1-44   FALSE ALARM REDUCTION UNIT (FARU)

1-44-1   Policy

It is the responsibility of this unit to administer the provisions of the Albuquerque Alarm System Ordinance (9-3-1 – 9-3-99 R.O.A. 1994).

1-44-2   Purpose

It is the purpose of this unit to develop and manage a successful and comprehensive program that reduces the number of false alarms to which police officers must respond each year.

1-44-3   Rules and Responsibility

A. Registration

1. FARU will receive a monthly report from all alarm installation and monitoring companies of all new alarm customers.

2. Once the report is received, FARU will enter the information into the alarm database.

3. FARU will send out a registration form and invoice to the resident or business.

4. Once the registration form is return, any changes are updated to the account in the database.

5. Renewal of permits will be completed annually.

   a.   Notices will be sent to the responsible party within 30 days of the renew date.
   b.   FARU will update the permits in the database as renewals are received.

B. False Alarm Calls

1. False alarm calls are reviewed on a daily basis.

2. FARU will determine if a fine should be implemented based on the history of the account.

3. Each false alarm is incorporated into the database.

C. Notifications

1. FARU will send out notices by mail or email to the responsible party for every false alarm activation.

2. FARU will notify the alarm company if not in compliance with city ordinance.

3. Late notices (for fees or fines) will be mailed or emailed out to responsible parties on a monthly basis.

D. Collections of Fines and fees

1. FARU may receive payments of monies owed.

2. FARU will reconcile payments received through the financial management software system.

3. Ensure that monies received will be property credited to the correct account.

4. Payments that are over 120 days or more in arrears, may be sent to collections.

E. Appeal Processes

1. FARU will review appeals of false alarm notifications.

    a. This may include complaints by responsible parties about an alarm notification.

2. FARU has 30 days from the appeal to review the concerns.

3. FARU supervisor may accept or deny the appeal.

    a. If the appeal is denied, the FARU supervisor will send written notice of the denial and a statement of the right to appeal to a Hearing Officer.

4. FARU will update the appellant's account of the findings of the appeal process.

F. The supervisor of FARU will ensure that the unit is up to date on all custom software and maintenance of the automated system.

G. FARU will be available to answer questions or concerns from the public, alarm companies, and Department employees.

8-12   FALSE ALARM REDUCTION UNIT (FARU)

8-12-1   Policy

It is the responsibility of this unit to administer the provisions of the Albuquerque Alarm System Ordinance (9-3-1 – 9-3-99 R.O.A. 1994). It is the purpose of this unit to develop and manage a successful and comprehensive program that reduces the number of false alarms to which police officers must respond each year.

8-12-2   Rules and Responsibility

A. Supervisor

1. Develop and implement policies and procedures relating to enforcement of the alarm ordinance and pertinent regulations.

2. Develop, implement and manage new initiatives to combat false alarms.

3. Propose, draft and analyze legislation and executive regulations for effective enforcement, cost effectiveness and impact on department policy and operations.

4. Establish program goals and objectives and ensure compliance and successful implementation.

5. Represent the department on all matters relating to false alarm reduction in meetings, forums, etc., with law enforcement and alarm industry, as well as with citizen groups, and the business community.

6. Registration of all burglary, holdup, and fire alarm users within the city jurisdictions.

7. Administer the false alarm appeals process.

8. Provide advance notification to alarm user and alarm companies of applicable registration renewal dates.

9. Send notification of false alarms and levy civil monetary penalties for excessive false alarm to alarm users.

10. Serve as liaison to the New Mexico Burglary and Fire Alarm Association, individual alarm companies, and the public.

11. Investigate alarm complaints.

12. Compose and update forms and procedures for the unit as needed.

13. Reconcile financial statements using the city financial management software system, to ensure that all monies received and deposited are properly credited by DFAS.

14. Coordinate all aspects of custom software used in the unit including testing, modifying, enhancing, and maintenance of the automated system.

15. Collection of monies owed.

16. Supervise employees to include evaluations, training, counseling, and disciplinary action.

17. Thorough knowledge of federal, state and local laws and regulations about alarm systems, installers, and companies.

18. Ability to analyze, interpret and explain laws, regulations, policies and procedures to individuals, groups or agencies to gain compliance and/or understanding.

19. Other duties as assigned.

B. Records Technician II

1. Assist in the training of new employees in the unit procedure.

2. Process alarm calls received from Communications into the custom software.

3. Ensure that permits are renewed annually and that all information is entered correctly and promptly.

4. Process incoming mail promptly.

5. Attend the city's cash handling class as required.

6. Answer office telephone, take messages, process documents, and perform other general office duties.

7. Prepare documents for mailing, using proper forms.

8. Respond to the general public and members of the department to questions concerning the Albuquerque Alarm Ordinance.

9. Act as liaison in the absence of the unit supervisor to alarm company employees.

10. Reconcile bank transaction with payment tallies.

11. Track alarm companies not complying with Ordinance.

12. Issue credit when alarms systems have been properly serviced.

13. Provide assistance to supervisor reference collection of monies in arrears.

14. Update status of alarm accounts.

15. Enter registration information on all burglary, holdup and fire alarm systems within the city's jurisdiction.

16. Perform additional duties as assigned

Policy Development Form
Office of Policy Analysis

Name and Title: Patty French
Phone: Email: pfrench@cabq.gov
SOP: 1-44 & 8-12   False Alarm Reduction Unit
Date Completed: 10-4-18

In order to gain a clear understanding of the reason for the policy change, please answer the questions below with as much detail as possible as this information will be shared with internal and external stakeholders interested in participating in APD's policy development process.

Explain the rationale or purpose for the new policy or amended policy? Example: Best practices, case law, liability, conflicts with other policies or regulations, CASA related.
1-44 is a complete re-write of 8-12. Gives clarity on what the unit does as a whole. Remove HR style job descriptions.
What is the policy intended to accomplish? Explain the general intent with respect to the specific topic of the policy.
Provide employees guidance on how the unit functions
How will the policy be measured to determine its effectiveness? (Example: Will data be collected, if so, in what format and who will maintain the information?)
Stats kept by unit.
Please list any references used to draft the policy such as policies from other agencies, case law, directives from the CASA, research papers, etc.
Albuquerque Alarm System Ordinance (9-3-1 – 9-3-99 R.O.A. 1994).

Please submit this form to OPA@cabq.gov
Should you have any questions or concerns regarding this form, contact Jolene Luna at 768-2223 or email jjluna@cabq.gov.
Updated 7/25/18

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