

Redmond City Code, Chapter 5 Sections 5.601-5.606; EFFECTIVE JULY 1, 2018

5.601 Purpose. The purpose of this chapter is to encourage commercial and residential alarm users and alarm businesses to assume increased responsibility for maintaining the mechanical reliability and the proper use of alarm systems, to prevent unnecessary police emergency response to false alarms, and thereby to protect the emergency response capability of the City from misuse.

5.602 Permit Required.

1. An "alarm user" is the person or business in possession of the property the alarm system is designated to protect. Every alarm user shall obtain an alarm user's permit for each system from the Chief of Police within 30 days of the time when the system becomes operational. The permit shall be issued to the person in possession of the property the alarm system is designed to protect. The permit shall remain valid for the earlier of three years or until the alarm user is no longer in possession of the property.
2. An application for an alarm system permit shall be filed with the Chief of Police on such forms as may be prescribed. The applications shall contain: 1) the name, address and telephone number of at least three persons, so that at least one person will be available to respond to an alarm or render service or repairs to the alarm system during any hour of the day or night, and 2) such additional information as the Chief of Police shall reasonably deem necessary for the evaluation and proper processing of the permit application. At the time the alarm permit is issued the alarm user shall receive a copy of this ordinance and the service fee schedule for false alarms.
3. A fee shall be established by the City Council by resolution for the permit required under this section, for the transfer of the permit, for the failure to obtain the required permit, permit renewal, and for false alarms.
4. Any alarm user who fails to obtain a permit for an operational alarm system as required by this chapter shall be subject to a service fee as determined by the City of Redmond Fee Schedule per police response, regardless of whether the alarm is false or an actual emergency exists.
5. All alarm users shall renew their permit every three years. An alarm permit application must be filled out and contact information updated. A service fee as determined in the City of Redmond Fee Schedule is charged at the time the application is turned into the police department for renewal. Alarm user permits issued prior to the adoption of this chapter will be allowed to continue their existing permit until December 31, 2021. Those permits will expire at midnight on that date.

5.603 Transferability of Permit. An alarm system permit issued in accordance with the provisions of this chapter shall be valid only for the permittee named on the permit and only for the particular alarm system or systems specified on the permit. No alarm system permit shall be transferred or assigned without the written consent of the Chief of Police. A request to transfer an alarm system permit shall be made on the form the Chief of Police prescribes and shall be accompanied by a nonrefundable fee which is set by resolution. False alarms previously charged to the transferor shall not be charged to the transferee. However, the Chief of Police may deny a request to transfer an alarm system permit if, after reasonable investigation, it appears that the transfer is requested for the purpose of allowing the transfer to evade responsibility for prior false alarm.

5.604 Regulations, Requirements and Duties.

1. No person shall install, connect or have in operation an alarm system that emits the sound of a siren.
2. Audible Alarm System Requirements. An alarm system that, when activated, generates an audible sound on the premises, shall have as part of the system an automatic shut-off that will deactivate the audible portion of the system within 15 minutes after it is first activated.
3. Display of Alarm System Permit. An alarm system permit shall be kept on the premises where the alarm system is located.
4. Automatic Dialing Device Regulations.

- A. No automatic dialing device shall be interconnected to a primary trunkline of the communications center, or police department.
 - B. Persons owning or leasing an automatic dialing device may have the device interconnected to a telephone line, cellular, or other internet connected device transmitting directly to:
 - 1. A central station;
 - 2. A modified central station; or
 - 3. An answering service.
 - C. The relaying of messages to the communications center by a modified central station or an answering service shall be over a special trunkline if available. The relaying of messages by a central station may be over a direct line, cellular, or other internet connected device.
 - D. No automatic dialing device may be interconnected to the telephone company operator.
5. Response Required. When an alarm system has been activated, the alarm business or the permittee shall have an alarm agent or other person in responsible control present at the location within 20 minutes after being requested to do so by a representative of the communications center or the police department.
 6. Power Supply. An alarm system shall be equipped with an uninterruptible power supply in such a manner that the failure or interruption of normal electrical utility power shall not activate the alarm system. This power supply must be capable of at least four hours of operation.
 7. Notice of Name of Services or Occupant. Every audible alarm system shall have a sign or notice posted on or near the audible device with the name and telephone number of the person or company responsible for the maintenance of the system.

5.605 False Alarms.

1. Service fees. Service fees will be assessed against alarm users for more than one false alarm during a calendar year. For the purpose of this chapter, medical emergency alarms are excluded as a source of a false alarm. The service fees will be set by City Council Resolution. Service fees not paid within 30 days will double and will accrue interest at 18%. If the service fee is not paid within an additional 30 days the Alarm User will also be responsible for all collection costs including all attorney fees.
2. Notice. The Chief of Police will send a notification of false alarm by regular mail or hand delivery to notify the alarm user of a false alarm resulting in a warning. The Chief of Police will send a notification by certified mail or hand delivery to notify the user of false alarm(s) resulting in a service fee. The notification will include the incident number, date, and time of the alarm, the service fee amount, and that the service fee must be paid within 30 days. The notification will also include the consequences of the failure to pay the service fee and inform the alarm users of their right to appeal the validity of the false alarm.
3. Additional Information. In the event of a false alarm, the alarm user shall provide to the Chief of Police any information concerning the alarm system that is requested. Such information shall be provided within 10 days. Following a second or subsequent false alarm, the Chief of Police may require the alarm user, at the alarm user's expense, to have the alarm system inspected and a written report of the inspection provided to the Chief of Police.
4. Appeal. The appeal to challenge the validity of the false alarm shall be in writing and shall be hand delivered to the lobby of the Police Department during normal business hours and signed for by staff or sent via certified mail to the Chief of Police. The appeal must be received by 5 PM on the 10th calendar day after the date on the notification to the Alarm User. The hearing will be held within 30 days of the date the appeal is received. The Chief of Police will conduct the hearing at a location and time set by the Chief of Police. In the absence or unavailability of the Chief of Police, the designee of a rank of Lieutenant or higher can fill the Chief of Police role in the hearing. The hearing is limited in scope to determining if the alarm(s) was false or not. Information obtained during any inspection of the alarm system as defined in 5.605 (3), can be considered as mitigating factors. The service fee amount for each false alarm which is sustained is outside the scope of the hearing.

The decision of the Chief of Police may be appealed to the City Manager. That appeal shall be in writing and delivered by certified mail. It must be received at Redmond City Hall, attention the City Manager, by 5 PM on the 10th calendar day after the decision of the Chief of Police is issued. The decision of the City Manager is final. No new information is to be allowed in the hearing by the City Manager. If affirmed, the service fee amount is due on the 10th calendar day after the appeal, or the next business day thereafter.

5.606 Confidentiality. The information furnished or obtained pursuant to this chapter is an exempt public record pursuant to ORS 192.345 and 192.355 and shall be confidential in character. These records shall not be subject to public inspection, and shall be kept so that the contents are not known except to persons charged with the administration of this chapter. It is declared that the public interest served by not making the information subject to public inspection clearly outweighs the public interest served by disclosure of the information.