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EXECUTIVE OFFICE
SUITE 144-150, PARKER CENTER
150 N. LOS ANGELES STREET
LOS ANGELES, CA 90012

(213) 485-3531 PHONE
(213) 485-8861 FAX
(213) 485-9818 TTY

October 13, 2004

To All Alarm Companies Operating in the City of Los Angeles:

The Burglar Alarm Ordinance as approved by the City Council and the Mayor on September 21 and September 28, 2004 respectively, will be implemented effective November 8, 2004. The ordinance not only specifies the responsibilities of alarm system users but also enumerates your responsibilities relating to permit confirmation, dispatching and verification protocols.

Following are key provisions of the Burglar Alarm Ordinance that will have significant impact on your business operations:

1. No person shall install, connect, activate, operate or use an alarm system without a valid alarm system permit having been issued for that purpose.
2. All alarm system notifications to the Department shall begin with the alarm system user's name, permit number, complete address including unit number, and the state alarm company operator license number.
3. No alarm company shall cause a request for service to be placed with the LAPD until such time as it has made two (2) attempts to verify the need for service by telephonic means. This provision does not modify or limit item 5 below.
4. No alarm company shall within seven (7) days following a new alarm system installation, cause a request for service to be placed with the LAPD prior to verification.
5. No person shall operate or use a burglar alarm system that causes a request for service to be placed with the Department or with a 9-1-1 emergency service number prior to verification if the burglar alarm system has already experienced two false alarms with a 365-day period. Verification is not required for a robbery alarm system activation including duress, panic, hold-up and robbery-in-progress alarms. Verification may be made by the alarm system user, other person at or near the scene of the activation, private guard responder or alarm company operator, and shall be based on a physical observation or inspection of the premises, or by remote visual inspection of the premises. Remote visual inspection of the premises is a

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visual inspection of the premises protected by the burglar alarm system which is accomplished through the use of a video camera or other similar device to capture and transmit visual images of the premises to the alarm system user, alarm company operator, private guard responder, or person or entity authorized by the alarm system user. The visual images must be sufficiently discernable to permit the viewer to confirm that an unauthorized entry, attempted unauthorized entry, or other crime has occurred at the premises protected by the burglar alarm system.

Aside from the public outreach programs employed by the City of Los Angeles, you are strongly encouraged to notify your alarm subscribers about the major changes to the ordinance, especially in the areas of permit acquisition, increased fees and penalties and verification procedures.

Recently, my staff has received several inquiries from the Greater Los Angeles Security Alarm Association (GLASSA) related to the "counting" of false alarms and notification to alarm system users of false alarms. Alarm activations are considered false if the responding patrol unit does not find evidence that a crime or attempted crime occurred. An alarm user may request a waiver investigation of the false alarm. Unless the incident meets the guidelines for a waiver of the false alarm incident (and fee), the call remains classified as a "false alarm."

With respect to notification of alarm users of false alarms at a residence or business, it is our position that alarm service providers should establish internal protocols to track alarm calls and notify their customers when they have reached the two-alarm threshold which triggers verification. We believe strongly that if alarm companies develop and maintain direct and ongoing communication with their customers, the industry, alarm users and the City of Los Angeles will benefit in the long term. I thank you in advance for your cooperation.

Original signed by:

RICHARD M. TEFANK, Executive Director
Board of Police Commissioners

Enclosure

