

TOWN OF  
**QUEEN CREEK**  
ARIZONA

# False Alarm Ordinance

February 2014



# Topics

- False Alarm Data
- False Alarm Reduction Programs
- Ordinance
- Software
  - Permit Fees
  - Assessments
- Timeline



# False Alarm Data

- MCSO Calls for Service (CFS) capture data under several alarm categories including:
  - False Burglar Alarm
  - Audible Burglar Alarm
  - Silent Burglar Alarm
  - Panic Alarm
  - False Panic Alarm
  - Silent Panic Alarm



# False Alarm Data

- In 2012, MCSO responded to 897 False Alarms.
- 99.23% were classified as false.
- 7 were actual incidents.
- The statistics do not distinguish between residential and commercial properties.
- False Alarms are routinely in the top 5 CFS annually.



# False Alarm Reduction Programs

## ■ Elements

- Adoption of a false alarm ordinance.
- Permit tracking.
  - Applications
  - Permit Fees
  - Permit Renewals
  - Ordinance Violations
  - Fines for Violations
- Dispute resolution process.
- Educational component (Optional).
  - Alarm awareness class
  - Provides a waiver for use towards a false alarm violation



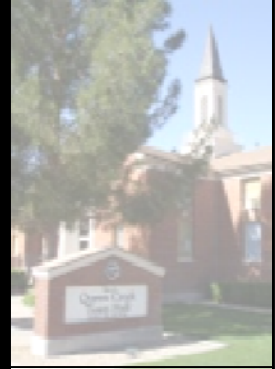
# False Alarm Ordinance

- Goals
  - Reduce the number of repetitive false alarms.
  - Educate owners/users to take responsibility for their systems and ensure future compliance.
- Permit Requirement
  - Allows Town to track violations.
  - Warning and Assessment letters can be issued.
  - Collections
  - Provide false alarm prevention tips.
  - What if the property does not have a permit and a has a false alarm?
    - Assessed the false alarm fee and required to obtain a permit within 30 days.



# Permit/Application Fees

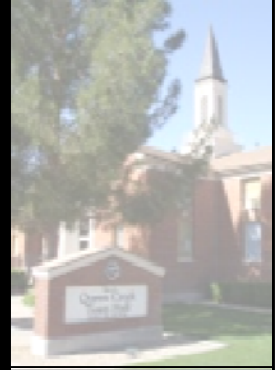
Jurisdiction	Initial Fee	Renewal Fee	Notes
Apache Junction	\$10	Free	If within in 30 days
Casa Grande	\$10	\$10	
Gilbert	\$10	\$10	Additional \$25 if over 30 days
Mesa	\$10	\$10	
Tempe	\$10	\$10	
Glendale	Free	Free	
Avondale	\$25	\$25	



# False Alarm Ordinance

## ■ Violations

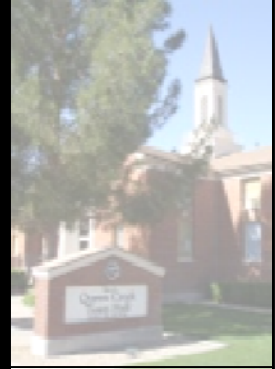
- Allow for a fixed number of false alarms prior to a fee assessment.
- Tracked over a 365 day period.
- Excessive violations may result in the revocation of the permit.
  - Failure to pay assessed fees constitutes a violation of the ordinance.
- Failure to pay assessed fees may result in the individual being charged with a Class 1 Misdemeanor.





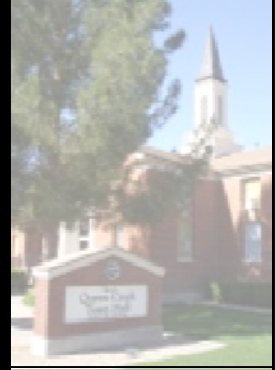
# False Alarm Assessments

	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>	8 <sup>th</sup>	9 <sup>th</sup>
Apache Junction	Free	Free	Free	Free	\$84.21	\$84.21	\$84.21	\$84.21	\$84.21
Case Grande	Free	Free	\$50	\$50	\$50	\$100	\$100	\$100	\$150
Gilbert	Free	Free	\$50	\$100	\$150	\$200	\$250	\$300	\$350
Mesa	\$50	\$100	\$150	\$200	\$250	\$300	\$400	\$400	\$400
Tempe	Free	Free	\$50	\$100	\$150	\$200	\$250	\$300	\$350
Glendale	Free	\$85	\$150	\$200	\$250	\$300	\$400	\$400	\$400
Avondale	Free	Free	\$150	\$200	\$250	\$250	\$250	\$250	\$250



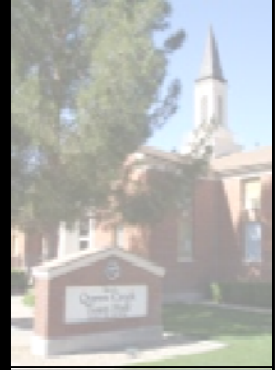
# False Alarm Ordinance

- Appeals
  - Alarm user required to file a written notice.
  - Hearing conducted by:
    - Police Chief
    - Town Manager or designee
    - Municipal-appointed Hearing Officer



# Tracking Software

- Digital Designs Group
  - False Alarm Data Management System
  - Utilized by Apache Junction PD
- CryWolf
  - Used by a number of Valley jurisdictions
  - Options
    - Town Operated
    - Outsourcing
    - On-Demand



# Timeline

- May 2014
  - Town Council possible ordinance adoption
- June-July-August 2014
  - Outreach to citizens and business community
  - Software selection
  - Develop program forms
- September 2014
  - Meet with alarm providers to obtain assistance with outreach efforts
  - Begin gathering permit data
- December 2014
  - Ordinance becomes effective (7 months from adoption)

