

# **ORDINANCE REGARDING ALARMS IN THE TOWN OF PLAINVILLE**

## **SECTION I. PURPOSE AND INTENT.**

The purpose of this ordinance is to encourage Alarm Users and Alarm Businesses to maintain the operational reliability and proper use of Alarm Systems and to reduce or eliminate False Alarm Dispatch Requests.

This ordinance governs systems intended to summons Police and Fire Department responses, require permits, establishes a system of administration, and sets conditions for suspension or loss of permits.

## **SECTION 2. DEFINITIONS.**

2.1 "Alarm Administrator" means a Person or Persons designated by the Chief of Police to administer, control and review alarm applications, permits and Alarm Dispatch Requests.

2.2 "Alarm Business" means the business, by any Person, partnership, association, corporation, limited liability company or any legal entity of selling, leasing, maintaining, servicing, repairing, altering, replacing, moving, installing or monitoring an Alarm System in an Alarm Site.

2.3 "Alarm Dispatch Request" means a notification to the Police or Fire Department that an alarm, either manual or automatic has been activated at a particular Alarm Site.

2.4 "Alarm Site" means a single premises or location served by an Alarm System or systems.

2.5 "Alarm System" means a device or series of devices, including, but not limited to, systems interconnected with radio frequency signals, which are designated to discourage crime, by emitting or transmitting a remote or local audible, visual or electronic signal indicating an alarm condition. Alarm System does not include an alarm installed on a motor vehicle.

2.6 "Alarm User" means any Person, firm, partnership, association, corporation, limited liability company, or any other legal entity who (which) uses an Alarm System at its Alarm Site.

2.7 "Automatic Dial Alarm" means any telephone device or attachment that mechanically or electronically selects a telephone line to notify police or fire headquarters and produces a pre-recorded voice message to report a criminal act, fire, or other emergency.

2.8 "Central Station" means an office to which remote alarm devices transmit signals where operators monitor those signals and relay information to the Police or Fire Department.

2.9 "Duress Alarm" means a silent alarm signal generated by the manual activation of a device intended to signal a crisis situation requiring police response.

2.10 “Fire Alarm” means an automatic or manual activation of smoke detectors, heat detectors, pull stations, sprinkler systems.

2.11 “False Alarm Dispatch” means an Alarm Dispatch Request to the Police Department or Fire Department, when the responding police or fire officer finds no evidence of a criminal or attempted criminal offense or fire after having completed a timely investigation of the Alarm Site. An Alarm Dispatch Request, which is cancelled by the Alarm Business or the Alarm User prior to the time the responding police or fire officer reaches the Alarm Site shall not be considered a False Alarm Dispatch.

2.12 “Fire Alarm System” means any heat-activated, smoke-activated, flame- activated or other such automatic device capable of transmitting a Fire Alarm signal to a Central Station operating company. All Fire Alarms shall be installed, tested and maintained in accordance with the Connecticut State Fire Code, NFPA 72 and applicable building codes.

2.13 “Fire Chief” means the Chief of the Fire Department of the Town of Plainville.

2.14 “Fire Department” means the Plainville Fire Department of the Town of Plainville, Connecticut.

2.15 “Fire Marshal” means the Person appointed as Fire Marshal by the Town of Plainville, Connecticut or such Person’s designee.

2.16 “Holdup Alarm” means a silent Alarm Signal generated by the manual activation of a device intended to signal a robbery in progress.

2.17 “Intrusion Alarm” means any Alarm System which transmits an alarm signal to a Central Station operating company indicating a burglary, robbery or other intrusion into a building or which emits or causes to be emitted an audible alarm signal.

2.18 “Monitoring” means the process by which an Alarm Business receives Signals from Alarm Systems and relays an Alarm Dispatch Request to the Town for the purpose of summoning police or fire.

2.19 “Person” means an individual, corporation, partnership, association, corporation, Limited Liability Company or any other legal entity.

2.20 “Police Chief” means the Chief of Police of the Town of Plainville, Connecticut.

2.21 “Police Department” means the Police Department of the Town of Plainville, Connecticut.

2.22 ‘Recorded Messaging Alarm System’ means a signaling device that dials a predetermined number when the Alarm System signals an intrusion, attempted intrusion, or fire and audibly reports such an intrusion, attempted intrusion or fire from a recorded message at the premises.

2.23 “Verify” means an attempt, by the Alarm Business, or it’s representative, to contact the Alarm Site by telephonic or other electronic means, whether or not actual contact with a Person is made, before requesting a police or fire dispatch, in an attempt to avoid an unnecessary Alarm Dispatch Request.

**SECTION 3. INITIAL IMPLEMENTATION OF PERMIT REGISTRATION.**

3.1 In order to effectively phase in this ordinance and provide a grace period to Alarm Users, the following implementation will be in effect from the date of passage of this ordinance by the Town Council. Once the Alarm Site obtains a permit all portions of this ordinance will be in effect. All Alarm Users not obtaining a permit within this time period will be considered in violation of Section IV.

- (a) Any Alarm Site that presently is not monitored by an Alarm Business or Central Station is required to obtain a permit from the Alarm Administrator within 60 days.
- (b) Any commercial or business Alarm Site that is presently monitored by an Alarm Business or Central Station is required to obtain a permit from the Alarm Administrator within 90 days.
- (c) Any existing residential Alarm Site that is presently monitored by an Alarm Business or Central Station is required to obtain a permit from the Alarm Administrator with 180 days.

**SECTION 4. PERMIT REGISTRATION REQUIREMENTS.**

4.1 Any location, which utilizes an Alarm System to summons Police or Fire Services within the Town of Plainville, must be registered with the Town of Plainville c/o the Alarm System Administrator, Plainville Police Department, 19 Neal Court, Plainville, Connecticut. There is no registration fee for burglar or fire alarms reported through an Alarm Business or connected directly to the Police or Fire Department.

4.2 Any modifications of a Central Station Alarm System or change in occupancy or ownership of the premises must be reported to the Alarm Administrator, within 10 days of such change.

**SECTION 5. ALARM REGISTRATION.**

5.1 All Alarm System owners must provide three local keyholders (maximum 20-minute response time), and a repair service provider, with an alarm technician licensed in the State of Connecticut. Automatic dialers, which call 911, Police or Fire directly, are not permitted. Alarm Systems may be registered by the Alarm User or the Central Station in the form required and provided by the Town of Plainville.

5.2 The owner of any Alarm System who causes a Central Station to report alarm conditions to the Plainville Police or Fire Departments for any location which does not have a permit or for which they

have been notified their permit has been suspended or revoked, shall be subject to fines under the “no permit” section of this ordinance.

5.3 Central Stations must be able to make contact with a key holder 24 hours a day seven days per week.

## **SECTION 6. INSTALLATION AND EQUIPMENT.**

6.1 All Alarm Systems must be installed, inspected and approved by a licensed Connecticut installer.

6.2 Equipment Requirements:

- (a) **ZONES:** Alarm Systems located at commercial sites must be zoned to identify the area if the alarm condition and identify the type of condition for which the alarm is activated.
- (b) **MOTION DETECTORS:** Motion detectors must be of type and quality which are not white light (halogen headlight) sensitive, and not utilized where pets or rodents are present.
- (c) **DOUBLE TRIP ACTIVATION:** Magnetic contacts for exterior doors where a vestibule is provided or where a common entrance services several individually alarmed offices or suites must utilize double trip activation sensors or motion detectors so that a break in contact of only the exterior doors does not activate the alarm.
- (d) **TROUBLE SIGNALS:** Trouble alarms can be transmitted to the Central Station or Police or Fire Monitoring system, but services will not be provided other than notification to the listed key holder.
- (e) **AUDIBLE BURGLAR ALARMS:** Locations utilizing audible alarms for burglar or intrusion devices must have a 10 minute reset feature which de-activates the alarm after 10 minutes and not reactivate the alarm until manually reset.
- (f) **AUDIBLE FIRE ALARMS:** Locations utilizing audible Fire Alarms shall remain activated and audible until such time the property has been investigated and the system is reset.
- (g) **FIRE ALARM SYSTEMS:** All Fire Alarm Systems shall be installed in accordance with Local and State building codes, and accepted standards.

## **SECTION 7. SECURITY MONITORING PROCEDURES (COMMERCIAL OR BUSINESS PREMISES).**

7.1 An Alarm Business performing Security Monitoring services shall:

- (a) not request dispatch for police response during the first week after installation of an Alarm System, but rather use that week to train the Alarm User on the proper use of the Alarm System unless extenuating circumstances necessitates immediate requests for police response as determined by the Alarm Administrator;
- (b) request dispatch for fire response from the date and time the Fire Alarm or sprinkler system is installed and approved by the Fire Marshal and placed in service for use;
- (c) report alarm signals by using telephone numbers designated by the Alarm Administrator;
- (d) attempt to verify every alarm signal, except fire, duress, or hold-up alarms activation before requesting police or fire department response to an alarm signal;
- (e) communicate Alarm Dispatch Requests to the Police or Fire Departments in a manner and form determined by the Alarm Administrator, Police Chief, or Fire Chief;
- (f) ensure that all Alarm Users of Alarm Systems equipped with duress or hold-up alarms are given adequate training as to the proper use of the duress or hold-up alarm;
- (g) ensure that all users of the Alarm Systems are given adequate training as to the proper use of the Fire Alarm System.

**SECTION 8. SECURITY MONITORING PROCEDURES  
(RESIDENTIAL PREMISES).**

8.1 An Alarm Business performing Security Monitoring services shall:

- (a) ensure that the resident(s) are properly trained in the operation of the Alarm System;
- (b) report alarm signals by using telephone numbers designated by the Alarm Administrator;
- (c) attempt to verify every alarm signal, except fire, or panic alarms activation before requesting police or fire department response to an alarm signal;
- (d) communicate Alarm Dispatch Requests to the Police or Fire Departments in a manner and form determined by the Alarm Administrator, Police Chief, or Fire Chief.

**SECTION 9. THE ALARM ADMINISTRATOR SHALL:**

9.1 The Alarm Administrator shall:

- (a) designate a manner, form and telephone numbers for the communication of Alarm Dispatch Requests;
- (b) communicate to the fire dispatcher the alarm of fire without delay and not cancel an alarm response on a notification of a property owner that the alarm is a false alarm;
- (c) develop a procedure to accept Verified cancellations of Alarm Dispatch Requests;
- (d) provide and maintain a database to track Alarm User's information, key holders and provide access 24 hours per day, 7 day per week access to all emergency service organizations operating in the Town of Plainville;
- (e) create field usable reporting forms in order to maintain records of alarms as outlined in Section XII.

## **SECTION 10. ACCESS TO ALARMED PREMISES.**

10.1 Alarm conditions require inspection of the premises by responding emergency personnel, therefore:

- (a) Alarm User's are required to provide a key holder response for any location which is interior to other structural limitations such as fencing, common entrances, protective awnings, etc. Failure to provide access to perform a proper inspection of the premises will be deemed to be a false alarm;
- (b) Alarm User's with Fire Alarm Systems are recommended to install an exterior key safe (Emergency Access Systems, Knox Box®) to allow Fire Personal access to the building without damage to building. In case of a suspected actual fire forcible entry will be gained by fire personal without notification to the key holder;
- (c) access gained using an exterior key safe (Emergency Access Systems, Knox Box®) with no fire found will be deemed a false alarm;
- (d) the Alarm User is responsible for maintaining updated keys within the exterior key safe (Emergency Access Systems, Knox Box®). Access by the Alarm User's into the key safe will be scheduled with the Fire Department. Failure to update keys to perform a proper inspection of the premises will be deemed to be a false alarm.

## **SECTION 11. FINES AND PENALTIES.**

11.1 An Alarm User shall be subject to fines, warnings and suspension or revocation of a permit depending on the number of False Alarm Dispatches emitted from an Alarm System within a rolling 12 month period based upon the following schedule:

<u>Fine Schedule</u>			
<u>False Alarm Dispatches</u>	<u>Action Taken</u>	<u>Police</u>	<u>Fire</u>
1 <sup>st</sup> False Alarm	On site written warning #1	\$0.00	\$0.00
2 <sup>nd</sup> False Alarm	On site written warning #2	\$0.00	\$0.00
3 <sup>rd</sup> False Alarm	Written Notice and Fine	\$25.00	\$50.00
4 <sup>th</sup> False Alarm	Written Notice, Permit Suspension	\$25.00	\$75.00
5 <sup>th</sup> False Alarm	Written Notice, Warning Letter of Revocation of Permit	\$25.00	\$100.00
6 <sup>th</sup> False Alarm	Revocation of Permit and or alarm disconnect to Fire Department master Alarm System.	\$50.00	\$100.00

11.2 In addition, any Person, operating a non-permitted Alarm System (whether revoked, suspended or never acquired) will be subject to a citation and assessment of a \$50.00 fine for each False Alarm Dispatch, in addition to any other fines. The Alarm Administrator may waive this additional fine for a non-permitted system if the Alarm User applies for a permit within ten days after such violation.

11.3 The Alarm Administrator may reinstate a suspended permit upon receipt of acceptable evidence that the cause has been addressed and appropriate corrective action has been taken as outlined in Section XVI. Any refusal of reinstatement of a suspended permit may be appealed per Section XV.

11.4 If payment is not paid within (30) calendar days, an additional (\$15.00) will be assessed to the original amount for every 15 days the ticket is not paid.

## **SECTION 12. ALARM DISPATCH REQUEST RECORDS.**

12.1 The police or fire officer responding to an Alarm Dispatch Request shall record such information as necessary to permit the Alarm Administrator to maintain records, including, but not limited, to the following information:

- (a) Alarm Type – Police or Fire;
- (b) Identification of the permit number for the Alarm Site;
- (c) Name and address of the Alarm Site;
- (d) Arrival time at the Alarm Site and dispatch received time;

- (e) Date, time and weather conditions;
- (f) Name of Alarm User's representative on premises, if any;
- (g) Name and address of Alarm Business; and /or
- (h) Unable to locate the address.

12.2 The responding police and/or fire officer shall log whether the dispatch was caused by a fire, criminal offense, an attempted criminal offense, or a False Alarm Dispatch.

12.3 In the case of the assumed False Alarm Dispatch, the responding police or fire officer shall leave written notice at the Alarm Site that the Police or Fire Department responded to a False Alarm Dispatch. The notice shall include the following information:

- (a) Alarm Type – Police or Fire;
- (b) The date and time of the response to the False Alarm Dispatch;
- (c) The identification number or name of the responding officer; and
- (d) A statement urging the Alarm User to ensure that the Alarm System is properly operated, inspected, and serviced in order to avoid fines.

### **SECTION 13. APPEAL FROM FINES.**

13.1 An Alarm User may appeal assessment of a fine to the Alarm Administrator by filing a written request for hearing setting forth the reasons for the appeal within ten (10) days after receipt of the fine. The filing of a request for an appeal hearing with the Alarm Administrator stays the assessment of the fine until the Alarm Administrator makes a final decision. The final decision must be rendered in writing within 30 days after the request for an appeal hearing is filed.

### **SECTION 14. REVOCATION, SUSPENSION OR LOSS OF ALARM PERMIT.**

14.1 In addition to suspension or revocation of permit, the Alarm Administrator may suspend or revoke an alarm permit if it is determined that:

- (a) there is a false statement of a material matter in the application.
- (b) The permit holder has failed to make timely payment of a fine assessed to them.
- (c) Unless there is separate indication that there is a crime in progress, the Chief of Police may refuse police response to an Alarm Dispatch Request at an Alarm Site for which the alarm permit is revoked.
- (d) The Fire Marshal may order the building closed for failure to properly maintain an operating Fire Alarm System in accordance with the CT State Fire Safety Code.

## **SECTION 15. APPEAL FROM DENIAL, SUSPENSION OR REVOCATION OF PERMIT.**

15.1 If the Alarm Administrator denies the issuance or renewal of a permit, or suspends or revokes a permit, he or she shall send written notice of his/her actions and a statement of right to an appeal, by certified mail, return receipt requested, to both the applicant or Alarm User and the Alarm Business.

15.2 The applicant or Alarm User may appeal the decision of the Alarm Administrator to the Chief of Police for Intrusion Alarms and to the Fire Chief for Fire Alarms by filing a written request for a review setting forth the reasons for the appeal within twenty days after receipt of the notice from the Alarm Administrator. An Alarm Business may submit the request on behalf of the Alarm User.

15.3 Filing of a request for appeal shall stay the action by the Alarm Administrator suspending or revoking a permit until the Chief of Police or Fire Chief has completed his/her review. If the request for appeal is not made within the twenty (20) day period, the action of the Chief/s is final.

## **SECTION 16. REINSTATEMENT OF PERMIT.**

16.1 A Person whose alarm permit has been revoked may be issued a new permit if the Person:

- (a) submits an updated application and pays a \$25.00 reinstatement fee;
- (b) pays, or otherwise resolves, all citation and fines, and;
- (c) submits a certification from an Alarm Business stating that the Alarm System has been inspected and repaired (if necessary) by the Alarm Business.

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