



# Alarm permit program

---

AMENDMENTS

Why are we  
here tonight?

We are here tonight for your consideration in updating Tualatin Municipal Code (TMC) 6-06 Alarm Systems Regulations.

# alarm system ordinance TMC 6-06

What is the purpose?

Established in 1989 (modified in 2004 to add false alarms and fines) to create a set of rules that regulates the use of alarms in homes and businesses

Encourage alarm users and alarm businesses to assume increased responsibility to prevent unnecessary police response

Establishes fees and charges

Provide guidelines for the enforcement of violations

# of permits – 2,019

# of alarm calls per year – Approx. 824

% of calls that are false alarms (675) - 82%

% canceled while enroute (138) - 17%

% of calls related to actual crime (11) - 1%

# Current program issues

---

All accounts in antiquated MS Access database. No online portal for user convenience. Non-automated creates greater margin of error.

Database very limited in ability to track false alarms for multiple years

False alarms not automated. All false alarms pulled by hand from CAD weekly, then hand entered into each account. Very time consuming.

All billing invoices, late notices, false alarm notices and other correspondence done by hand, including folding and stuffing envelopes.

- Average of 350 renewal invoices created each quarter, which is costly and time consuming to process by hand

Database not linked back to CAD, so account contact information not accessible to dispatch/officers

No protective sweep option

No late fee established; no incentive to pay on time

No fee for failing to obtain permit

All payments hand processed by recording check into finance program, recording alarm account changes/updates into database

# Recommended amendments

---

Puts the responsibility on the alarm companies to provide a list of alarm users in our city

Eliminates the requirement for a paper permit posted in the window (tracked through CAD)

Subjects alarm user to a fee for failing to timely apply for an initial application and/or renewal

Provides option for pre-consent to protective sweep of business/residence

# The benefits

Increase alarm user compliance with ordinance

Reduce costs associated with false alarms

Make us comparable with other cities

Increase number of accounts kept up-to-date and current on billing

Sets the stage for potential transition to a more efficient alarm permit management system, which would:

- Provide automated system with online application, billing, payment, renewals and false alarms pulled data pulled in real-time from CAD
- Significantly decrease staff hours dedicated to account management and lower margin of error

UPDATE THE ORDINANCE  
STREAMLINE THE PROGRAM  
CREATE A MORE EFFICIENT  
USE OF MANPOWER  
GENERATE LESS COST TO  
THE CITY  
CREATE A SMALLER MARGIN  
OF ERROR THROUGH  
AUTOMATION  
GREATER CONVENIENCE  
FOR THE END USER

recommendation



Questions, comments or concerns?