



Account #	Shield #
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New Haven Department of Police Service
1 Union Avenue
New Haven, Connecticut 06519
203 946-7227 Alarm Office
Attn: Alarm Registration

Please Print or Type

Business Residence (Please Check One)

Name of Business (leave blank if residential): _____

Owner's Name: _____

Address Premises with Alarm: _____ New Haven, Ct _____

Mailing Address (if different from above): _____

(City) (State) (Postal Code)

Phone Number of Owner: Daytime: _____ Evening: _____
 Mobile: _____

Alarm Type: (Check Applicable Alarm Types)	<input type="checkbox"/> Audible	<input type="checkbox"/> Burglary	<input type="checkbox"/> Panic
	<input type="checkbox"/> Silent	<input type="checkbox"/> Robbery	

Alarm System Monitoring Company: _____
 _____ Phone: _____
 ****Please provide the 24 hour monitoring phone number of the alarm company.****

Emergency Contact Information: Names of persons who may be contacted to enter the premises and turn off an alarm at all hours of the day or night.

Name: _____ Phone: _____

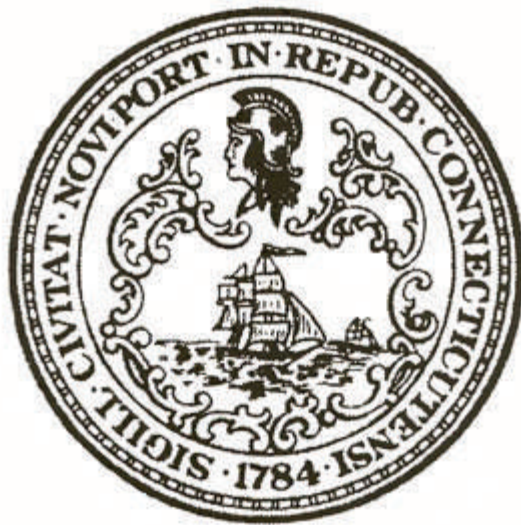
Name: _____ Phone: _____

Name: _____ Phone: _____

Owner's
 Signature: _____ Date of Application: _____

Premises owners are responsible for notifying the City immediately when there are changes in the information above. There is no fee for correcting information on this form. **Mail this form to the above address or hand it in at your local substation**

City of New Haven



A Guide to Ordinance #1607

An ordinance amending Chapter 4 ½ of the City of New Haven's code relating to burglary and robbery alarm systems.

New Haven Police Department
Alarm Unit
1 Union Avenue
New Haven, CT 06519
Fax # 203 946-2327

Definitions

Alarm Business shall mean any person(s) engaged in the business of selling, installing, servicing, maintaining, repairing, replacing, moving, or removing alarm systems in the city, including the designee(s) of such person (s).

Alarm Subscriber shall mean a person or entity that buys, leases, or otherwise obtains an alarm system, and thereafter installs it or has it installed. Additionally, the term shall mean a person who has control of a premise in which an operable alarm system exists.

Purpose

This article is intended to enhance emergency responses by the New Haven Police Department in order to protect residents' lives and property, and make New Haven a safer city. This article is further intended to regulate the activities and responsibilities of alarm subscribers and alarm businesses.

Scope

This chapter governs audible and inaudible "burglar alarms," "robbery alarms," "holdup alarms," "duress alarms," "panic alarms," and similar alarm devices that are intended to summons a response by the New Haven Police Department. The provisions of this article shall not apply to motor vehicle alarms, audible fire alarms, and alarm systems operated by federal, state, and city government or their departments and agencies.

Unless authorized by the chief of police, no alarm system shall use a direct wire connection to a city communication console.

Any automatic tape/dialing device installed on any alarm system is in violation of this chapter.

Interagency communications

All central stations or other answering services, at the time of filing the alarm report, shall provide the police department's dispatch with the alarm subscriber's registration number, and with a toll-free telephone number for contacting the central station's dispatchers.

Alarm Business Duties

1. After alarm installation, the alarm business shall inspect and test all equipment and take any necessary corrective action to prevent the occurrence of a false alarm.
2. Each alarm business shall install an alarm system that is compatible with the environment. Also, if it has agreed to provide maintenance or repair to the system, it must do so within 72 hours of the service request.
3. An alarm business shall provide the alarm subscriber with a service report following any type of service, maintenance, or inspection to the alarm system.
4. An alarm business that installs an alarm system shall provide the subscriber with complete instructions for using the system.
5. The alarm business shall provide the alarm subscriber with a method of prearranging burglar and/or fire alarm system tests.
6. Upon leasing or renting an alarm system, an alarm business must inactivate the audible alarm within 15 minutes of the notification of its activation, if the alarm subscriber and alternates cannot be contacted or do not respond.
7. No alarm business shall program alarm systems so they are capable of sending One Plus duress alarms.
8. Alarm businesses shall not install a device for activating a duress alarm, which has a single action, non-recessed button.
9. An alarm business shall prevent false alarms during system installations, repairs, and services. Proper notification shall be made to the monitoring company that the system is in a test mode to avoid dispatching of law enforcement.
10. Each alarm business and monitoring facility shall comply with Enhanced Call Verification, making the minimum of at least 2 verification calls prior to notifying police, each time an alarm is activated.
11. In between annual submissions of the list of alarm subscribers, each alarm business shall provide any new customers with registration forms and instruct them to complete and submit the form to the alarm administrator.
12. Alarm businesses that request police response to an alarm signal shall maintain a detailed record of all police calls for a period that is consistent with alarm industry standards, but not less than 5 years.

Alarm Registration

Once registered by the alarm business, the alarm administrator shall issue a registration number to each alarm subscriber. An alarm subscriber's registration shall continue in effect until there is a change in ownership of the alarm system and/or change of the alarm business associated with the system. Alarm registrations shall not be transferable.

Alarm Subscriber Duties:

It shall be the responsibility of each alarm subscriber to notify the alarm administrator, in writing, of changes in registration information. Failure to do so shall result in a \$99.00 fine.

Alarm Owners Who Do Not Subscribe to Alarm Companies Duties:

Alarm owners who do not subscribe to alarm companies shall be responsible for registering their alarm systems with the alarm administrator. Failure to register shall result in a \$99.00 fine.

It shall be the responsibility of each alarm owner to notify the alarm administrator, in writing, of changes in registration information. Failure to do so shall result in a \$99.00 fine.

Apartment Building Alarm Systems:

If an alarm system that is monitored by an alarm business is installed by a tenant in an apartment building, the tenant shall provide the alarm administrator with the name of a representative of the apartment building's owner or property manager who can grant police access to the rental unit. Such tenant shall obtain an alarm permit from the alarm administrator before operating an alarm system in the rental unit.

A tenant with an alarm business to monitor an alarm system at the tenant's alarm site shall be responsible for false alarm dispatches emitted from the alarm system at such alarm site.

False Alarms, Alarm Subscriber Liability

: The alarm subscriber shall be responsible for the maintenance and service of his/her alarm system, and shall be responsible for all malfunctions of alarm equipment.

False Alarm:

A false alarm shall mean there is no evidence of a crime or other activity that warrants police assistance on the premises, as indicated by the investigation of a police officer on the scene or by the lack of a police report filed by the property owner.

The following causes shall be excluded from the findings of a false alarm:

Damage, testing, or repair of a malfunction of telephone company equipment or line, provided that such incidents are promptly reported to the telephone company.

Extraordinarily violent conditions of nature, such as hurricanes, tornadoes, and floods.

Visible evidence of an attempted unauthorized illegal entry.

An intentionally activated alarm by a person under a reasonable belief that police assistance is necessary.

When an alarm is followed by a call to the police department that provides proper information to cancel the alarm before police arrive at the premises.

When there is a failure in the electrical power to the alarm or other condition beyond the control of the alarm user. This condition does not encompass electrical surges.

When an alarm is activated during an alarm system testing procedure, provided the alarm subscriber first notifies and receives permission from the appropriate local authority.

An alarm activated by a power outage lasting longer than the life of a fully charged battery.

The false alarm for which the penalty has been assessed did not originate at the premises of the alarm subscriber who has been assessed the fee.

Other extraordinary causes not reasonably subject to the control of the alarm business or alarm subscriber.

The city's corporation counsel may approve such other mitigating circumstances as deemed necessary in the interest of justice.

False alarms caused by the actions of on-scene employees of an alarm business shall not be credited against the alarm subscriber, but shall be the responsibility of the alarm business.

False Alarm Penalties

Upon the finding of a false alarm, the responsible party shall pay in accordance with the following fine schedule:

First False Alarm:	No Charge
Second False Alarm:	\$75.00
Third False Alarm:	\$150.00
Fourth and Subsequent False Alarms:	\$250.00

False Alarm Prevention Program

The police department shall provide an education program for the prevention of false alarms. Each subscriber who attends shall pay a \$20.00 fee, which will be collected either before or at the time of the program.

After successful completion of the program, the subscriber will receive a certificate that may be used to satisfy the payment of a single false alarm fine.

Penalty Assessment

All penalties assessed under this chapter shall be due and payable on the due date written on the issued penalty.

Failure to pay within 60 days of the due date shall result in the penalty being doubled.

The city may use such lawful means as are available to collect such penalties. Upon notification by the alarm administrator, the city may institute civil proceedings to enforce the provisions of this chapter.

In the event the city files an action in court to recover such penalties, the city may be entitled to recovery of its costs and attorney fees, in addition to the penalties due and owing.

The alarm administrator shall collect all charges for offenses and place them in the city's general fund.

False Alarm Appeal Hearing

There is an alarm appeal hearing officer to conduct proceedings pertaining to false alarm charges and other alleged violations of this chapter.

The alarm subscriber may appeal from the assessment of a fine, penalty, or other adverse decision issued against him/her to the alarm appeal hearing officer, in accordance with section 17-1.6 of the Licenses and Permits chapter of this code, as amended from time to time. The alarm subscriber shall have 10 business days from the date of the city's written notice of a penalty to request, in writing, an appeal hearing.

The filing of an appeal shall stay the assessment of additional penalties for the violation until the hearing officer makes a final decision.

The burden to prove any matter shall be upon the alarm subscriber.

The following shall not be a defense to any penalty assessment: faulty or malfunctioning equipment, electrical surges, or the fault of another person during a non-criminal incident.

Administration

The police chief shall have power to make such reasonable rules and regulations as may be deemed necessary and which may be amended from time to time to implement the provisions of this chapter, subject to the approval of the board of aldermen.

Severability

The provisions of this chapter are declared to be separate and severable.

Fines and fees

At the beginning of each calendar year the fine structure restarts, beginning with the first free false alarm

Exculpatory Clause

The city shall be under no duty or obligation to any alarm business or subscriber to maintain a communication console, receiving module, or other specialized equipment for alarm system monitoring. The installation and maintenance of alarm systems permitted by this chapter shall be made at no cost to the city.

Each alarm business and alarm subscriber shall be deemed to hold and save harmless the city, its departments, officers, agents, and employees from liability in connection with any alarm system, as provided by this chapter. The city shall not be liable for any defects in the operations of any alarm system, for any failure or neglect to respond appropriately upon the receipt of an alarm, nor for the failure or neglect of any alarm business in connection with the installation, operation or maintenance of the equipment, or incident concerning the operation of such system. In the event the city finds it necessary to order the system disconnected, the city shall incur no liability for such action.

Confidentiality of Records

Because public release of any information provided by alarm subscribers and alarm businesses may jeopardize public safety, it is the city's intent to preserve the confidentiality of this information to the extent permitted by law.

Effective Dates

Enacted by the Board of Aldermen on November 16, 2009, this ordinance shall take effect February 28, 2010.

To request a complete copy of Ordinance #1607, please contact the New Haven Police Department's Alarm Unit by phone at (203) 946-7227 or mail.