DEPARTMENT
ATTN: PERMITS AND LICENSING, MS 735, P.O. BOX 121431
SAN DIEGO, CA 92112-1431

FOR OFFICE USE ONLY

ALARM LOCATION	* EXPIRATION DATE

CONFIDENTIALITY: INFORMATION ON THIS APPLICATION IS FOR POLICE DEPARTMENT USE ONLY.

1. ALARM APPLICANT USER

ALARM LOCATION
(Street Address)

City

CA. ZIP

RES. PHONE

BUS. PHONE

2. TYPE OF PROPERTY

Residential
Commercial

3. TYPE OF ALARM

☒ Burglary ☒ Silent ☒ Audible ☒ Interior ☒ Perimeter
☐ Robbery ☐ Silent ☐ Audible ☐ Interior ☐ Perimeter

4. MAILING ADDRESS

Name

Address

CITY

STATE

ZIP

RES. PHONE

BUS. PHONE

5. PERSON AUTHORIZED TO RESPOND TO ALARMS AND OPEN THE PROTECTED PREMISES, IF YOU CANNOT BE REACHED.

Name

Address

CITY

STATE

ZIP

RES. PHONE

BUS. PHONE

PERSON LISTED MUST BE ABLE TO RESPOND WITHIN 30 MINUTES.*

6. ALARM MONITORING COMPANY (If applicable)*

Name

CRITICOM MONITORING SERVICES

(800) 482-9800

PHONE

7. NOTE: NON-PROFIT ORGANIZATIONS ARE EXEMPT FROM ALARM PERMIT FEES. PLEASE PROVIDE A COPY OF YOUR IRS DOCUMENTS SHOWING NON-PROFIT STATUS.

THIS IS A 2 YEAR PERMIT.

DIRECT DIAL DEVICES ARE PROHIBITED.

PLEASE SUBMIT ALL COPIES OF THIS APPLICATION.

NON REFUNDABLE, NOT TRANSFERABLE
TO ANY NEW LOCATION OR ALARM USER

RESIDENTIAL FEE - \$100.25

COMMERCIAL FEE - \$173.25

CALL 619-531-2274 TO
DETERMINE IF THERE ARE
ANY OUTSTANDING FINES.

PERMIT NUMBER

8. THIS APPLICATION BECOMES A VALID PERMIT WHEN APPROVED AND RECEIPT OF TOTAL FEES DUE IS VALIDATED BY CASHIER'S STAMP.

MAKE CHECKS PAYABLE TO THE CITY TREASURER

* To ensure dispatch please advise your alarm company of the permit number and expiration date.

9. I have read the requirements listed on the reverse side of this application and understand the responsibilities under this ordinance. I certify under penalty of perjury that all information and statements made herein are true and correct to the best of my knowledge and belief. I understand and agree to notify the chief of police of any changes in the written information in this application within five (5) days from the date such change occurs.

SIGNATURE OF APPLICANT/USER

DATE OF APPLICATION

REQUIREMENTS AND RESPONSIBILITIES • SAN DIEGO MUNICIPAL CODE
SECTIONS 33.3700 THROUGH 33.3713
ALARM ORDINANCE (Summary)

The majority of burglar and robbery alarms that the San Diego Police Department responds to are false, resulting in an enormous waste of resources, and may lull some police officers into an unwarranted sense of security; false alarms create an unnecessary danger to citizens and police officers by requiring the Police Department to effect an emergency response. The use of tax dollars to respond to false alarms is excessive, unnecessary, and must be reduced.

An alarm system is any mechanical or electrical device used to detect unauthorized entry into any building or other structure, or to alert others to the possible commission of an unlawful act within a building or other structure, that when triggered emits a sound or transmits a signal or message that is intended to evoke a law enforcement response, including a silent alarm signal generated by the manual activation of a device which is designed to signal a life threatening situation or a crime in progress requiring law enforcement response.

The Chief of Police will collect alarm user permit applications and fees from any alarm user whose alarm system is not covered by the duties imposed on alarm businesses.

Any alarm business that sells any alarm system shall do the following:

Obtain an alarm user permit, using the alarm user permit application provided by the Chief of Police, on behalf of the alarm user before putting the alarm system into service. Collect the alarm user permit application and permit fee from each alarm user and mail or hand deliver the completed alarm user permit application and permit fee to the Chief of Police before putting the alarm system into service.

All fees must be paid at the time the alarm user permit application is filed.

Each alarm user permit application must be accompanied by a signed certification by the user and alarm business stating the following: The date of the installation, *conversion*, or *takeover*, whichever is applicable; name, address and telephone number, *City Business Tax Certificate* number and state license of the *alarm business* installing the *alarm system*, or performing the *conversion* or *takeover* of the *alarm system*, if any. Name, address and telephone number of the *alarm business* or *alarm agent* responsible for providing repair service to the *alarm system*, if any; that written operating instructions for the *alarm system*, including written guidelines regarding how to avoid *false alarms*, have been provided to the *alarm user* applying for the permit; and that the *alarm business* has provided to the *alarm user* applying for the permit all necessary information regarding the proper use of the *alarm system*, including instruction on how to avoid *false alarms*. Failure to provide any of the required information is sufficient cause to deny the application for an *alarm user* permit. An application will not be considered complete if at the time the application is being considered any fines assessed to the applicant have not been paid.

Any person who files an application for an alarm user permit shall at the time of filing the application pay a fee in accordance with Municipal Code Section 33.0307 and any outstanding penalty fee.

Any alarm user whose alarm system generates a police call for service without first obtaining an alarm user permit within fifteen days of notification, will be assessed a penalty fee of \$146.25 per police call for service until the permit is obtained.

All audible alarms systems when installed must be equipped with an automatic 15-minute shutoff.

ALARM PERMIT REVOCATION AND APPEAL PROCESS

The Police Department has the authority to revoke an alarm permit if the number of false alarms exceeds the revocation schedule. The allowable amount of false alarms or "grace" calls for service are:

1 false alarm in any 30 day period	2 false alarms in any 90 day period
3 false alarms in any 180 day period	4 false alarms in any one-year-period

The Municipal Code defines a false alarm as the triggering of your alarm system that results in a Police Department Response **where an emergency situation does not exist**. This includes activations caused by mechanical failure, malfunction, accidental tripping, misuse, or negligent maintenance. It does not include activations caused by weather conditions or telephone line problems.

The Police Department will send you a courtesy warning letter when you are getting close to revocation.

Please contact us as soon as possible with your evidence if the call for service was valid. The Municipal Code allows you 10 business days after the alarm call to contact the Police Department in order to amend your records. You can contact us by mailing your evidence to: San Diego Police Department, Permits and Licensing, MS 735, PO Box 121431, San Diego, CA 92112-1431.

If the false alarm count exceeds the number listed in the schedule above, then you will be sent a letter of revocation. The letter will tell you that the false alarm problem must be corrected and written evidence of correction along with the revocation fee** be submitted to the Police Department within 15 days of the letter being received. Basically, you must fix whatever caused the false alarms and send the evidence and fine to the Police Department. Following is the revocation fee schedule:

1st revocation in a 1 year period.....\$110	2nd revocation in a 1 year period... \$ 220
3rd revocation in a 1 year period\$440	4th or each additional revocation ... \$2,200

The revocation letter will outline the steps to take in order to appeal the revocation. The Municipal Code allows for an independent review outside the Police Department through the City Manager's Office. You must send a letter of appeal within ten days of receiving the certified revocation letter to: City Manager's Office, c/o Executive Director of Police Practices, 202 C Street, 9th Floor, MS 9A, San Diego, CA 92101.

If you continue to use your alarm system after the revocation date and you haven't appealed the revocation decision, the Police Department can deem your alarm system a public nuisance and stop sending a police response. If you continue to operate an alarm system after your permit has been revoked, and you have received a notice of revocation, you can be issued a misdemeanor citation.

ALARM USER SIGNATURE _____



Protect America, Inc.

5100 N. I-H 35, Suite B
Round Rock, TX 78681
1-800-951-5111

CERTIFICATION LETTER

Name: _____

Location: _____

Phone: _____

Date of installation: _____

Per City of San Diego Business Tax Office Protect America, Inc does not need a Business Tax Certificate.

Alarm Company information:

Protect America, Inc

5100 N. IH-35, Suite B

Round Rock, TX 78681

1-800-951-5111

State license: ACO 4115

Written operating instructions and all necessary information regarding the proper use of the alarm system are provided with the system.

Guidelines and instructions on how to avoid false alarms have been provided to the alarm user.

I the alarm user have received, read and signed the Alarm Ordinance Summary. I was provided false alarm prevention information and have been informed that the information will also be provided with the system. I the alarm user have given permission for Protect America, Inc to send the Alarm User Permit Application to the City of San Diego.

Alarm User _____
Please Print

Alarm User _____
Signature Date

Protect America, Inc. False Alarm Prevention Program

What is a false alarm?

A false alarm is defined as any signal that elicits a response by police, fire or emergency medical services for which there is no evidence of criminal activity, fire, or medical need to justify an emergency response. This simply means that if emergency personnel respond to an alarm activation and, after investigation, find no evidence that criminal, fire, or medical activity either had occurred or was occurring, the emergency response personnel will designate the alarm signal as a false alarm.

With an estimated 25% yearly increase in alarm systems nationwide, emergency responders are becoming overwhelmed with false alarms. This is resulting in stricter ordinances, severe fines and limited or no response policies.

It is your responsibility to prevent false alarms. Help us reduce false alarms through the proper use and maintenance of your alarm system.

False Alarms

- Divert emergency resources away from true emergencies.
- Are a nuisance to you and your neighbors.
- Make your security system less reliable.
- Cost you and your community money.

Major causes of false alarms are:

- User error.
- Unlocked or loose doors or windows.
- Kids, pets, neighbors, visitors, repairmen, employees and cleaning crews.
- Equipment malfunction or weak system batteries.

Before you activate your alarm system:

Anyone who uses the security system needs to be fully educated on its proper operation. This may include children, neighbors, domestics, cleaning crews, caretakers, realtors, employees, and temporary staff.

- Make sure you securely close and lock all protected doors and windows.
- If you are leaving your home or business make sure the door you leave by is closed tight.
- Keep pets, balloons, fans, heaters, plants, etc. away from motion sensor areas.
- Know and rehearse the process to cancel an accidental alarm. Anyone with your key should know this process.
- Know how much time you have after you arm your system to leave and to disarm your system when you enter.
- Set your system so it has an arming delay of at least 60 seconds on all doors.
- Read and follow the instructions in your operator's manual.

What to do if you set off your alarm by accident:

- First, don't panic. Carefully enter your disarm code to reset you system.
- **Call the central monitoring station, 877-274-0604, immediately.**
- Tell them you had an accidental alarm activation and cancel the alarm dispatch. **Do not leave your home or business until you have talked with your monitoring station.**
- Do not call 911 to cancel an alarm activation. You must call the monitoring station.
- You can arrange to have the monitoring station call you or another designated person BEFORE the police, fire, or medical personnel are called whenever your alarm is activated. Then if you are aware of a problem with the system you can cancel the alarm dispatch.

Alarm User _____
Signature Date

False Alarm prevention

With people:

- Train your emergency contacts with keys on complete system operation.
- Instruct domestics or repair persons on how to fully operate your system.
- Use deadbolt locks.
- Expand your protection with an alert neighborhood watch.

Avoid conditions that can trigger your alarm

- Tighten loose fitting doors or windows. Loose fitting doors or windows can affect any attached sensors.
- Keep doors and windows locked when the alarm is "ON" to reduce the chance that friends, neighbors or customers can enter and activate the alarm.
- If you have pets purchase an alarm system that is tolerant of pets (pet immune). You may not want to purchase motion detectors if your pets have free run of the house when the alarm is on. Barking dogs can activate glass break detectors under certain conditions.
- Mylar balloons.
- Drafts that move plants and curtains.

At your business watch for these pitfalls that may activate your alarm:

- Swinging doors or windows.
- Banners or signs.
- Mylar balloons.
- Plants or curtains caught in drafts.
- Seasonal decorations.
- Stacked items such as boxes that may fall setting off motion detectors.
- Unsupervised guests.
- Untrained, unaware, or careless employees.
- Alarm equipment, such as motion sensors or overhead door magnets being hit by forklifts.

Contact Protect America, Inc @ 800-951-5111:

- To test your system monthly.
- If you plan home improvement or renovation projects, such as the configuration of a room, adding a wall, rearranging cubicles, installing skylights, ceiling fans, changing phone systems or service such as call waiting, VoIP, use of DSL, cable modem or fax line, etc.
- If you plan to fumigate.
- If you plan to change your alarm system batteries causing an interruption in you system's power supply.
- If you get a pet.
- If you hire a private contractor (domestic help, cleaning crew, Realtor, etc.).
- If you change your phone numbers.
- To keep your emergency contact information updated.
- To inform us of any temporary contact information needed during any extended period of absence from your home or business due to work or vacations.
- To provide two different phone numbers in which we can contact you before we dispatch the police when your alarm is activated. This is known as Enhanced Call Verification. This procedure helps prevent false alarms.

You can make a difference and be part of the solution!

Alarm User _____

Signature

Date