



## ALARM PERMIT APPLICATION

☐ **RESIDENTIAL** ☐ **\*SENIOR DISCOUNT**  
\*(65 or older) (Residential Only)  
Must be member of a qualified low income program  
Please call 510-238-3525 to verify eligibility

\_\_\_\_\_  
Name of responsible party (Please print)

\_\_\_\_\_  
Alarm Location (Include Building/Apt #)

\_\_\_\_\_  
City, State and Zip Code

\_\_\_\_\_  
Billing Address (if different)

\_\_\_\_\_  
City, State and Zip Code

Home Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

☐ **BUSINESS**

\_\_\_\_\_  
Business Name (Please print)

\_\_\_\_\_  
Name of responsible party (Please print)

\_\_\_\_\_  
Alarm Location (Include Suite or Unit #)

\_\_\_\_\_  
City, State and Zip Code

\_\_\_\_\_  
Billing Address (if different)

\_\_\_\_\_  
City, State and Zip Code

Office Phone: \_\_\_\_\_

Alternate Phone: \_\_\_\_\_

### SPECIAL CONDITIONS

In order to ensure the safety of our officers, the public and to enable the police department to better protect your property, please provide information regarding potentially hazardous circumstances (i.e. guard animals, weapons, hazardous substances, etc.), including pet dogs (quantity and type)

Comment: \_\_\_\_\_

### ALARM INSTALLATION DETAILS

Alarm Installation Date: TBD - SELF INSTALLED BY ALARM USER

Alarm Installation Company: PROTECT AMERICA, INC

Monitoring Company: (if different) CRITICOM MONITORING SERVICES

Monitoring Company Address & Phone #: 1035 N. THIRD ST., SUITE 101, LAWRENCE, KS 660044  
(800) 482-9800

### PLEASE READ THE FOLLOWING AND SIGN

This is to certify that as the applying principal, my immediate family, tenants, or employees who have access to the protected premises have been given training which includes procedures and practices to follow in the event that the alarm system is accidentally activated. I also acknowledge that the installation company left me a set of written instructions for the alarm system, including written guidelines on how to avoid false alarms. The police response may be influenced by factors including, but not limited to, the availability of officers, priority calls, traffic conditions, emergency conditions and staffing levels.

Signature: (Owner) \_\_\_\_\_

Date: \_\_\_\_\_

In accordance with Oakland Municipal Code 8.02, if you have an alarm system within the city limits of Oakland, it must be registered with the city.

Service Fees: False Burglar Alarm - \$84 False Robbery/Panic alarm - \$156 Non registered sites - Additional service fee of \$70 per false alarm

Police response may be suspended for failure to pay a permit, renewal, or false alarm service fee.

### Make Checks Payable To Your Alarm Company

For more information regarding this ordinance please visit [www.atbservices.com/oakland](http://www.atbservices.com/oakland)

Annual Permit Fee:

Residential Permit Fee: \$25.00

Commercial Permit Fee: \$35.00

\*Senior Discount Permit Fee: \$15.00

**For Customer Service Call: 1-866-950-9902**

### For Office Use Only

Permit Number: \_\_\_\_\_

Date Received: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Processed By: \_\_\_\_\_

**Return this form and permit fee to your alarm company**

**(Permit will not be valid without this form)**

## CUSTOMER FALSE ALARM PREVENTION CHECKLIST

- | Yes                      | No                       |  |
|--------------------------|--------------------------|--|
| <u>X</u>                 | <input type="checkbox"/> | 1. I have been made aware of the applicable Alarm Ordinance and I will comply with its requirements. <b>YEARLY PERMIT REQUIRED</b>   |
| <u>X</u>                 | <input type="checkbox"/> | 2. I understand it is <b>my responsibility</b> to prevent false alarms, and I understand it is critical to assure that all users of the system (such as residents, employees, guests, cleaning people, and repair people) are trained on the proper use of the system and its operation.   |
| <u>X</u>                 | <input type="checkbox"/> | 3. I understand that my alarm installation company is to collect the permit fee and registration application. My alarm company will collect the annual permit fee.   |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. I received training in the operation of the system, was provided an operating sheet and the security system operating manual.   |
| <u>X</u>                 | <input type="checkbox"/> | 5. I know what <b>Enhanced Call Verification</b> is and that it's required for burglar alarm dispatch requests.  |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. I know how to test the system and contact the monitoring center.  |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. I understand that my entry time is _____ and my exit time is _____.   |
| <u>X</u>                 | <input type="checkbox"/> | 8. I have the phone number for questions or repair service.  |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. I know how to cancel accidental alarm activations and have the system cancellation code or code word.   |
| <u>X</u>                 | <input type="checkbox"/> | 10. I understand that indoor pets can cause false alarms and I will contact my alarm company if I acquire any additional indoor pets.  |
| <input type="checkbox"/> | <input type="checkbox"/> | 11. I understand that the main control panel and transformer are located in _____.   |
| <input type="checkbox"/> | <input type="checkbox"/> | 12. I have an alarm sheet, which describes how the alarm company will communicate with me in the event of various alarm signals.   |
| <u>X</u>                 | <input type="checkbox"/> | 13. I understand the importance of: <ul style="list-style-type: none"> <li>▪ keeping my emergency contact information updated and I know how to do this;</li> <li>▪ immediately advising the alarm company if my phone number changes (including area code changes); and</li> <li>▪ immediately notify my alarm company of any changes to my telephone service such as call waiting, VoIP, DSL or a fax line.</li> </ul> |
| <u>X</u>                 | <input type="checkbox"/> | 14. I will advise the alarm company if I do any remodeling (such as painting, moving walls, doors or windows).   |
| <u>X</u>                 | <input type="checkbox"/> | 15. I understand that certain building defects (such as loose fitting doors or windows, rodents, inadequate power, and roof leaks) can cause false alarms. I will correct these defects as I become aware of them.   |
| <u>X</u>                 | <input type="checkbox"/> | 16. The alarm company has given me written false alarm prevention techniques to help me prevent false alarms.  |

Comments: Questions 4,6,7,11 & 12 - the operating sheet/manual will be provided with the system and the customer will receive training when they are talked through the installation.

**ALARM COMPANY NAME**

**CUSTOMER**

PROTECT AMERICA, INC.

Print

Print

SELF INSTALLED WIRELESS

Installer Name (Print)

Signature

Date

Date

For question 9, we have already provided information concerning how to cancel accidental alarm activations. Cancellation codes or code words will be addressed when the alarm user installs the system.

A two page document that contained information concerning the City of Oakland Alarm Ordinance, alarm permits and false alarm prevention was provided to the alarm user. The document covered the items referenced in question 1-3,5,8,10 & 13-16. Ver1Rev0

# Oakland, CA Alarm Ordinance and Permit Quick Facts and False Alarm Prevention Information

The City of Oakland has a Burglar Alarm Ordinance and the city has an agreement with ATB Services for the administration their alarm program. All alarm users are required to have a valid alarm permit. **The alarm permit requires an annual renewal.** The annual residential alarm permit fee is twenty-five dollars (\$25.00), and the annual commercial alarm permit fee is thirty-five dollars (\$35.00) or if eligible, the senior discount permit fee is fifteen dollars (\$15.00). The alarm user sends the renewal fees to the alarm company whom then remits the fees to ATB Services.

The City of Oakland Burglar Alarm Ordinance requires **Enhanced Call Verification (ECV)**. This means that prior to requesting law enforcement dispatch a second telephone call is made to a different telephone number if the first attempt fails to reach an alarm user who can determine whether an alarm signal is valid. ECV is not required for robbery, panic, medical or fire alarm activations.

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

## What is a false alarm?

A false alarm is defined as any signal that elicits a response by the police or 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.

## 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 fitting doors or windows.
- Kids, neighbors, visitors, repairmen, and employees.
- Cleaning crews.
- Pets.
- 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 up so it has an arming delay of at least 60 seconds on all doors.

I, the alarm user, have read and understand the above information and I know that I will be paying upfront for the alarm permit. I, the alarm user, understand that this permit renews yearly and I shall remit the fees to renew the alarm permit when I'm notified by Protect America, Inc.

Alarm User \_\_\_\_\_

Signature

\_\_\_\_\_ Date

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

- First, don't panic. Carefully enter your disarm code to reset your 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 provide more than two phone numbers for the monitoring station to 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.

## 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.

### To help prevent false alarms, 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 the 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.

I, the alarm user, have read and understand the above information.

Alarm User \_\_\_\_\_

Signature

\_\_\_\_\_ Date