



**SUFFIELD POLICE DEPARTMENT**  
**Suffield Emergency Dispatch Center**  
**Alarm Questionnaire**

RESIDENCE OR BUSINESS NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE & ZIP-CODE: \_\_\_\_\_ PHONE: \_\_\_\_\_

OWNER OF STRUCTURE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE & ZIP-CODE: \_\_\_\_\_

TYPE OF ALARM: *Burglary* *Robbery* *Medical* *Panic* *Fire*  
 (Circle all that apply)

FIRE ALARM ACTIVATED BY: *Heat Detector* *Smoke Detector* *Water Flow*  
 (Circle all the apply)

If activated by another means, explain: \_\_\_\_\_

ALARM COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE & ZIP-CODE: \_\_\_\_\_

HOW IS INFORMATION RELAYED TO THE EMERGENCY DISPATCH CENTER?: (Please circle or explain)

*Phone Dialer* *Alarm Company* *Other* \_\_\_\_\_

EMERGENCY CONTACTS / KEY HOLDERS: (Should be familiar with alarm system, able to reset it with proper code and be within a 15 min response time)

1. NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE & ZIP-CODE: \_\_\_\_\_ PHONE: \_\_\_\_\_

2. NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE & ZIP-CODE: \_\_\_\_\_ PHONE: \_\_\_\_\_

3. NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE & ZIP-CODE: \_\_\_\_\_ PHONE: \_\_\_\_\_

**FAX COMPLETED DOCUMENT TO: 860-758-0410, OR MAIL TO: SUFFIELD POLICE DEPARTMENT,  
 ATTN: DISPATCH CENTER, 911 MOUNTAIN ROAD, SUFFIELD, CT 06078**



# Suffield Emergency Services

## ORDINANCE REGULATING ALARM SYSTEM

### **Section 12-21. Purpose**

The purpose of this ordinance is to provide uniform standards of control and regulations for the installation, use and maintenance of alarm system or devices.

### **Section 12-22. Scope**

The provisions of this ordinance shall apply to any person, business firm or corporation, who operates, maintains leases or owns any alarm system or device that is intended to summon police and or fire emergency vehicles and / or personnel of the Town of Suffield in response to an alarm.

### **Section 12-23. Definitions**

- A. *"Alarm User"* Any person, business, corporation, union, association, firm partnership, committee, club or other organization or group of persons who owns or occupies premises with in the Town of Suffield, upon which is maintained an alarm system or device.
- B. *"Alarm System or Device"* An assembly of equipment and devices arraigned to signal the presence of a hazard requiring urgent attention and to which police or fire personnel are expected to respond. In this article the term "Alarm System" or "Device " shall include but not be limited to the terms "Automatic Tape Dialing or Device", "Burglar Alarm systems", "Hold-Up Alarm Systems", "Manual Holdup Alarm Systems" and "Fire Alarm Systems" as those terms are commonly used.
- C. *"Contractor"* Any person, business, cooperation, firm or partnership in the business of supplying, installing, servicing and maintaining alarm systems or devices.
- D. *"False Alarms"*: The activation of an alarm system through mechanical failure, malfunction, improper installation, or the negligence of the owner or lessee of an alarm system or of the owners or lessee's employees or agents or of any alarm user as previously defined herein. Such terminology does not include, alarms caused by hurricanes, tornadoes, earthquakes, or other violent conditions or acts of nature. False alarms shall not mean alarms transmitted because of water main break or similar causes that occur outside of protected property and are within the control of the alarm user.

### **Section 12-24. Registration**

- A. Each alarm user shall register the alarm system with the Suffield Police Department prior to use, provided that alarm systems already in use as of the effective date of this article may be registered no later than sixty (60) days from such date. Each alarm user shall be required to apply for and receive written approval from the Chief of Police prior to installation of any new alarm system.
- B. Alarm system registration shall be accomplished by completing a form provided by the Suffield Police Department to include such information as the Chief of Police deems relevant.
- C. July 1<sup>st</sup> shall be the anniversary date for all registrations. All registrations shall expire three (3) years after said issuance. Re-registration shall be processed in the same manner as applications for the initial registration.



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- D. It shall be the responsibility of each alarm user to notify the Chief of Police in writing of any changes in registration information within fifteen (15) days of said change.

## **Section 12-25. Disclaimer of Liability**

- A. Notwithstanding the provisions of this article, the Town of Suffield, its department, officers, agents and / or employees shall be under no obligation what so ever concerning the adequacy, operation or maintenance of any alarm system or of the alarm monitoring facilities at Police and Fire Department locations. No liability whatsoever is assumed for the failure of such alarm system or monitoring facilities of for the failure to respond to alarms or for any other omission in connection with such alarm systems.
- B. Each alarm user agrees to be responsible for the alarm system's operation and shall deemed to hold and save harmless the Town of Suffield, its departments, officers, agents and employees from liability whatsoever in connection with such alarm system or in regard to the Town's response to any alarm signal.

## **Section 12-26. Enforcement and False Alarm Charges**

- A. The enforcement and administration of this article, and any rules and regulations promulgated thereunder, shall be the function of the Alarm Review Board.
- B. Upon registration and initial installation there shall be a thirty (30) day grace period prior to the calculation of false alarms. Said grace period shall be waived after the receipt of seven (7) false alarms during that period.
- C. No more than four (4) false alarms from any one protected property per calendrer year after the termination of the grace period shall be permitted without the imposition of a fine.
- D. After a finding by the Chief of Police of a third (3) false alarm from any one (1) protected property per calendrer year, the alarm user may be notified in writing by the Police Department. Such notification shall require that the alarm system be inspected by the installing alarm contractor or if impossible, by an alarm system contractor in good standing who shall review alarm procedures with all employees or members of the household. After said notice is sent, the user shall forward to the police department proof that the alarm system has been inspected and is in good working order.
- E. Upon receipt of the fifth (5) false alarms from any one protected property per calendrer year the alarm user shall be fined twenty-five (25) dollars. A twenty-five (25) dollar fine shall also be imposed for the fifth (5), sixth (6), seventh (7), eighth (8) and ninth (9) false alarm received in that calendar year. For false alarms 10, 11, 12 & 13 a fine of \$50.00 per false alarm shall be imposed. For false alarms number 14, 15, 16 and 17, a fine of \$75.00 per false alarm shall be imposed. For subsequent false alarms in that calendar year shall be fined one hundred (100) dollars for each subsequent false alarm. The Police Department shall send written notice of the fine to the alarm user registered at said property.
- F. In addition to any other penalty set forth in this article, if an alarm user fails to comply with any requirement of this chapter, the Chief of Police may order by written notice the alarm user to disconnect his alarm from the police department and to remove any equipment or indicators connected in the Police Department and may indicate in said order that failure to obey shall result in disconnection by the Town. If he fails to obey the order within three (3) days from receipt of the order, exclusive of Saturday, Sunday



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and Holidays, the Town may disconnect the alarm system and remove any equipment or indicators at the expense of the violator.

- G. The Town of Suffield, upon notification by the Alarm Review Board may institute civil proceedings to enforce the provisions of this article. Any alarm user deemed to be in violation of this article shall be liable for all collection costs, including reasonable attorney fees.

## **Section 12-27. Alarm Review Board**

There shall be an Alarm Review Board for the Town of Suffield, which shall have the powers and duties granted to it under this article. The Alarm Review board shall consists of three (3) members, specifically the Chief of Police, the Fire Chief and an elector of the Town of Suffield who shall be appointed by the Board of Selectman for a term of four (4) years to be served without compensation commencing January 01, 1991. Three (3) members of said board shall be necessary to constitute a quorum. All decisions shall be by a majority vote.

## **Section 12-28. Appeals Process**

- A. Any alarm user accused of violating any provision of this article and / or aggrieved because of the imposition of any fines under this article may appeal within ten (10) days of the date of the written notice issued by the Town of Suffield by mailing a written request for appeal within said ten (10) day period. When an appeal is timely filed, the Suffield Police Department shall schedule a hearing before the Alarm Review Board and shall mail notice of the time and place of said hearing to the accused alarm user at the address provided in the registration form at least fifteen (15) days before said hearing said notice also be filled with the Town of Suffield Town Clerk's Office.
- B. On the basis of information provided by the alarm user or any other information allowed to be introduced at the hearing, the Board shall affirm the fines or disconnection, if it finds that the fines and / or disconnection were properly imposed, or rescind the fines or disconnection if it finds that said penalties were improperly imposed. Upon the Board's determination, written notice shall be sent to the alarm user within seven (7) days of the board's decision.
- C. An appeal shall not deter appropriate Police and / or Fire departments action during the appeal period. Referral to the Town Attorney to institute civil proceedings to enforce the provisions of this article may be deferred until appeal to the Alarm Review Board in completed.

## **Section 12-29. Compilation of Record**

- A. The Chief of Police with the cooperation and approval of the Fire Chief shall compile a continuous record of all false alarms, disconnections and of all written notices and orders given to alarm user and / or alarm contractors. Such record shall indicate the number and frequency of false alarms and may also include information concerning particular alarm system or devices, alarm system contractors or the factual source of false alarms, so that the record may be evaluated in terms of deterring the reasons attributable to false alarms or alarm system problems.
- B. Information included in this record concerning particular alarm user, alarm system contractors or factual sources causing false alarms shall be divulged without the written consent of the alarm user or deemed



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necessary by the Chief of Police or Fire Chief to protect and promote the public welfare or if deemed necessary to comply with the State of Connecticut Freedom of Information Laws.

- C. Information included in this record shall include a calculation of all fines and costs collected under this article. All such monies shall be turned over to the Town Treasure for deposited into the Town's General Fund.

## Severability

All provisions of Town Ordinance in conflict here within are hereby repealed. If for any reason, any part of this ordinance shall be held to be unconstitutional, said invalidity shall not affect the validity of the remaining parts.

**Ordinance adopted 1/1/1991**

**Review Date** \_\_\_\_\_