



Proposed New Police Burglar Alarms Ordinance



Burglar Alarms Ordinance Summary

Purpose:

- The purpose of this PowerPoint is to present a summary of the proposed changes to the Police Burglar Alarms Ordinance.
- Amendments to the City's Code sections on police alarm systems to update Code definitions, change the term license to registration, moves the registrations systems from the City Clerk's Office to be the responsibility of the CSPD, and permits use of the CSPD's online portal.
 - The City Clerk is presenting two companion items to go with this CSPD ordinance, all with coordinated effective dates to assist with a smooth transition.
 - An ordinance to repeal the Alarm Company License
 - A resolution to repeal the Alarm Company License Fee



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History:

- Commander Olszewski has been working with Steve Keefer, the National Law Enforcement Liaison for the Security Industry Alarm Coalition for our Alarm Ordinance, together with the Colorado Burglar & Fire Alarm Association to update our current Burglar Alarms Ordinance.
- The mission of the Security Industry Alarm Coalition is to create a structure for all interested parties to come together under the banner of “dispatch reduction” and “alarm management” and through a coordinated effort maximize the impact on “false dispatch reduction” and “alarm management” across North America by maintaining a liaison with national and state (or provincial) law enforcement leadership, while educating and empowering local alarm communities to proactively foster relationships with law enforcement before a crisis develops.



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- The Colorado Burglar & Fire Alarm Association acts as the “voice” of the electronic security industry in Colorado. Formed in 1980, with over 80% of alarm users in Colorado serviced by CBFAA members, the Association is routinely asked to represent the industry in public relations and legislative actions before City, County and State bodies.



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Stakeholder Meetings

- City Clerk's Office
- Two meetings with alarm companies via WebEx
- Two meetings with permit holders (public) in-person. Meetings also open to alarm companies.
- Results of meetings



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Proposed changes

18.5.102 Definitions:

- Address confidentiality program: “the State of Colorado program created under C.R.S. § 24-30-2101 *et.al.* to protect the confidentiality of the actual address of a relocated victim of domestic violence, a sexual offense, or stalking”.
- Alarm User Awareness Class: a class for the alarm user for the purpose of educating alarm users about the responsible use, operation, and maintenance of alarm systems and the problems created by false alarms.
- Alarm Company: means a person or entity engaged in the business of selling, leasing, installing, servicing, replacing, altering, moving or monitoring alarm systems. Said person or entity will be registered with a company registration with the Police Department to be in compliance pursuant to this ordinance. This does not include persons doing installation or repair work where such work is



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performed without compensation of any kind.

- Alarm User Permit: a permit issued to an alarm user by the Police Department allowing the operation of an alarm system within the City which is valid for one (1) calendar year from the date of issue.



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8.5.109: Registration Penalties for Alarm Companies:

A. 1. Penalties for registration violations may be assessed against an alarm company as follows: Failure for alarm companies to obtain an alarm user permit for newly installed alarms or monitored alarms, within 30 days - \$50.00

NOTE: “Newly” has been removed from monitored alarms to allow suspended alarms, that CSPD responds on, to be fined.

8.5.110: Enforcement of Provisions for False Alarms:

G. Suspension of law enforcement response – Excessive false alarms. After an alarm site has accumulated four (4) false alarm responses in a twelve (12) month alarm permit period, the Alarm Administrator shall notify the alarm user, the alarm installation company, or monitoring company in writing thirty (30) days before an alarm response is to be discontinued. Suspension of alarm response does not apply to duress, robbery, holdup, and panic alarms. The notice of suspension must also



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include the penalty amount for each false alarm, a description of the appeals procedure available to the alarm user and the alarm installation company or monitoring company.

- Remove the responsibility of alarm licensing from the City Clerk's Office and transfer the process to CSPD for a "one-stop-shop" which will provide for better residential and commercial customer service. The ordinance changes the alarm process from a City Clerk licensing system to an alarm registration system managed by CSPD and the alarm system compliance vendor. This registration process as opposed to a license process is used in many cities both inside and outside of Colorado.



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- CSPD acquired a vendor (Alarm Program Systems) via the RFP process that provides a web-based Burglar Alarm Management solution that is used by the Alarm Administrator for the City of Colorado Springs to:
 - Issue, maintain, and renew burglar alarm permits and registrations.
 - Manage burglar alarm permit and registration applications.
 - Customer online payment for registrations, permits, and fines.
 - Track and issue fines for false alarms responded to by CSPD personnel.
- Benefits:
 - Better customer service for the public.
 - Customers will have access to online applications and payments, as well as management of their account.
 - Better accuracy of all alarms data, from customer information to billing for false alarms.



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More efficient, automated alarms tracking

- Identifies and counts false alarms
- Notifies when alarm system has met the threshold of false alarms

Much less manual work, more efficient use of Alarm Administrator resources.

More sustainable processes (elimination of many of the manual variables).



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Thank you for your time.

