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