

## How To Avoid A False Alarm

Ensure that everyone in your household or business has been properly trained on your alarm system. Make sure your alarm system is in good working order and inspected periodically by your alarm company.

If you accidentally set off your alarm, let your alarm company know immediately; know your password and be ready to provide it.

Make sure all alarm users and key-holders are trained to use the system and know the codes to arm and disarm the system, including how to cancel a false alarm.

Do not leave anything that will move (pets, plants, balloons, drapes, blinds, etc.) in a room protected by a motion detector. Ensure there are no drafts which may cause movement of items in those rooms.

Set entry and exit door alarms to have at least a 45 second delay before they activate.

Have the sensitivity setting on motion detectors and glass-break sensors adjusted so that inadvertent sounds or items do not activate them.

### Did you Know?

The three main reasons for false alarms are:

- User error (for more than 80% of all false alarms)
- Installation/service errors
- Equipment failure



## Checklist

- Are you and others who use the system fully educated on its proper operations?
- Does everyone with a key to your home know how to operate your security system?
- Do you take care to eliminate possible causes of false alarms?
- Have you rehearsed alarm cancellation procedures with all who use your system to cancel accidental alarm activations?
- Do you communicate with your security company regularly, advising of schedule changes, problem areas or maintenance needs?
- Do you have your security system instruction book and alarm company names and telephone numbers readily available in order to call and cancel accidental alarm activations?

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## BAKERSFIELD FALSE ALARM REDUCTION PROGRAM

- FALSE ALARMS COST \$\$\$
- FALSE ALARMS WASTE VALUABLE LAW ENFORCEMENT RESOURCES
- FALSE ALARMS CAN CAUSE A DELAY IN LAW ENFORCEMENT RESPONSE WHEN IT IS REALLY NEEDED!

THE CITY OF BAKERSFIELD FALSE ALARM REDUCTION PROGRAM IS ADMINISTERED BY CRYWOLF.

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# Bakersfield Police Department Alarm Permits



## History of the Alarm Ordinance

The City of Bakersfield adopted an alarm ordinance in 1983. The focus of this ordinance is to reduce the number of false alarms that the Bakersfield Police Department respond to. Between 2006 and 2012 the Bakersfield Police Department responded to approximately 119,973 alarm calls. Over this time frame approximately 97% of these calls were false alarms. A good alarm call is one which there is evidence of an attempted or criminal act.

## What is the definition of a false alarm?

Bakersfield Municipal Code 5.08.010(M) defines a false alarm as “an alarm system that emits a light or sound or transmits a signal or message resulting in a response by the Police Dept. when the situation does not require such a response”. An activation of an alarm system caused by a criminal or attempted criminal activity that results in a police response is **not** considered a false alarm.

## Why does Bakersfield need an alarm ordinance?

Bakersfield City officials determined an ordinance was needed due to an increasing number of false alarms. The Bakersfield alarm ordinance was updated and approved by the City Council and became effective August 27, 2011.

## What does the ordinance require me to do?

Section 5.08.030 of the Bakersfield Municipal Code requires all alarm systems to obtain a Bakersfield alarm permit. You are also required to maintain and operate your alarm system in a manner which will reduce or eliminate false alarms.

## Why do I need a permit? What happens if I do not get one?

You need a permit so that the Police Department is able to implement the provisions of the ordinance. In addition, the Police Department needs to know where alarm systems are being operated and who is responsible for their use. Failure to obtain a permit is a violation of the Bakersfield Municipal Code 5.08.190, with penalties up to and including a misdemeanor violation.

## How do I obtain a Bakersfield alarm permit and how much does it cost?

Applications are available online at: [www.crywolfservices.com/bakersfieldca](http://www.crywolfservices.com/bakersfieldca) or by calling 877-665-2984 to register over the phone.

The initial fee for an alarm permit is \$32. The cost to renew your permit each year is \$15.

## Bakersfield False Alarm Fees

|   |                       |  |
|---|-----------------------|--|
| 1 | \$ 0 - <b>FIRST</b>   | [Within 365 day period]  |
| 2 | \$105 - <b>SECOND</b> | [Fee can be waived if you attend the online alarm school.]           |
| 3 | \$105 - <b>THIRD</b>  | [No Waiver]  |
| 4 | \$210 - <b>FOURTH</b> | [You must obtain a certification of operation from an alarm company] |
| 5 | \$315 - <b>FIFTH</b>  | [Alarm permit may be suspended or revoked.]                          |

For charges after the FIFTH false alarm within a one-year period, please contact the Bakersfield False Alarm Reduction Program at (877) 665-2984

## Is There An Appeal Process?

Yes. First, contact the Bakersfield False Alarm Recovery Program at 877-665-2984 to explain your situation. If you are not satisfied, you can ask to be transferred to the BPD alarm coordinator. If you are not satisfied with these attempts to resolve the issue, you may file an appeal to the City Manager **within 15 days of the receipt of notice of denial**. There is a \$100 fee for each invoice appealed which must be paid to the City Clerk at the time the appeal is filed.