



~~1-44~~ ~~FALSE ALARM REDUCTION UNIT (FARU)~~

~~Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):~~

~~Related SOP(s)~~

~~X-XX Policy Title~~

~~Form(s)~~

~~PD X Form Title~~

~~Other Resource(s)~~

~~Alarm Database~~

~~Albuquerque Alarm System Ordinance (9-3-1-9-3-99 R.O.A. 1994)~~

~~Rescinded Special Order(s)~~

~~SO X Subject~~

~~1-44X-XX-1~~ ~~Purpose~~

~~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).~~

N/A

~~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~~



ALBUQUERQUE POLICE DEPARTMENT  
GENERAL ORDERS

**SOP 1-44**

**P&P Draft 06/02/21**

- ~~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 will 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 shwill be completed annually.~~
  - ~~a. Notices shall be sent to the responsible party within thirty (30) days of the renew date.~~
  - ~~b. FARU shall 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 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 will send out notices by mail or email to the responsible party for every false alarm activation.~~
- ~~2. FARU shall will notify the alarm company if not in compliance with city ordinance.~~
- ~~3. Late notices (for fees or fines) shall 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 shall will reconcile payments received through the financial management software system.~~
- ~~3. Ensure that monies received shall will 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 will 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 will send written notice of the denial and a statement of the right to appeal to a Hearing Officer.~~

~~4. FARU shall will 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.A. FARU shall be available to answer questions or concerns from the public, alarm companies, and Department employees.~~