# WHITTIER POLICE DEPARTMENT

PROUDLY SERVING THE CITIES OF WHITTIER AND SANTA FE SPRINGS

**13200 E. Penn St.** **Whittier, California 90602**

**(562) 567-9200**

**Alarm Address:**_____

**City**_____**State**_____**Zip**_____

Payable to: City of Whittier
13200 E. Penn Street
Whittier, CA 90602

Chapter 5.20 of the Whittier Municipal Code requires all alarm users to obtain a permit to operate alarm systems that cause police response. <u>If you have already acquired an alarm permit, please disregard this page.</u>

Failure to obtain a permit within sixty (60) days of this date subjects the user to a $57.00 late fee. Any violation of this ordinance is considered an infraction and may be prosecuted as such.

**PLEASE FILL OUT AND RETURN WITH YOUR PAYMENT:**

**EMERGENCY CONTACT INFORMATION**

Date:_____
Firm Name: (Owner's Name if residence)_____
Business Hours:_____
Business / Residence Phone:( ) _____
Daytime Phone: (if different than above) ( ) _____

**IN CASE OF EMERGENCY CALL:**

1. Name: _____Phone: ( ) _____ Home / Cell
2. Name: _____Phone: ( ) _____ Home / Cell
3. Name: _____Phone: ( ) _____ Home / Cell

**ALARM COMPANY INFORMATION**

Name: _____Phone: ( ) _____

IF YOU HAVE ANY QUESTIONS REGARDING THIS INVOICE,
PLEASE CONTACT
Alarm Coordinator – Gloria Chavez
562-567-9150

# ALARM PERMIT INFORMATION

The following alarm permit information is a guide to educate the public on the City of Whittier's municipal code pertaining to requirements and restrictions of such permits.

**Who needs an alarm permit?**

In accordance with Whittier Municipal Code 5.20.040, any individual or business that has a functioning alarm system at their residence or place of business inside the City of Whittier must obtain an alarm system permit.

**What is the purpose of an alarm system permit?**

To give police and other emergency personnel accurate contact numbers in case of an emergency. It also provides the police department a list of responsible persons who can respond to the alarm location in the event of a break-in.

**To obtain an alarm system permit:**

1. Download and complete the alarm system permit form (PDF). Mail it with your total due to the following address listed below. If you need assistance or have questions, please contact the Whittier Police Department at 562-567-9200.

Alarm Permit
Whittier Police Department
13200 Penn Street
Whittier, CA 90602

ATTN: Gloria Chavez, Records Supervisor

2. If you wish to apply in person, Whittier Police Department lobby hours are Monday through Friday 7:00 AM to 8:00 PM and Saturday-Sunday 10:00 AM to 5:00 PM.

Alarm permit applications are processed through the police department. The Records Supervisor is responsible for all matters involving permits and alarm service providers.

**Alarm system permit fee:**

Residential and commercial alarm system permit fees are $50.00. All changes in emergency contact information should be provided to the Police Department immediately.

**Penalty for not having an alarm system permit**:

A late fee of $57.00 will be charged in addition to the filing fee or any alarm user who fails to obtain a permit within sixty days of having an operational alarm system that may initiate a police response. Furthermore, any violation of this ordinance is considered an infraction and may be prosecuted as such.

## False Alarms

### What is a false alarm?

"False alarm" means an alarm signal, eliciting a response by the police when a situation requiring a response by the police does not in fact exist, but does not include an alarm signal caused by violent conditions of nature or other extraordinary circumstances not reasonably subject to control by an alarm business or alarm user.

### What does the false alarm program do?

- Encourages the proper maintenance of alarm systems
- Reduces the number of false alarms
- Allows police to utilize time and focus on other calls for service and self-initiated activity
- Decreases the potential danger created by false alarms for responding officers and anyone the officers find at your premises

### How does the false alarm program work?

In cases where calls are verified as false alarms, the City will not charge for the first three in a 12-month period. This allows the alarm owner significant time to correct problems associated with the false alarms.

The following false alarm fee schedule is based on a 12-month time period:

| | Burglary/Panic Alarm Fines |
|---|---|
| 1st false alarm | No charge |
| 2nd false alarm | No charge |
| 3rd false alarm | No charge |
| 4th false alarm | $97.00 |
| 5th false alarm | $97.00 |
| 6th false alarm | $126.00 |
| 7th false alarm | $155.00 |
| 8th false alarm | $183.00 |
| 9th false alarm | $201.00 |
| 10+ false alarm | $229.00 |

### What can you do to reduce false alarms?

- Ensure those operating your alarm system are familiar with the system operations.
- Secure doors and windows before activating the alarm system.
- Beware of changes in the environment (i.e., new animals, design changes, seasonal decorations, plants, etc.)

- Notify monitoring facility of any and all changes (i.e., houseguests, name changes, change in phone number or contact information, new employees, termination of employees, etc.)
- Equipment should be routinely inspected and maintained by qualified personnel.

**What are the most frequent human errors that cause false alarms?**

- Use of incorrect key pads
- Failure to train other authorized users.
- Failure to secure doors and windows before turning on alarm.
- Failure to notify monitoring facility of unscheduled openings or closings (businesses using set schedules).
- Failure to update authorized personnel list with monitoring facility.

**What are the most frequent equipment problems that cause false alarms?**

- Improper application or installation on interior motion detectors.
- Improper application or installation of outdoor beams.
- Improper charging or checking of batteries.
- Faulty equipment.