

CHAPTER 119: ALARM SYSTEMS

Section

- 119.001 Purpose
- 119.002 Administration
- 119.003 Definitions
- 119.004 Duties of the alarm user
- 119.005 Duties of alarm installation company and monitoring company
- 119.006 License or licensing
- 119.007 Duties and authority of the alarm administrator
- 119.008 Notification
- 119.009 Suspension of response
- 119.010 Appeals
- 119.011 Exceptions
- 119.012 Government immunity
- 119.013 Severability

- 119.999 Penalty

§ 119.001 PURPOSE.

(a) The purpose of this chapter is to encourage alarm users and alarm companies to properly use and maintain the operational effectiveness of alarm systems in order to improve the reliability of alarm systems and reduce or eliminate false alarms.

(b) This chapter governs alarm systems intended to summon law enforcement response, and establishes fees, provides for civil penalties for violations, establishes a system of administration, and sets conditions for suspension of police response.

(Ord. 72-12, passed 9-4-2012)

§ 119.002 ADMINISTRATION.

(a) Responsibility for administration of this chapter is vested with the chief of police.

(b) The chief of police shall designate an alarm administrator to carry out the duties and functions described in this chapter.

(c) The alarm administrator may conduct an annual evaluation and analysis of the effectiveness of this chapter, and may identify and implement system improvements, as warranted.

(Ord. 72-12, passed 9-4-2012)

§ 119.003 DEFINITIONS.

For the purposes of this chapter, the following definitions shall apply unless the context clearly indicates or requires a different meaning.

ALARM ADMINISTRATOR. A person or persons designated by the chief of police to administer, control and review false alarm reduction efforts and administer the provisions of this chapter.

ALARM DISPATCH REQUEST. A notification to a law enforcement agency that an alarm, either manual or automatic, has been activated at a particular alarm site.

ALARM INSTALLATION COMPANY. A person in the business of selling, providing, maintaining, servicing, repairing, altering, replacing, moving or installing an alarm system in an alarm site. This definition shall also include individuals or firms that install and service the alarm systems that will be used in their private or

proprietary facilities. This does not include persons doing installation or repair work where the work is performed without compensation of any kind (i.e., “do-it-yourselfers”).

ALARM RESPONSE MANAGER (ARM). A person designated by an alarm installation company to handle alarm issues for the company, and act as the primary point of contact for the jurisdiction’s alarm administrator.

ALARM SITE. A single fixed premises or location served by an alarm system or systems. Each unit, if served by a separate alarm system in a multi-unit building or complex, shall be considered a **SEPARATE ALARM SITE**.

ALARM SYSTEM. A device or series of devices, including, but not limited to, hardwired systems and systems interconnected with a radio frequency method such as cellular or private radio signals, which emit or transmit a remote or local audible, visual or electronic signal indicating an alarm condition and intended to summon law enforcement response, including local alarm systems. **ALARM SYSTEM** does not include an alarm installed in a vehicle or on someone’s person unless the vehicle or the personal alarm is permanently located at a site.

ALARM USER. Any person, who (which) has contracted for monitoring, repair, installation or maintenance service from an alarm installation company or monitoring company for an alarm system, or who (which) owns or operates an alarm system which is not monitored, maintained or repaired under contract.

ALARM USER AWARENESS CLASS. A class conducted for the purpose of educating alarm users about the responsible use, operation and maintenance of alarm systems, and the problems created by false alarms.

ARMING STATION. A device from which the alarm system is turned “on” (armed) and “off” (disarmed).

AUDIO VERIFICATION. The transfer of sounds from the protected premises to the monitoring company, as a result of activation of one or more devices, to confirm or deny the validity of the alarm signal.

AUTOMATIC VOICE DIALER. Any electrical, electronic, mechanical or other device capable of being programmed to send a prerecorded voice message, when activated, over a telephone line, radio or other communication system to a law enforcement, public safety or emergency services agency requesting dispatch.

CANCELLATION. The process where response is terminated when a monitoring company (designated by the alarm user) for the alarm site notifies the responding law enforcement agency that there is not an existing situation at the alarm site requiring law enforcement agency response after an alarm dispatch request.

CHIEF OF POLICE. The chief of police of the city or his or her designee.

CONVERSION. The transaction or process by which one alarm installation company or monitoring company begins the servicing and/or monitoring of a previously unmonitored alarm system or an alarm system previously serviced and/or monitored by another alarm company.

DURESS ALARM. A silent alarm system signal generated by the entry of a designated code into an arming station in order to signal that the alarm user is being forced to turn off the system and requires law enforcement response.

ENHANCED CALL VERIFICATION (ECV). A monitoring procedure requiring that a minimum of two calls be made prior to making an alarm dispatch request. The two calls must be made to different phone numbers where a responsible party can typically be reached.

FALSE ALARM. An alarm dispatch request to a law enforcement agency, when the responding law enforcement officer finds no evidence of a criminal offense or attempted criminal offense after having completed a timely investigation of the alarm site.

GOVERNMENT FACILITY. Any alarmed location where the primary owner, operator, renter or lessee is the city of Sioux Falls, county of Minnehaha, state of South Dakota, agency of the United States or public school district.

HOLDUP ALARM. A silent alarm signal generated by the manual activation of a device intended to signal a robbery in progress, or immediately after it has occurred.

LAW ENFORCEMENT AUTHORITY. The chief of police, director or other authorized representative of a law enforcement agency.

LICENSE. A license issued by the city to an alarm installation company and monitoring company to sell, install, monitor, repair or replace alarm systems.

LOCAL ALARM SYSTEM. Any alarm system, which is not monitored, that annunciates an alarm only at the alarm site.

MONITORING. The process by which a monitoring company receives signals from an alarm system and relays an alarm dispatch request to the municipality for the purpose of summoning law enforcement to the alarm site.

MONITORING COMPANY. A person in the business of providing monitoring services.

ONE PLUS DURESS ALARM. The manual activation of a silent alarm signal by entering a code at an arming station that adds one number higher to the last digit of the normal arm/disarm code (e.g., normal code = 1234, one plus duress code = 1235).

OTHER ELECTRONIC MEANS. The real-time audio/video surveillance of an alarm site by the monitoring company by means of devices that permit either the direct, live listening in or viewing of an alarm site or portions thereof.

PANIC ALARM. An audible alarm system signal generated by the manual activation of a device intended to signal a life threatening or emergency situation requiring law enforcement response.

PERSON. An individual, corporation, partnership, association, organization or similar entity.

RESPONDER. An individual capable of reaching and having access to the alarm site, the code to the alarm system, and the authority to approve repairs to the alarm system.

ROBBERY ALARM. See **HOLDUP ALARM.**

SIA/ANSI CONTROL PANEL STANDARD CP-01. The SIA-Security Industry Association, American National Standard Institute approved-SIA CP-01 control panel standard, as may be updated from time to time, that details recommended design features for security system control panels and their associated arming and disarming devices, to reduce the incidence of false alarms. Control panels built and tested to this standard by Underwriters Laboratory (UL), or other nationally recognized testing organizations, will be marked to state: "Design evaluated in accordance with SIA CP-01 control panel standard features for false alarm reduction."

SUSPENSION OF RESPONSE. The termination of police response to alarms at a specified alarm site as a result of false alarms or other violation of this alarm chapter.

TAKE OVER. The transaction or process by which an alarm user takes over control of an existing alarm system, which was previously controlled by another alarm user.

TELEPHONE VERIFICATION. See **VERIFY.**

VERIFY. An attempt by the monitoring company to determine the validity of an alarm signal prior to initiating an alarm dispatch request.

VIDEO VERIFICATION. The transfer of video images to the monitoring company reflecting conditions existing at the protected premises at the time an alarm was activated through the use of video technology.

ZONE. The capability of an alarm system to separate and report incidents or alarms by area. (Example: zone 1—front door contact; zone 2—front entry motion detector.)

(Ord. 72-12, passed 9-4-2012)

§ 119.004 DUTIES OF THE ALARM USER.

(a) An alarm user shall:

- (1) Provide to the alarm user's monitoring company the names and telephone numbers of at least two individuals who are able and have agreed to:
 - A. Receive notification of an alarm system activation at any time;
 - B. Respond to the alarm site immediately; and
 - C. Upon request, can grant access to the alarm site and deactivate the alarm system if necessary.
- (2) Maintain the alarm site and the alarm system in a manner that will minimize or eliminate false alarms;
- (3) Make every reasonable effort to have a responder to the alarm system's location immediately when requested by the law enforcement agency in order to:
 - A. Deactivate an alarm system;
 - B. Provide access to the alarm site; and
 - C. Provide alternative security for the alarm site.
- (4) Not activate an alarm system for any reason other than an occurrence of an event that the alarm system was intended to report.

(b) An alarm user shall adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal audible on the exterior of an alarm site will sound for no longer than ten minutes after being activated.

(c) An alarm user shall have a licensed alarm installation company inspect the alarm system after two false alarms in a one-year period. The alarm administrator may waive a required inspection if it determines that a false alarm(s) could not have been related to a defect or malfunction in the alarm system. After four false alarms within a one-year period, the alarm user must have a licensed alarm installation company modify the alarm system to be more false alarm resistant and provide additional user training as appropriate.

(d) An alarm user shall not use automatic voice dialers.

(e) An alarm user shall maintain, at each alarm site, a set of written operating instructions for each alarm system.

(f) This section applies to all individuals and firms who have installed and/or monitor their own alarm system.
(Ord. 72-12, passed 9-4-2012)

§ 119.005 DUTIES OF ALARM INSTALLATION COMPANY AND MONITORING COMPANY.

(a) The alarm installation company shall provide written and oral instructions to each of its alarm users in the proper use and operation of their alarm systems. These instructions will specifically include all instructions necessary to turn the alarm system on and off, and to avoid false alarms.

(b) Upon the effective date of this chapter, alarm installation companies shall not program alarm systems so that they are capable of sending one plus duress alarms. The alarm installation company shall remove the one plus duress alarm feature from alarm systems whenever an alarm technician is at the alarm site or otherwise accessing the panel for reprogramming purposes.

(c) Upon the effective date of this chapter, alarm installation companies shall not install a device to activate a holdup alarm, which is a single action, nonrecessed button.

(d) Upon enactment of this chapter, the alarm installation companies shall use only SIA/ANSI control panel standard CP-01 listed alarm control panels on all new installations and panel replacements or upgrades.

(e) An alarm installation or monitoring company shall not use automatic voice dialers.

(f) After completion of the installation of an alarm system, an alarm installation company employee shall review with the alarm user a customer false alarm prevention checklist, or an equivalent checklist, approved by the alarm administrator.

- (g) A monitoring company shall:
- (1) Report alarm signals by using telephone numbers designated by the alarm administrator;
 - (2) Verify, by means of enhanced call verification, every alarm signal, except a duress or holdup alarm activation before initiating an alarm dispatch request;
 - (3) Communicate alarm dispatch requests in a manner and form determined by the alarm administrator;
 - (4) Communicate cancellations in a manner and form determined by the alarm administrator;
 - (5) Ensure that all alarm users of alarm systems equipped with a duress, holdup or panic alarm are given adequate training as to the proper use of the duress, holdup or panic alarm;
 - (6) Communicate any available information (north, south, front, back, floor and the like) about the location on all alarm signals related to the alarm dispatch request;
 - (7) Communicate nature of alarm (i.e., burglary, robbery, panic, duress, silent, audible, interior or perimeter);
 - (8) Maintain the names and telephone numbers of at least two individuals who are able and have agreed to:
 - A. Receive notification of an alarm system activation at any time;
 - B. Respond to the alarm site immediately; and
 - C. Upon request, can grant access to the alarm site and deactivate the alarm system if necessary.
 - (9) After an alarm dispatch request, promptly advise the law enforcement agency if the monitoring company knows that the alarm user or the responder is on the way to the alarm site;
 - (10) Attempt to contact the alarm user or responder within 24 hours via mail, fax, telephone or other electronic means when an alarm dispatch request is made; and
 - (11) Upon the effective date of this chapter, monitoring companies must maintain for a period of at least one year from the date of the alarm dispatch request, records relating to alarm dispatch requests. Records must include the name, address and telephone number of the alarm user, the alarm system zone(s) activated, the time of alarm dispatch request and evidence of an attempt to verify. The alarm administrator may request copies of these records for individually named alarm users. If the request is made within 60 days of an alarm dispatch request, the monitoring company shall furnish requested records within three business days of receiving the request. If the records are requested between 60 days to one year after an alarm dispatch request, the monitoring company shall furnish the requested records within 30 days of receiving the request.
- (h) An alarm installation company and/or monitoring company that purchases alarm system accounts from another person shall notify the alarm administrator of the purchase and provide details as may be reasonably requested by the alarm administrator.
- (i) Each alarm installation company and alarm monitoring company must designate one individual as the alarm response manager (ARM) for the company who will manage alarm related issues and act as the point of contact for the alarm administrator. The appointed individual must be knowledgeable of the general provisions of this chapter, as well as have the knowledge and authority to deal with false alarm issues and respond to requests from the alarm administrator. The name, phone number and email address of the designated ARM must be provided to the alarm administrator.
- (j) An alarm installation company and/or monitoring company shall provide the alarm administrator with customer information and any other information required to be kept pursuant to this chapter in a format acceptable to the alarm administrator, upon request, to assist the alarm administrator in his or her duties under this chapter after an alarm dispatch request has occurred.
- (k) Alarm installation companies shall provide timely training and continuing education requirements, if applicable, for alarm company employees which would include training on false alarm prevention.

(Ord. 72-12, passed 9-4-2012)

§ 119.006 LICENSE OR LICENSING.

(a) All alarm installation companies and monitoring companies shall obtain, and thereafter maintain, a valid and unexpired license as established in Chapter 110 of this Code.

(b) All alarm installation companies and monitoring companies shall obtain from the alarm administrator a license which authorizes the company to install and monitor alarm systems.

(c) The initial application fee for a license and annual renewal fee for the license shall be in the amount as set forth in §§ 110.025 through 110.037 of this Code. The annual renewal date, and the date upon which the annual renewal fee is due, shall be December 31 of each year, regardless of when the company originally registered. By November 1 of each year, the alarm administrator shall send a letter to all companies notifying them that the renewal fee is due. The original license fee and renewal license fee being charged shall be used in part to help defray expenses for mailings, notices, registrations, forms and other costs associated with the administration of the licensing. Payment of all license fees and renewals shall be submitted to the alarm administrator and be made payable to the city and be deposited into the general fund of the city.

(d) Application for license. All applications for a license required by this chapter shall be made on forms designated by the alarm administrator and shall include at least the following information:

(1) The full name and address of the alarm installation company or monitoring company;

(2) The full name, business address and home address of the manager or person to be contacted at the company;

(3) A telephone number at which the city police department and other law enforcement agencies can notify personnel of the company of a need for assistance at any time; and

(4) The names and addresses of all alarm agents employed by the company.

(e) A minimum of \$10,000 surety bond, in a form approved by the city, guaranteeing the faithful and honest conduct of business under the license running in favor of the city and customers of the applicant.

(f) A company shall promptly notify the alarm administrator, in writing, of any change in the information contained in the registration form.

(g) It is a violation of this chapter for any company, who is otherwise required to obtain a license, to knowingly install or monitor an alarm system without obtaining a license.

(h) Penalty for violation of this section. A company, or other person or entity violating this section shall be subject to a civil penalty as provided in § 119.999.

(i) A company's license shall be personal to the company holding the license and is not transferable.

(j) Issuance; denial of license.

(1) The alarm administrator will issue a license provided for by this chapter to an applicant, or renew a license, if applicable, when the following conditions of the applicable licensing provisions have been fully satisfied:

A. All application requirements have been met, including any criminal history background checks;

B. All fees have been paid in full; and

C. No grounds for denial listed in this section exist.

(2) The alarm administrator may deny a license or deny the renewal of a license if, at the time of the filing of an original application or a request for renewal, the licensing authority has reasonable grounds to believe that an applicant, licensee or person employed by an alarm dealer to install, service, sell or otherwise deal with alarms:

A. Has had a preliminary criminal history check reveal that an applicant, licensee or person employed by an alarm dealer to install, service, sell or otherwise deal with alarms, has been convicted of any felony, or any offense not constituting a felony but which, because of its nature, would render the installer a security risk, or any

offense involving moral turpitude within the last five- year period as determined by the chief of police or his or her designee;

B. Has prepared or filed an application or request for renewal which contains any false or misleading information, submitted false or misleading information in support of the application or request, or failed or refused to make full disclosure of all information required by this chapter;

C. Has had a license relating to alarm businesses or agents, as applicable, or a license of similar character issued by the authority of another city, suspended, canceled or revoked within the five- year period immediately preceding the date of the filing of the application; and

D. Has violated an applicable provision of this chapter, code, city ordinance, rule or regulation, or state law or has committed any act which, if committed by a licensee, would be grounds for the denial or revocation of a license pursuant to this chapter.

(3) Notice shall be given of any denial of a license application, or a request for renewal, in writing, and either by hand delivery or by mail, to the address of record. The notice shall include the reasons for denial of the license or license renewal. If a license is denied, the applicant may appeal through the procedures established by the administrative code provisions of this code.

(k) The provisions of Chapter 110 of this Code, insofar as the provisions may be applicable and not in conflict, shall apply to and govern the issuance of any license under the provisions of this chapter.

(Ord. 72-12, passed 9-4-2012)

§ 119.007 DUTIES AND AUTHORITY OF THE ALARM ADMINISTRATOR.

(a) The alarm administrator shall:

- (1) Designate a manner, form and telephone numbers for the communication of alarm dispatch requests; and
- (2) Establish a procedure to accept cancellation of alarm dispatch requests.

(b) The alarm administrator shall establish a procedure to record information obtained by the city on alarm dispatch requests necessary to permit the alarm administrator to maintain records, which may include, but is not limited to, the information listed below:

- (1) Identification of the alarm site;
- (2) Date and time alarm dispatch request was received, including the name of the monitoring company and the monitoring operator name or number;
- (3) Date and time of law enforcement officer arrival at the alarm site;
- (4) Zone and zone description, if available;
- (5) Weather conditions;
- (6) Name of alarm user's representative at alarm site, if any;
- (7) Identification of the responsible alarm installation company or monitoring company;
- (8) Whether law enforcement officer was unable to locate the address of the alarm site; and
- (9) Cause of alarm signal, if known.

(c) The alarm administrator shall establish a procedure for the notification to the alarm user of a false alarm. The notice shall include the following information:

- (1) The date and time of law enforcement response to the false alarm;
- (2) The identification number of the responding law enforcement officer; and
- (3) A statement urging the alarm user to ensure that the alarm system is properly operated, inspected and serviced in order to avoid false alarms and resulting civil penalties.

(d) The alarm administrator may require a conference, with an alarm user and the alarm installation company and/or monitoring company responsible for the repair or monitoring of the alarm system, to review the circumstances of each false alarm. For these purposes, the alarm company must have a designated contact on record with the alarm administrator. (See alarm response manager.)

(e) The alarm administrator may create and implement an alarm user awareness class. The alarm administrator may request the assistance of associations, alarm companies and law enforcement agencies in developing and implementing the class. The class shall inform alarm users of the problems created by false alarms and teach alarm users how to avoid generating false alarms.

(f) The alarm administrator may require an alarm user to remove a holdup alarm device that is a single action, nonrecessed button, or have it replaced with an acceptable dual action or recessed device after the occurrence of a false holdup alarm.

(g) The alarm administrator may require an alarm user to remove the duress or panic alarm capability from their alarm system after the occurrence of a false alarm.

(h) The alarm administrator will make a copy of this chapter and/or a chapter summary sheet available to the alarm user.

(Ord. 72-12, passed 9-4-2012)

§ 119.008 NOTIFICATION.

(a) The alarm administrator shall notify the alarm user, in writing, after the second or subsequent false alarm. The notification shall include the amount of the civil penalty for the false alarm, notice that the alarm user can attend, if applicable, an alarm user awareness class to waive a civil penalty, the fact that response may be suspended after six false alarms, excluding duress, holdup and panic alarms, and a description of the appeals procedure available to the alarm user.

(b) The alarm administrator will notify the alarm user and the alarm installation company or monitoring company in writing 30 days before the alarm response is to be suspended. This notice of suspension will also include the amount of the civil penalty for each false alarm, and a description of the appeals procedure available to the alarm user and the alarm installation company or monitoring company.

(Ord. 72-12, passed 9-4-2012)

§ 119.009 SUSPENSION OF RESPONSE.

(a) The alarm administrator may suspend law enforcement response to an alarm site if it is determined that:

(1) The alarm user has six or more false alarms in a consecutive 12-month period;

(2) The alarm user has failed to make timely payment of a civil penalty assessed under § 119.999;

(3) The alarm user has failed to submit a written certification from an alarm installation company that complies with the requirements of this chapter stating that the alarm system has been inspected and repaired (if necessary), and/or additional training has been conducted by the alarm installation company;

(4) The alarm user has failed to comply with any other duties as set forth in § 119.004; and

(5) The alarm user, alarm installation company or monitoring company may appeal the decision to suspend response according to the procedure set forth in §§ 30.040 through 30.046 of this Code.

(b) Unless there is separate indication that there is a crime in progress, the law enforcement authority may refuse law enforcement response to an alarm dispatch request at an alarm site for which law enforcement response has been suspended by the alarm administrator.

(Ord. 72-12, passed 9-4-2012)

§ 119.010 APPEALS.

(a) If the alarm administrator assesses a civil penalty, the alarm administrator shall send written notice of the action, and a statement of the right to an appeal, to either the affected applicant or alarm user and the alarm installation company and/or monitoring company.

(b) The alarm user, alarm installation company, or monitoring company may appeal assessment of a civil penalty through the procedures established by the administrative code provisions of this code according to the procedure set forth in §§ 30.040 through 30.046 of this Code.

(c) Filing of a request for appeal shall stay the action by the alarm administrator requiring payment of a civil penalty while the appeal is pending.

(d) The alarm administrator, board or hearing examiner may adjust the count of false alarms based on:

(1) Evidence that a false alarm was caused by circumstances beyond the control of the alarm user;

(2) Evidence that a false alarm was caused by action of the telephone company;

(3) Evidence that a false alarm was caused by a power outage lasting longer than four hours;

(4) Evidence that the alarm dispatch request was not a false alarm;

(5) Evidence that the law enforcement officer response was not completed in a timely fashion; and/or

(6) In determining the number of false alarms, multiple alarms occurring in any 24-hour period shall be counted as one false alarm to allow the alarm user time to take corrective action unless the false alarms are directly caused by the alarm user.

(e) With respect to civil penalties of an alarm installation company or monitoring company, the alarm administrator, board or hearing examiner may take into consideration whether the alarm company had engaged in a consistent pattern of violations.

(Ord. 72-12, passed 9-4-2012)

§ 119.011 EXCEPTIONS.

(a) The provisions of this chapter shall not apply to temporary alarm systems used by the department or other public law enforcement agencies for investigative or protective purposes.

(b) Government facilities.

(1) Government facilities, as defined in § 119.003, are subject to the following special rules:

A. No civil penalty shall be charged for police response(s) to false alarms at government facilities; and

B. Government facilities are exempt from having police response suspended.

(2) To qualify for the special rules and exemptions under this section, an alarm site must meet the following criteria:

A. The site is located within the municipal boundaries of the city; and

B. The site meets the criteria as defined in § 119.003, government facility.

(3) Upon four responses to a false alarm in any consecutive 12-month period, a responsible party for the government alarm site shall meet with the alarm administrator and present a false alarm abatement plan.

(4) The alarm administrator may make any other special rules and exceptions as are deemed necessary to ensure that appropriate protection and accountability is maintained at government sites.

(Ord. 72-12, passed 9-4-2012)

§ 119.012 GOVERNMENT IMMUNITY.

This chapter is not intended to, nor will it, create a contract, duty or obligation, either expressed or implied, of response. Any and all liability and consequential damage resulting from the failure to respond to a notification is hereby disclaimed and governmental immunity as provided by law is retained.

(Ord. 72-12, passed 9-4-2012)

§ 119.013 SEVERABILITY.

The provisions of this chapter are severable. If a court determines that a word, phrase, clause, sentence, division, section or other provision is invalid, or that the application of any part of the provision to any person or circumstance is invalid, the remaining provisions and the application of those provisions to other persons or circumstances are not affected by that decision.

(Ord. 72-12, passed 9-4-2012)

§ 119.999 PENALTY.

(a) An alarm user shall be subject to civil penalties, depending on the number of false alarms within a consecutive 12-month period, based on the following schedule:

False Alarm Civil Penalties	
Description	Civil Penalty
First false alarm	\$0
Second false alarm	\$50
Third false alarm	\$100
Fourth false alarm or subsequent	\$200

(b) Any alarm event occurring within three days of the installation of an alarm system shall not constitute a false alarm for purposes of determining whether a civil penalty shall be assessed.

(c) An alarm user may have the option of attending an alarm user awareness class, if applicable, in lieu of paying one prescribed civil penalty.

(d) The alarm user shall be issued a civil penalty of \$100 for each failure to comply with §§ 119.004(a)(1) or (a)(3).

(e) If cancellation of an alarm dispatch request occurs prior to law enforcement arriving at the scene, no false alarm will be assessed. However, if the alarm dispatch request results from a panic, duress or holdup signal, policy response will not be terminated regardless of cancellation, and a false alarm will be assessed.

(f) The alarm installation company shall be assessed a civil penalty of \$100 if the officer responding to the false alarm determines that an on- site employee of the alarm installation company directly caused the false alarm. In this situation, the false alarm will not be counted against the alarm user.

(g) The monitoring company shall be issued a civil penalty of \$100 for each failure to verify alarm system signals as specified in § 119.005(g)(2).

(h) The alarm installation company shall be issued a civil penalty of \$200 if the alarm administrator determines that an alarm installation company employee knowingly made a false statement concerning the inspection of an alarm site or the performance of an alarm system.

(i) The alarm installation company and/or monitoring company shall be assessed a civil penalty of \$100 for the first offense, and \$200 for each subsequent offense, for operating without a license as required by § 119.006.

(j) Notice of the right of appeal under this chapter will be included with any civil penalty.
(Ord. 72-12, passed 9-4-2012)