



Administrator for the Douglas County Alarm Ordinance # O-007-004

Douglas County False Alarm Reduction Program
PO Box 17943
Denver, Colorado 80217
1-877-356-7602

For Office Use Only: Account #



INSTRUCTIONS: Please print legibly. Complete all items. Complete a separate form for EACH address to be registered.

ALARM REGISTRATION FORM

☐ Residential ☐ Government

☐ Senior Citizen: All three must apply to be eligible for exemption

☐ 65 years old on January 1 of the year which they qualify

☐ Is the owner of the residence or resides at this location as the principal tenant

☐ Occupies the residence as his or her primary residence
Proof may be required upon request

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: _____

Alternate Contact Name: _____

Alternate Contact Phone: _____

☐ Business

Business Name(Please print)

Type of Business Conducted

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 Contact Name: _____

Alternate Contact Phone: _____

Special Conditions

In order to ensure the safety of our deputies and the public and to enable the Sheriff's Office to better protect your property, please provide information regarding potentially hazardous circumstances (i.e. guard animals, weapons, hazardous substances, etc.)

Comment: _____

ALARM INSTALLATION DETAILS

Alarm Installation Company & Phone #: PROTECT AMERICA, INC. (800) 951-5111

☐ Not Monitored

Monitoring Company & Phone #: CRITICOM MONITORING SERVICES (800) 482-9800

PLEASE READ THE FOLLOWING AND SIGN

In accordance with the Douglas County Alarm Ordinance #O-007-004, I hereby confirm that the above information is accurate and truthful and that I am solely responsible for any penalties specified in the Alarm Ordinance pertaining to the accuracy and truthfulness of this information. I understand that response by the Sheriff's Office may be affected by factors including, but not limited to, the availability of deputies, priority calls, traffic conditions, emergency conditions and staffing levels.

Signature: (Owner)

Date:

False Alarm Fees are as follows: (In a calendar year)

Burglary : False Alarm #1 through 2 are complimentary

After two false burglary alarms the alarm site is placed on a no-response and registration is suspended. Reinstatement is required to receive Sheriff response again.

False Alarm Fees for Hold Up, Panic/Robbery, Duress (Commercial Only):

False alarm #1- 3 is \$100 each occurrence

False alarm #4 and more is \$200 each occurrence

Additional Information:

After two (false) alarms within a registration period, the alarm user must have an alarm installation company or monitoring company inspect and modify the alarm system to be more false alarm resistant or provide additional training.

Appendix A:
INSTALLER FALSE ALARM PREVENTION PROGRAM CHECKLIST

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	1. If a duress feature was installed, I thoroughly explained it and I did <u>not</u> program the system so that the duress code is only one digit different than the normal code.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	2. I checked that the control panel complies with the <u>SIA Control Panel Standard CP-01</u> and has been programmed so that:
<input type="checkbox"/>	<input type="checkbox"/>	a. it will not transmit more than one (1) Alarm signal from the same zone until manually restored at the premises;
<input checked="" type="checkbox"/>	<input type="checkbox"/>	b. it will delay at least fifteen seconds before initiating dialing on intrusion Alarm signals;
<input type="checkbox"/>	<input type="checkbox"/>	c. it has adequate delay time on entry/exit doors (delay of 45 seconds or more is recommended); and
<input type="checkbox"/>	<input type="checkbox"/>	d. a cancel code can be entered by the customer to cancel accidental Alarms.
<input type="checkbox"/>	<input type="checkbox"/>	3. I checked that police and fire panic buttons cause a siren or speaker to sound and that medical panic buttons cause an audible signal.
<input type="checkbox"/>	<input type="checkbox"/>	4. I checked that the Arming Station(s) emit sound to inform occupants when an entry/exit door sensor has been triggered.
<input type="checkbox"/>	<input type="checkbox"/>	5. I installed and tested standby/backup power.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	6. Reviewed the "Customer False Alarm Checklist" with the customer and explained the requirement of Enhanced Call Verification.
<input type="checkbox"/>	<input type="checkbox"/>	7. I determined whether the customer had telephone features, such as call waiting, DSL or VoIP, and took steps to allow proper control panel dialing and Monitoring center verification.
<input type="checkbox"/>	<input type="checkbox"/>	8. I checked that the control panel was properly grounded to the manufacturer's specifications.
<input type="checkbox"/>	<input type="checkbox"/>	9. I checked that all door and window contacts were properly selected, installed and tested. I considered loose fitting doors and windows, whether wide gap contacts were needed, and steel doors and windows. I followed the manufacturer's installation instructions.
<input type="checkbox"/>	<input type="checkbox"/>	10. I checked all glass breakage sensors were properly selected, installed and tested. I gave consideration to pets, on-site noises and the general environment. I followed the manufacturer's installation instructions.
<input type="checkbox"/>	<input type="checkbox"/>	11. All motion type detectors were properly selected, properly installed and tested. I gave consideration to pets, sunlight, other heat sources, and harsh environments. I followed the manufacturer's installation instructions.

Please explain if you answered "No" to any of the above items: _____

PROTECT AMERICA, INC.
Alarm Company

WIRELESS SELF-INSTALLED SYSTEM
Installation Technician Print

Signature (CUSTOMER) 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.

Appendix B:
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. YEARLY PERMIT REQUIRED
<u>X</u>	<input type="checkbox"/>	2. I understand it is my responsibility 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 there is a 7-day no dispatch period for INTRUSION Alarms, during which time the Alarm company will have no obligation to and will not respond to any Alarm signal from my Alarm Site and will not make an Alarm Dispatch Request to the police, even if the Alarm signal is the result of an actual Alarm event.
<u>X</u>	<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 Enhanced Call Verification is and that it's required.
<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 <input type="text"/> and my exit time is <input type="text"/> .
<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="text"/> .
<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">▪ keeping my emergency contact information updated and I know how to do this;▪ immediately advising the Alarm company if my phone number changes (including area code changes); and▪ immediately notify my Alarm Company of any changes to my telephone service such as call waiting, VoIP, DSL or a fax line.
<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 walked through with the installation.

ALARM COMPANY NAME <u>PROTECT AMERICA, INC.</u>	CUSTOMER
Print <u>WIRELESS SELF-INSTALL</u>	Print _____
Installer Print _____	Signature _____
Date _____	Date _____

A two page document that contained information concerning the Douglas County Alarm Ordinance, alarm permits and false alarm prevention was provided to the alarm user. The document covers the questions referenced in questions 1-5, 8, 10 & 13-16.

Douglas County, CO. Alarm Ordinance and Permit Quick Facts and False Alarm Prevention Information

On December 11th 2007, Douglas County's new alarm ordinance and alarm reduction program was implemented. All alarm users are required to have a valid alarm permit. The **alarm permit requires an annual renewal**. The current the annual alarm permit cost is forty dollars (\$40.00). If you are a senior (65 or older- residential only) annual permit renewal is free.

Per your county's alarm ordinance there is a **ten (10) day no dispatch period** for intrusion alarms, in which, unless the monitoring company has reason to believe the alarm incident is valid, no dispatch request will be made. This ordinance also requires **Enhanced Call Verification**. 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.

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 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.

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