



Concord False Alarm Reduction Program Appeal Guidelines

The Concord Alarm Ordinance Chapter 36 defines a False Alarm as: “the activation of an alarm system through mechanical or electronic failure, malfunction, improper installation or the intentional acts or negligence of the alarm user, his/her employees or agents, to summon law enforcement personnel, unless law enforcement response was canceled by the Alarm Company prior to law enforcement personnel arrival on the scene.”

Appeal Process:

The Alarm User may appeal an assessment of a false alarm fee to the Alarm Administrator by setting forth in writing the reasons for the appeal within ten (10) calendar days after the date of the notification of the assessment of civil penalty(ies). An administrative hearing will be scheduled and heard by the Alarm Administrator within fifteen (15) calendar days after receipt of the written notice of appeal.

The Alarm Administrator will render a decision in writing no later than seven (7) business days after the hearing.

Once this decision has been rendered you have the opportunity to appeal it by appealing to the City Manager. To appeal to the City Manager you must file written notice on a form provided by the City with the Alarm Administrator within five (5) business days of the date of receipt of the Alarm Administrator's written decision.

The City Manager or designee will review decision of the Alarm Administrator in no more than fifteen (15) business days and then render a decision in writing in no later than seven (7) days from the date of the hearing.

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

1. Faulty, defective or malfunctioning equipment supplied by an alarm business.
2. Improper installation or maintenance by an alarm business.
3. Improper monitoring by an alarm business.
4. Alarm activations that occur while alarm technicians are repairing or servicing the alarm system.
5. An occurrence where no evidence of criminal activity is present.
6. Mistakes made by private contractors, maids, cleaning crews, visitors, etc.
7. Items within the home or business that move causing motion detectors to activate (i.e. curtains, signs, balloons, etc.).
8. Glass break detectors which activate due to a noise or sound other than actual glass breakage.
9. Door and/or windows that become loose and cause a break in the contacts that activate the alarm system.
10. Caretakers who watch homes or businesses when owners are away and who activate the alarm in error or are not familiar with required codes or passwords.
11. Pets, rodents or wildlife movement in or near the home or business.
12. Alarms caused by Apartment Management Employees.

In the case of items 1 and 2 above, if you suspect the false alarm was due to faulty equipment or improper installation contact your alarm company. In such cases, the system should be inspected and repaired where necessary. If it can be determined that the cause of the alarm was the result of faulty equipment or installation, your alarm company may agree to reimburse you for the fine.

*** This list is only intended as a guide to assist you in deciding whether to appeal a false alarm or contact your alarm company for discussion. This list is not intended to cover every situation where an appeal may be denied.**