

# USING SECURITY ALARMS



Alarm users are encouraged to maintain the operational viability of their security alarm system and to significantly reduce or eliminate false alarm dispatch requests made to the Police.

**Historically, 99% of alarm responses in the Chula Vista have been false alarms.**

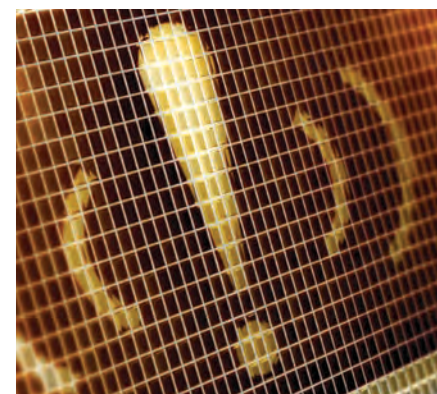
## Alarm User Duties

**Each alarm user is responsible for:**

- Obtaining a permit from the City of Chula Vista for his or her alarm system within 30 days after installation or prior to activation, whichever is first.
- Providing to and maintaining with the City current contact information.
- Ensuring that his or her alarm system is used lawfully, properly, and in accordance with the manufacturer's directions. Inherent in this responsibility is ensuring that all persons with access to the alarm system, are authorized to cancel accidental activations, and ensuring that procedures and practices are followed that minimize the risk of false alarms.
- Keeping his or her alarm system properly maintained and in good working order.
- Paying permit fees, fines associated with a police response to false alarms from his or her alarm site, and any other related charges. Late penalty fees will be assessed if invoices are not paid before the due date. Alarm users can obtain permits, update permit information, pay permit fees or pay false alarm fines via the methods described below.

Effective July 1, 2014, the City of Chula Vista implemented a new Security Alarm Ordinance (Chula Vista Municipal Code Chapter 9.06), along with new security alarm permit and false alarm fee schedules.

Additionally, the City Council approved a contract with PMAM Corporation to administer the Security Alarm Program for the Chula Vista Police Department. These important changes have allowed the Police Department to manage its limited resources and better serve the needs and expectations of our citizens and business community.



Method of Payment	Instructions
Online	Alarm users may pay their fees and fines online by credit or debit card at <a href="http://www.famspermit.com/chulavista">www.famspermit.com/chulavista</a> (Note: There is a \$3.00 convenience fee for online payments.)
Mail	Remit check payable to <b>City of Chula Vista</b> to: City of Chula Vista - Alarm Program P.O. Box 142588 Irving, TX 75014
Phone	Call customer support center: (877) 503-6727 (toll-free) Hours: Monday - Friday, 8:00 AM to 5:00 PM PST

## Online Resources

General Information:

[www.chulavistaca.gov/SecurityAlarm](http://www.chulavistaca.gov/SecurityAlarm)

Obtain an alarm permit, update permit information, pay permit fees or false alarm fines, and get educational information and false alarm prevention tips: [www.famspermit.com/chulavista](http://www.famspermit.com/chulavista)

**Chula Vista Police Department**  
315 Fourth Avenue  
Chula Vista, CA 91910  
[www.chulavistapd.org](http://www.chulavistapd.org)

# Alarm Fees



Description	Amount	Violation Information
Alarm Permit Fee	\$28.75 per year	
<b>False Alarm Fines:</b>		
First violation <sup>1</sup>	\$100	<sup>1</sup> For permit holders, the first violation fine may be waived if the alarm permit holder obtains proof of completion of a false alarm awareness course. The waived violation still counts towards the permitted site's false alarm count for subsequent false alarm violations. A non-permit holder does not have the option to waive the first violation and is subject to the \$100 fine. The fine may be reduced by \$28.75 if the alarm user obtains an alarm permit within 30 days of incurring the false alarm fine.
Second violation within one year <sup>2</sup>	\$200	
Any additional violations within one year	\$500	
NSF (insufficient funds) fee	\$25	<sup>2</sup> The one year period begins with the first reported false security alarm at the site.
One-time basic delinquent payment penalty	10% of invoice amount	<sup>3</sup> Monthly delinquency charge applies to both the original false alarm penalty and the one-time basic 10% penalty. The monthly charge does not compound (apply to previous monthly delinquency charges).
Monthly delinquency charge <sup>3</sup>	1.50%	
Appeal Hearing fee <sup>4</sup>	Amount of fine being contested	<sup>4</sup> The fee to request an appeal hearing shall be equal to the amount of the fine being contested, but not more than \$1,000.

## Verified Response

For alarm sites with four or more false alarms in a 12-month period, verification that a crime or attempted crime is in progress must be provided by the alarm company concurrently with a request for a police response to a security alarm. Verification shall be by real-time audio or video surveillance provided by the alarm system and reviewed by the alarm company, or by a third-party report from the alarm site sent to the alarm company, that positively verifies evidence of a crime or an attempted crime at the alarm site. This verified response requirement shall not apply to duress alarms.

Alarm users shall be placed on verified response status if their site has four or more false alarms in a 12-month period. To be removed from verified response status, the alarm user must demonstrate compliance with the provisions of the alarm program, including:

- Obtaining a valid alarm permit;
- Completing a false alarm awareness class;
- Submitting a false alarm abatement plan for the approval of the alarm administrator; and
- Paying any and all false alarm fines and penalties due.

The alarm user must email a notification to the City ([alarms@chulavistapd.org](mailto:alarms@chulavistapd.org)) that these requirements have been met to be removed from verified status.

## Alarm Appeals

The alarm user has the right to appeal denial or revocation of alarm permits, false alarm fines imposed on the user, or that a verified response is required. Such appeal shall be in writing and either mailed to Chula Vista Alarm Program, 315 Fourth Avenue, Chula Vista, CA 91910 or emailed to [alarms@chulavistapd.org](mailto:alarms@chulavistapd.org) within 15 days of the date of the notice of denial, revocation or fine.

### Appeal Process:

- 1) Alarm user must submit a written appeal to Chula Vista Alarm Program within 15 days of the date of the notice of denial, revocation or fine.
- 2) Chula Vista alarm administrator or designee will make a determination of the appeal and respond to the alarm user within 30 days of the appeal notice.
- 3) If alarm user disagrees with the appeal determination, the alarm user may request an administrative hearing to appeal or contest that proposed action before it will become final. The request for hearing must be made no later than 10 days from the date of notification of the proposed action.
- 4) The alarm user must pay a fee, in the form of a deposit, to request an appeal hearing. The fee to request a hearing shall be equal to the amount of the alarm fine being contested, but not more than \$1,000. If the alarm appeals officer determines that the issuance of the alarm fine or assessment of the civil penalty was not appropriate based on the evidence provided during the hearing, then the appeal fee will be refunded to the party that requested the appeal. If the appeal is denied, the fee shall be applied as payment of, or toward, the alarm fine.
- 5) The alarm appeals officer shall notify the alarm user of the time and place for the hearing, allowing a minimum of 10 days from the date the notice is mailed before the hearing is to be held.
- 6) The alarm appeals officer shall conduct the administrative hearing and issue a written decision promptly to all parties upon the conclusion of the hearing, unless the appeal or request for hearing is withdrawn by the requesting party. The alarm appeals officer may impose conditions and deadlines for corrective action and reduce, waive or conditionally suspend any fines or penalties proposed when the alarm appeals officer concludes, based upon the evidence, that such action is equitable and more likely to bring about compliance with the proposed order.
- 7) The decision of the alarm appeals officer shall be final.