1-44 FALSE ALARM REDUCTION UNIT (FARU)

The purpose of the False Alarm Reduction Unit policy is to develop and manage a successful and comprehensive program that reduces the number of false alarms to which sworn personnel must respond to each year.

1-44-2 Policy

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

1-44-3 Definitions (if applicable)

The title of defined word or unit.

Describe terminology used.

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1-44-4 Rules and Responsibilities or Procedures

A. Registration

N/A
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 shall enter the information into the alarm database.

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

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

5. Renewal of permits shall be completed annually.
   a. Notices shall be sent to the responsible party within thirty (30) days of the renewal date.
   b. FARU shall 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 shall 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 shall send out notices by mail or email to the responsible party for every false alarm activation.

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

3. Late notices (for fees or fines) shall 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 shall reconcile payments received through the financial management software system.

3. Ensure that monies received shall be properly credited to the correct account.

4. Payments that are over one-hundred and twenty (120) days or more in arrears may be sent to collections.
E. Appeal Processes

1. FARU shall review appeals of false alarm notifications.
   a. This may include complaints by responsible parties about an alarm notification.

2. FARU has thirty (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 shall send written notice of the denial and a statement of the right to appeal to a Hearing Officer.

4. FARU shall update the appellant’s account of the findings of the appeal process.

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

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