

IMPORTANT CONSUMER INFORMATION

Alameda County Ordinance 6.08 requires commercial and residential alarm system owner/users to obtain an alarm permit for alarm systems monitored by an alarm company as well as those that are not. You may be subject to a fine for each alarm activation that the Sheriff's Office responds to if you do not have the required permit.

INITIAL PERMIT FEE \$35.00
RENEWAL EVERY 2 YEARS \$30.00

If you have one false alarm within a twelve consecutive month period and have a valid permit, there will be no fine.

For two or more false alarms, the fines will be as follows:

2nd FALSE ALARM	\$ 75.00
3rd FALSE ALARM	\$155.00
4th FALSE ALARM	\$225.00
5th FALSE ALARM	\$300.00
EACH ADDITIONAL	\$300.00

If you need an alarm user permit or have any questions regarding the fine structure or Alameda County's False Alarm Ordinance, please call the Alarm Administrator at 510.667.4423

IMPORTANT CONTACT INFORMATION

EMERGENCY 911

NON EMERGENCY 510.667.7721



ALAMEDA COUNTY SHERIFF'S OFFICE
EDEN TOWNSHIP SUBSTATION
15001 FOOTHILL BOULEVARD
SAN LEANDRO, CA 94578

ALARM ADMINISTRATOR 510.667.4423



ALAMEDA COUNTY SHERIFF'S OFFICE

FALSE ALARMS

EDEN TOWNSHIP SUBSTATION
15001 FOOTHILL BOULEVARD
SAN LEANDRO, CA 94578
510.667.4423



AlamedaCountySheriff.org

FALSE ALARMS

Alarms were originally designed to protect lives and property. Properly installed, used, and maintained, alarms are a real asset. When misused, they become a liability. Each year false alarms cost all of us thousands of dollars in wasted personnel hours.

The Alameda County Sheriff's Office, as well as the alarm companies, must spend a significant amount of time and money reacting to false alarms. You as the system user also experience the inconvenience of false alarms and the assessment of fines. False alarms must concern all of us, because they can cause a certain level of complacency among all concerned parties. They also divert deputies from proactive crime prevention efforts and delay response to calls that may be true emergencies.

The purpose of this brochure is to help all of us understand what causes a majority of the false alarms at a time when they continue to increase, and to provide suggestions on how to reduce false alarm activation.

On July 1, 2005, Alameda County enacted a false alarm ordinance to encourage alarm users and alarm companies to maintain the operational reliability and proper use of alarm systems and to reduce or eliminate false alarm dispatch requests.

WHAT IS A FALSE ALARM?

A false alarm is an alarm dispatch request to the Sheriff's Office, and the responding deputy finds no evidence of a criminal offense or attempted criminal offense after having completed an investigation of the alarm site.

The Alameda County Sheriff's Office accepts cancellations. If deputies are notified to cancel response before arriving at the scene, it is not counted against you.

HUMAN ERRORS CAUSE THE MAJORITY OF FALSE ALARMS

RESIDENTIAL

- Incorrect use of keypad codes.
- Failure to train other authorized users (i.e. sitters, relatives, children, visitors, cleaning crews).
- Balloons, drafts that move plants or curtains, and unsupervised pets.
- Loose fitting, unlocked or open doors, and windows.

COMMERCIAL

- Keypad errors by employees, janitors, delivery personnel, etc.
- Failure to notify monitoring facility of unscheduled openings/closing or updated authorized personnel lists.
- Failure to secure doors, windows, and loose fitting contacts.

PREVENT FALSE ALARMS

FREQUENT EQUIPMENT PROBLEMS THAT CAUSE FALSE ALARMS

- Improper application or installation of interior motion detectors or outdoor beams.
- Improper charging or checking of batteries.
- Faulty equipment (i.e., panels, detectors, keypads, etc.).

IT IS RECOMMENDED THAT YOU HAVE YOUR ALARM SYSTEM CHECKED EVERY YEAR BY A LICENSED ALARM COMPANY.

WHAT CAN YOU DO TO REDUCE FALSE ALARMS?

- Fully educate all users with alarm system operations.
- Secure all windows and doors before activating your alarm system.
- Keep pets, fans and heaters away from motion sensor areas.
- Know and rehearse the process to cancel an accidental alarm.
- Anyone with your key should know this process.
- Notify the alarm administrator or your monitoring company of any changes.