

POSITION PAPER ON FINING ALARM COMPANIES

Problems with Fining the Alarm Company

- Fining Alarm Companies instead of the user will only institutionalize false alarms - it will not solve the problem. The fine will be rolled into the total cost of an alarm system or the monitoring. Because it will be transparent to the user it will not motivate the alarm user to learn more about their system.
- Proposing to stop response to all alarms for failure of a company to pay a customer's fine punishes the entire customer base of an alarm company, not just chronic abusers. The IACP/SACOP Models States Report states that roughly 80% of false dispatches are caused by 20% of the systems.
- Passing customer fines to the alarm companies violates provisions in most state laws and violates the U.S. Constitution "due process" provision.

Position

- SIAC is committed to the reduction of false alarms through cooperative efforts between municipalities, emergency response services, private sector alarm monitoring services and alarm users.
- While the alarm industry acknowledges its responsibility for false alarms the alarm user bears the greatest responsibility.
- Any fines imposed by the government for false alarms should be directed at the alarm user.

It is appropriate to fine the alarm companies under these three circumstances:

- 1. If the officer responding to the false alarm determines that an **onsite** employee of the alarm company directly caused the false alarm. In this situation this will not be counted against the alarm user.*
- 2. If the alarm administrator determines the existence of a consistent pattern with regard to confirmation, the alarm company can be issued a civil citation for failure to follow required confirmation procedure. Confirmation means an attempt by the alarm company, or its representative, to contact the alarm site by telephonic or other electronic means, whether or not actual contact with a person is made, before requesting law enforcement dispatch, in an attempt to avoid an unnecessary alarm dispatch request.*
- 3. If the alarm administrator determines that an alarm company employee made a false statement concerning the inspection of an alarm site or the performance of an alarm system.*

SIAC's position on this subject is stated in this document as a whole and no portion of it is to be taken or quoted out of context. For further information on this subject and about the electronic systems industry in general, please visit our web site siacinc.org.