



# City of Santa Clara Police Department

601 El Camino Real • Santa Clara, CA 95050  
(408) 615-4871 • (408) 327-9166 Fax



## Alarm User Permit Application (One permit application is required for each alarm site)

New Permit Application (\$24.00 fee required)

Change of Information Only (No fee)

Alarmed Location Address \_\_\_\_\_ Apt/Suite/Bldg # \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_ Phone number of alarmed premise \_\_\_\_\_

Fax #: \_\_\_\_\_ Residential  Apt  Commercial  Holdup  Panic  Audible (Bell/Siren)

Owner's Name (Residential) or Name of Business: \_\_\_\_\_  
(Should be the same name the Alarm Company uses for dispatch)

List at least 2 emergency contacts, **beside yourself**, which will respond to an alarm activation to assist the Police in determining the cause of the alarm, secure the premises, or reset the alarm system. (If you are out of town when your alarm malfunctions, who could be called?)

_____	_____	_____	_____
Name/Title	Day Phone	Night Phone	Cell Phone or Pager
_____	_____	_____	_____
Name/Title	Day Phone	Night Phone	Cell Phone or Pager
_____	_____	_____	_____
Name/Title	Day Phone	Night Phone	Cell Phone or Pager

(If billing invoices need to be mailed to a different address, provide the following information)

_____	_____	_____	_____
Address	City	State	Zip Code
_____	_____	_____	_____
Attention Name for billing:	Phone #	Fax #	

Monitoring Company (if applicable): ALL-GUARD ALARM SYSTEMS, INC. Phone # 800.255.4273

Installing Alarm Company: ALL-GUARD ALARM SYSTEMS, INC. Date installed: \_\_\_\_\_ Phone # 800.255.4273

Was a set of Alarm System operating instructions & false alarm prevention guidelines provided to you? \_\_\_\_\_ Yes \_\_\_\_\_ No

Were you trained in the proper use of this Alarm System? \_\_\_\_\_ Yes \_\_\_\_\_ No

Special Premises Information (Dogs, weapons, hazardous materials present, etc) \_\_\_\_\_

An alarm permit shall not be transferable in name, ownership, or location. Permit holder must inform the Police Alarm Administrator of any changes of information listed on the alarm permit application within fifteen (15) business days. Information contained in this application shall be confidential and restricted for use only by authorized City representatives. I certify that all statements are true to the best of my knowledge.

Authorized Signature \_\_\_\_\_ Print Name/Title \_\_\_\_\_ Date \_\_\_\_\_

Please mail or drop-off this application and \$24.00 alarm permit fee (make checks payable to the CITY OF SANTA CLARA) to:  
Santa Clara Police Department • Attn - Alarm Administrator • 601 El Camino Real • Santa Clara, CA 95050

**DO NOT SEND YOUR MONTHLY FALSE ALARM PAYMENTS TO THE POLICE DEPARTMENT!** Use the above address for the alarm permit fee only. Please enclose a self-addressed stamped envelope for return of your application copy and permit sticker. After you receive your permit sticker, it must be affixed on or directly adjacent to the main entrance of your alarmed premises.

### For Official Use Only

Permit # _____	Date Issued: _____	Amount Paid: _____	Check # _____	Rcvd: _____
Suspended: _____	Reinstated: _____	Cancel Permit: _____	(Reason) _____	

## ALARM USER INFORMATION

Alarm registration is required in the CITY OF SANTA CLARA for commercial and residential alarm systems previously installed, new installations, or if you takeover control of an existing alarm that was previously controlled by another Alarm User. This includes systems that are monitored by an alarm company as well as those that are not.

The purpose of alarm registration with the SANTA CLARA POLICE DEPARTMENT is to ensure accurate, up-to-date information that facilitates Police responding to your alarmed location. This is separate from the information you may have already provided to your alarm monitoring company. It also enables the Police Department to contact responsible parties or alarm repair personnel in an emergency.

**Alarm systems that use an automatic dialer-** Santa Clara Communications no longer maintains a working phone number that accepts pre-recorded messages that report an emergency from your alarm system. Please re-program your system to contact a neighbor, family member or monitoring company.

Every audible alarm must have a timing device, which automatically shuts off the bell or siren within **10 minutes** after activation or **15 minutes** for systems operating under Underwriters Laboratories standards 365 or 609.

The **one-time** Alarm Permit Application fee of **\$24.00** per residential or commercial alarm site is determined by Resolution of the City Council. Your alarm permit will remain valid unless revoked. An Alarm Permit is not transferable to another individual, business, association or similar entity. Notify the Police Alarm Administrator of any changes to your application information within **15 days**. **Updates are made at no charge.**

It is unlawful for any person to activate an alarm system for the purpose of summoning the police except when it is reasonably believed that an attempt is being made to commit a robbery or burglary.

The following sections refer to Santa Clara Municipal Code 8.40:

**Section 8.40.010 (a)** – The purpose of this ordinance is to encourage Alarm Users and Alarm Companies to maintain the operational reliability and proper use of Alarm Systems and to reduce or eliminate False Alarm Dispatch Requests.

**Section 8.40.010 (b)** – This ordinance governs systems intended to summon police response, requires alarm permits, establishes fees, provides for penalties for violations, establishes a system of administration, and sets conditions for suspension, denial or revocation of alarm permits.

**Section 8.40.30 (a)** – No Alarm User shall operate, or cause to be operated, an Alarm System at its Alarm Site without a valid alarm permit issued by the Alarm Administrator. A separate alarm permit is required for each Alarm Site. **(d)** – For those alarms installed prior to the enactment of this ordinance, the Alarm Administrator will notify the Alarm User regarding the permit application requirement.

**Section 8.40.040** – Requires that Alarm Companies provide you with proper training in the use of your Alarm System as well as a set of written operating instructions. You should also receive written guidelines on how to avoid false alarms.

**Section 8.40.120** – An alarm user shall maintain the premises and the Alarm System in a manner that will minimize or eliminate False Alarm Dispatches. The alarm user shall make every reasonable effort to respond to the alarm location within one (1) hour when notified by the City to deactivate a malfunctioning Alarm System, or to provide access to the premises, or to provide security for the premises.

**Section 8.40.140** – After January 1, 2000, alarm companies shall not **program** alarm systems to send One Plus Duress Alarms. Alarm companies may continue to **report** One Plus Duress Alarms received from systems programmed with this feature prior to 1999. Upon transfer of an alarm system after January 1, 2001, alarm companies must remove the One Plus Duress Alarm capability from the system.

**ALARM SYSTEM** - Means a device or series of devices, including, but not limited to, systems interconnected with radio frequency signals, which are designed to discourage crime, by emitting or transmitting a remote or local audible, visual or electronic signal indicating an alarm condition. Alarm System **does not** include car alarms or alarms that have a sounding device that cannot be heard on the exterior of the alarm site and is not monitored by an Alarm Company.

**FALSE ALARM DISPATCH** – Means an Alarm Dispatch Request to the police department, when the responding officer finds no evidence of a criminal offense or attempted criminal offense after having completed an investigation of the Alarm Site. An Alarm Dispatch Request, which is canceled by the Alarm Company or Alarm User prior to the time the responding officer reaches the Alarm Site shall not be considered a False Alarm.

Alarm Users will be allowed to incur two false alarms at no charge. Each subsequent false alarm dispatch request will be assessed at the following graduated rate during a 12-month period:

Third false alarm in 12 months - \$64.00	Fourth false alarm - \$90.00	Fifth and subsequent false alarms - \$115.00
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False Holdup Alarm – regular fine plus an additional \$43.50

In order to reinstate your two free false alarm responses, a full 12-month period (commencing on the day after the last incident) must pass without a false alarm incident. In addition, any person, operating a non-permitted alarm system (whether revoked, suspended or never acquired) may be subject to a citation and assessment of a \$100.00 fine for each non-permitted system.

**NO RESPONSE** – This action may be implemented if an alarm site has eight (8) instances of false alarms within a 30-day period. Police will not respond to any future alarm activation unless proof of corrective action has been submitted to the false alarm administrator. A “No Response” action shall not restrict the Alarm User from requesting police response to a 9-1-1 emergency incident.

**CONFIDENTIALITY** – Confidential information contained in alarm permit application shall be held in confidence by all employees or representatives of the City with access to such information, unless subject to disclosure pursuant to California Government Code § 6250, et seq.