

# THE CITY OF MESA POLICE DEPARTMENT

Proposal to Amend  
Mesa City Code 6-15  
(Alarm Systems)





# Calls For Service

MPD Alarm Calls for Service - Jan 1999 to Current

Calls	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
JAN	1406	1454	1603	1590	1435	1375	1317	1231	1226	1066	1001	979	816
FEB	1324	1489	1519	1411	1383	1319	1182	1098	1079	1015	936	883	951
MAR	1572	1751	1714	1806	1495	1553	1459	1240	1291	1141	1077	943	834
APR	1657	1727	1801	1628	1527	1567	1430	1273	1272	1210	1083	979	916
MAY	1863	2001	1944	1779	1720	1628	1591	1392	1404	1378	1078	1035	902
JUN	1840	1970	2092	1890	1779	1650	1708	1446	1391	1336	1128	1004	1005
JUL	2008	2085	2045	2102	1985	1846	1912	1644	1731	1503	1416	1167	1170
AUG	2044	1934	2098	1907	1804	1729	1710	1517	1403	1410	1084	1054	962
SEPT	1848	1645	1756	1677	1474	1563	1468	1313	1246	1228	971	928	908
OCT	1751	1747	1661	1616	1541	1409	1491	1251	1231	1162	973	977	
NOV	1576	1601	1675	1583	1467	1340	1155	1236	1184	1202	902	884	
DEC	1755	1580	1845	1687	1548	1458	1303	1378	1328	1096	994	993	
<b>Totals</b>	<b>20,644</b>	<b>20,984</b>	<b>21,753</b>	<b>20,676</b>	<b>19,158</b>	<b>18,437</b>	<b>17,726</b>	<b>16,019</b>	<b>15,786</b>	<b>14,747</b>	<b>12,643</b>	<b>11,826</b>	<b>8464</b>

Running Total	20,644	41,628	63,381	84,057	103,215	121,652	139,378	155,397	171,183	185,930	198,573	210,399	218,863
+/- Prev Year		340	769	(1077)	(1518)	(721)	(711)	(1707)	(233)	(1039)	(2104)	(817)	(3362)
% +/- Prev Year		2%	4%	-5%	-7%	-4%	-4%	-10%	-1%	-7%	-14%	-6%	-28%
+/- Since 1999		340	1109	32	(1486)	(2207)	(2918)	(4625)	(4858)	(5897)	(8001)	(8818)	(12180)
% +/- Since 1999		2%	5%	0%	-7%	-11%	-14%	-22%	-24%	-29%	-39%	-43%	-59%
+/- Since 2001				(1077)	(2595)	(3316)	(4027)	(5734)	(5967)	(7006)	(9110)	(9927)	(13289)
% +/- Since 2001				-5%	-12%	-15%	-19%	-26%	-27%	-32%	-42%	-46%	-61%

The Alarm Enforcement Unit has achieved a 46% reduction in alarm CFS since 2001



## *Calls For Service*

Total Calls for Service	FY 10/11:	319,645
Total Alarm Events	FY 10/11:	11,427
Total False Alarms	FY 10/11:	11,218

3<sup>rd</sup> Highest Call for Service

Percentage of False Alarm Calls: 98%





# *Calls For Service Fiscal Impact*

Cost to Respond to Alarm Events:	\$654,310
Civil Assessments Issued:	\$450,050
Actual Cost Recovery:	\$321,786
Unrealized Cost Recovery:	\$332,524



# Cost of Alarm Call

<u>911 Operator Average Cost per Call</u>	<u>\$ 0.71</u>
<u>Dispatcher Average Cost per Call</u>	<u>\$ 13.98</u>
<u>Patrol Average Cost per Call</u>	<u>\$ 29.36</u>
<u>Patrol Sergeant Average Cost per Call</u>	<u>\$ 3.78</u>
<u>Air Unit Average Cost per Call</u>	<u>\$ 1.43</u>
<u>K9 Average Cost per Call</u>	<u>\$ 0.31</u>
<u>Alarm Clerk Average Cost Per Call</u>	<u>\$ 7.67</u>
<b>Average Actual Cost per Alarm Call</b>	<b>\$ 57.24</b>



# Assessment Fee Structure

Alarm Permit	Amount
Burglary Function	\$10
Panic/Holdup Function	\$10
Burglary Function and Panic/Holdup Function	\$20
Revoked Permit Reinstatement Fee	\$25
Operating an Alarm System Without a Permit	\$100
<b>False Alarm Assessments - Burglary</b>	
1st False Burglary Alarm	\$50
2nd False Burglary Alarm	\$100
3rd False Burglary Alarm	\$150
4th False Burglary Alarm	\$200
5th False Burglary Alarm	\$250
6th False Burglary Alarm	\$300
7th False Burglary Alarm and Each Subsequent False Alarm	\$400
<b>False Alarm Assessments - Panic and/or Hold-Up</b>	
1st False Panic and/or Hold-Up Alarm	\$0
2nd False Panic and/or Hold-Up Alarm	\$100
3rd False Panic and/or Hold-Up Alarm and Each Subsequent False Alarm	\$200

<b>Alarm Company Licensing - Initial License Fees</b>	
Primary Alarm Business	\$200
Reciprocal Alarm Business	\$75
Alarm Agent	\$70
Criminal History Investigation - Cost Determined by DPS	Current Cost
<b>Alarm Company Licensing - Renewal License Fees</b>	
Primary Alarm Business	\$20
Reciprocal Alarm Business	\$10
Alarm Agent	\$20
Criminal History Investigation - Cost Determined by DPS	Current Cost
Duplicate License Fee	\$10
<b>Alarm Company Assessments (Civil Remedy)</b>	
Failure to Implement Enhanced Call Verification (Civil Citation)	\$50
Failure to Provide Permit Number When Asking For Police Response	\$15
Request Dispatch to a Location In Error	\$75
Failure to Provide Cancel/New Subscriber Lists As Required	\$50





# *Existing Ordinance*

## **Challenges to Cost Recovery**

Every alarm user must have a permit.

Permitted users are subject to civil penalties.

Non-permitted users are subject to criminal violation.

No civil remedy.

### **Pitfalls-**

Most alarm events do not have an owner present, therefore no person is available to receive a citation.

Impractical to expect officers to return at a later date to issue citation.  
Would increase cost of response to alarm event.

One detective assigned to the Alarm Enforcement Unit.



# *Non-Permitted Users*

Receive the same level of service.

Generate no civil fee assessment.

20% of all false alarms are generated by non-permitted users.

Example: July 2011

– Alarm events:	1,170
– False alarms:	1,146
– Officer hours on false alarms:	687
– Non-permitted false alarm:	229
– Officer hours on non-permitted:	137
– Lost cost recovery non-permitted:	\$13,113

Lost Cost Recovery FY 10/11: \$157,356



# *Permit Fees-FY 10/11*

## *Additional Cost Recovery*

Permit Fees:	\$232,660
No Permit w/False Alarm:	\$23,130
Issued Permits:	5,621
Total Permits (approx.):	24,000



# *Proposal*

## *Objectives*

This proposal seeks to amend the city alarm ordinance as follows:

1. Impose Assessments for All False Alarm Activations
2. Increase Accountability for Commercial Alarm Industry
3. Define Technical Changes



# *Proposal*

## *Objective*

### 1. Impose Assessments for All False Alarm Activations

- Close the gap between cost of response and actual cost recovery
- Equitable enforcement
- Reduce false alarms through civil assessments
- Increase alarm user education



# Proposal

## Objective

## 2. Increase Accountability for Commercial Alarm Industry

- New Installation Checklist
  - Notify MPD Alarm Enforcement Unit of all new alarm system installations.
  - Quickly identify alarm companies operating without a license.
  - Increase alarm user's knowledge of alarm company responsibilities.
  - Increase alarm companies' responsibility for educating their customers on system use to prevent false alarms.
- Civil Penalties Instead Of Criminal Sanctions
  - Currently the only penalty for failing to follow ordinance provisions is a criminal misdemeanor citation.
  - New civil monetary penalties allow enforcement without filing criminal charges.



# Proposal

## Objective

### 3. Define Technical Changes

- Establish a reasonable timeframe to repair a failing system
  - No current time limit.
  - Common cause repairs within 72 hours.
- Reduce redundant permitting
- Define multiple system requirements by multiple users
  - One permit for large multi-building complex. Example: strip malls, golf courses, etc.
- Create succinct verbiage
- Allow fewer false alarms
  - Alarm permits will be revoked at 10 false alarms instead of 15
    - Valley standard



*Questions?*

