

## APPEAL GUIDELINES

A false alarm is defined as any alarm caused by human error or equipment problems resulting in police response, with no evidence of an actual crime having been committed or attempted upon a person, real, or other property or when no medical emergency exists, will be considered false.

You may appeal the validity of a false alarm. Appeals must be received in writing within 15 business days of the postmark of the false alarm notice sent by the City. Failure to contest the false alarm determination in the required time period shall result in a presumption that the false alarm was false. Should you request a hearing with the Hearing Examiner, this request must also be received within the time guideline mentioned above. You will be notified by the City Clerk's office when such hearing will occur. Failure to appear will result in the appellant being responsible for all costs incurred.

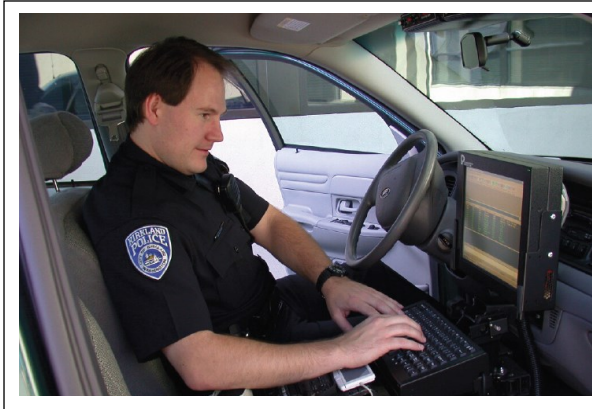
Appeals will not be granted for false alarms that are the result of:

1. Faulty, defective or malfunctioning equipment.
2. Improper installation or maintenance of the alarm system.
3. Improper monitoring by the monitoring company.
4. An occurrence where no evidence of criminal activity or attempted criminal activity is present.
5. Mistakes made by owners, employees, private contractors, maids, cleaning crews, caretakers, maintenance employees, apartment management employees, etc.
6. Alarm activation which occur while alarm technicians are repairing or servicing the alarm system.
7. Motion sensors that are set too high causing alarm to go off.
8. Items within the home or business which move, causing motion detectors to activate, (i.e. curtains, signs, balloons, pets, etc.)
9. Glass break detectors which activate due to noise/sound other than actual glass breakage.
10. Alarms due to door and/or window sensors that are loose or improperly installed.
11. Pets, rodents and wildlife.
12. Interruption of electrical power supply due to weather. Exceptions may be power outages of more than 4 hours.

This list is intended as a guide to assist you in deciding whether to appeal a false alarm. This list is not intended to cover every situation where an appeal may be denied.

## MISSION STATEMENT

"The mission of the Kirkland Police Department is to protect and serve our community with honor, integrity and courage."



For assistance, contact:

**False Alarm Managing Employee**

**(425) 587-3142**

**falsealarm@kirklandwa.gov**

**City of Kirkland**

**Finance/Licensing Division**

**(425) 587-3140**

**or visit our website:**

**www.kirklandwa.gov**



**The City of Kirkland is an  
equal opportunity employer:**

**123 5th Avenue  
Kirkland, WA 98033**

# Kirkland Washington Police Department

"Community Commitment through  
Professional Service"



## False Alarm Reduction Program





# KIRKLAND POLICE

## FALSE ALARMS YOU NEED TO KNOW ABOUT

## FALSE ALARMS



### FALSE ALARM ORDINANCE

The City of Kirkland False Alarm Ordinance #4042, Title 21.35A was approved by the City Council to go into effect 7/1/06. False alarm activations are a waste of tax dollars and divert police officers from emergency situations. Since the beginning of the program, we have seen a 65% decrease in false alarm activations. The Police Department appreciates the partnerships with both security alarm users and the security alarm industry that have resulted in this decrease.

### ALARM REGISTRATION

All security alarm systems, including monitored and non-monitored systems within the City limits must be registered. You have three options to obtain an Alarm Registration Application:

- Download a form at the City's website [www.kirklandwa.gov](http://www.kirklandwa.gov)
- Call 425-587-3140 to request a form via mail, fax, or e-mail.
- Come into City Hall and obtain a form at the licensing counter.

Fees: The annual registration/renewal fee is \$25.00.

Residents 62 and over, who do not operate a business out of their home, are exempt from fees/fines but are required to register and update their information annually. If you are a non-registered resident over 62 and have received a fine it will be waived once your completed registration is received.

### IF FALSE ALARM OCCURS:

#### Monitored Systems:

Follow your alarm company's cancellation instructions and call them to cancel any false alarm activations. Do not call 9-1-1 to cancel police dispatch. Your cancellation codes are known to you and your alarm monitoring company only. Your alarm monitoring company will notify dispatch in a timely fashion.

#### Non Monitored Systems:

Call 9-1-1 to report your false alarm immediately.

#### **\*\*CANCELLED ALARMS\*\***

If you or your alarm company calls to cancel an alarm, the officer(s) will probably be re-routed to another call; therefore they will not arrive at your site. If the officer has already been dispatched/en-route to your call, it is too late to prevent it from counting as a false alarm.

### HOW YOU CAN ASSIST THE POLICE

- Secure all doors and windows BEFORE arming your system and be ready to exit. If you set the alarm and remember that you need something, turn the alarm off, get what you forgot, then re-arm your system.
- Know your system and share that knowledge with everyone who has access to your property. If you give them a key, then give them the code and instructions to properly operate your system.
- For commercial users, make the correct operation of your security alarm system part of your training process for new employees.
- Make sure everyone with access to your home or business knows the correct procedure to take immediately should an alarm accidentally activate.
- Annually use the services of a licensed technician to provide maintenance to your system. Change batteries once a year and keep sensors dust-free.
- Make sure that rooms with motion sensors are free of pets, wind, party decorations, or anything else that can accidentally activate the alarm.
- Do not forget to notify your monitoring company when any service or maintenance of your system occurs so that they will not unknowingly request police dispatch.

#### CAUSES OF SERVICE SUSPENSIONS

- Non-registered or non-renewed security systems.
- Alarmed premises with unpaid fines or fees.
- Alarmed premises which have 6 false alarms in a rolling 12 month period.

### POLICE RESPONSE/NOTICES/FINES

During a 12 month rolling period, beginning with the initial false alarm occurrence, the following police response and fine structure will apply:

- **First Response:** Registered alarm users will receive a warning letter only. Non-registered alarm users will receive an invoice for \$50.00. Registration will be required.
- **Second Response:** A letter detailing the false alarm program requirements and an invoice for \$50.00 will be mailed to the alarm user.

*POLICE RESPONSE/NOTICES/FINES CONTINUES...*

- **Third Response:** A letter detailing the false alarm program requirements and an invoice for \$100.00 will be mailed to the alarm user. A Corrective Action Report will be included and prompt completion and return by the alarm user is required.
- **Fourth Response:** A letter detailing the false alarm program requirements and an invoice for \$150.00 will be mailed to the alarm user.
- **Fifth Response:** A letter detailing the false alarm program requirements and an invoice for \$200.00 will be mailed to the alarm user via certified mail to bring to their attention that service suspension will occur if there is one more false alarm in the rolling 12 month period.
- **Sixth Response:** Written notice of Suspension Level I effective date will be sent to the alarm user and an invoice for \$250.00 will be mailed to the alarm user.
- **Seventh Response & Above:** A letter detailing the false alarm program requirements and an invoice for \$300.00 will be mailed to the alarm user.

Suspension Level I: POLICE DEPARTMENT WILL NO LONGER RESPOND TO ANY PROPERTY TYPE ALARMS FOR A PERIOD OF 90 DAYS.

**Suspension Level II:** POLICE DEPARTMENT WILL NO LONGER RESPOND TO ANY PROPERTY TYPE ALARMS FOR A PERIOD OF 365 DAYS.

**Probationary Period:** Following Suspension Level I or II, the alarm user will be required to meet a sixth month probationary period. If a false alarm occurs, the alarm user is moved to the next service suspension level.

**Suspension Level III:** POLICE DEPARTMENT WILL NO LONGER RESPOND TO ANY PROPERTY-TYPE ALARMS PERMANENTLY.

Suspension of response will apply only to burglary and property type alarms and shall not apply to any robbery, panic, or duress alarms. However, such alarms shall be counted in determining the total number of false alarms received if they are not legitimate.