

**Article 4-3     ALARM SYSTEMS** <sup>618</sup>

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Section 4-3-1     Purpose

Alarm systems that are improperly installed, maintained, or operated result in false alarms that waste public safety resources, to the detriment of the community at large. This Article is intended to regulate the activities and responsibilities of those persons who purchase, lease, or rent and those persons who own or conduct the business of selling, leasing, renting, maintaining, or monitoring alarm systems, devices, or services. It is further intended to encourage the improvement in reliability of these systems, devices, and services, and to insure that Town Police personnel will not be unduly diverted from responding to actual criminal activity as a result of false alarms.

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### Section 4-3-2 Definitions

The following words, terms and phrases, when used in this Article, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

***Activate or activation*** means setting off or triggering an alarm system, whether intentionally or unintentionally, rather than placing an alarm system in a state of readiness, as upon the completion of installation or when arming the alarm system.

***Act of God*** means an unusual, extraordinary, sudden, and unexpected manifestation of the forces of nature, causing collateral damage, which cannot be prevented by reasonable care, skill, or foresight.

***Agent*** means an individual designated by a publicly traded corporation to act on behalf of the corporation under this Article. An agent shall be a bona fide resident of Arizona and a citizen or legal resident of the United States.

***Alarm agent*** means any person, whether an employee, independent contractor, or otherwise, who acts on behalf of an alarm business and installs or services any alarm system on any premises. An alarm agent does not include a person who buys, installs and services an alarm system only on the person's own premises, or the premises of the person's employer.

***Alarm business*** means a business, all or a part of which sells, leases, installs, services and/or monitors any alarm system on any premises within the Town except as follows: an alarm business does not include a business or entity that owns, operates, services, monitors or responds to alarm systems only in premises owned, operated or affiliated with that business or entity. An alarm business includes a monitoring agency and authorized alarm agents.

***Alarm Subscriber*** means any person, firm, partnership, corporation or business who (which) leases, rents or purchases any monitored alarm system, device or service from an alarm business or who (which) leases or rents an audible alarm system or device.

***Alarm system*** means any mechanical, electrical or other device, including but not limited to those used to detect smoke, fire, hazardous materials, or unauthorized entry into a premises, or to alert others of a fire, medical or other emergency, or commission of an unlawful act against a person or within a premises, and which may emit an audible alarm or transmit a signal when activated. For purposes of this Article, alarm systems include silent, panic, holdup, duress, robbery, burglary, automatic dialing device, and audible alarm systems.

***Alarm user*** means any person who purchases, leases, contracts for, or otherwise obtains for use an alarm system and who is responsible for the premises where an alarm system is located.

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***Audible alarm*** means a device designed to generate an audible sound when an alarm system has been activated.

***Automatic dialing device*** means any electrical, electronic, mechanical, or other device capable of being programmed to send a prerecorded voice message or other signal when activated, over a telephone line or other communication system to notify or cause to be notified, public safety personnel. Automatic dialing devices include direct dialing devices.

***Common cause*** means a reason that an alarm system generates a series of false alarms, all of which occur in a seventy-two (72) hour period, which could not be reasonably corrected before subsequent activations within the seventy-two (72) hour period.

***Controlling person*** means:

- A. A sole proprietor;
- B. All general partners of an applicant or licensee, if the applicant or licensee is a partnership;
- C. All officers, if the applicant or licensee is not a publicly traded corporation;
- D. An agent of a publicly traded corporation, and
- E. All on-site managers of an applicant or licensee who direct the daily operation of the applicant or licensee, whether or not an on-site manager has any ownership interest in the applicant or licensee.

***Director*** means the director whose responsibilities include licensing and revenue functions, or the director's designee.

***False alarm*** means an activation of an alarm system that results in a public safety personnel dispatch to premises where the alarm system is activated, with no evidence at the premises of a crime or emergency, as emergency is determined by public safety personnel. An activation resulting in a criminal report will not be counted as a false alarm.

***Final notice*** means a letter sent to advise of a past due amount, which also advises of pending collection activity with a private collection service unless arrangements are made within ten (10) days of receipt.

***Monitored alarm system*** means an alarm system that transmits signals to an alarm business or monitoring agency to alert public safety personnel.

***Monitoring agency*** means any person or organization that is legally or contractually responsible for monitoring one (1) or more alarm systems located in the Town.

***Permit holder*** means an alarm user holding a valid alarm user permit.

***Police*** means the Town of Paradise Valley Police Department.

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**Premise(s)** means the land, building, facility and/or area intended to be protected by an alarm system.

**Public safety personnel** means a Town representative who is a member of the police or fire department.

**Reciprocal alarm business license ordinance** means an ordinance adopted by a jurisdiction with which the Town has agreed in writing to share licensing requirements for alarm businesses and alarm agents.

**Responsible representative** means a person to be notified when an alarm system is activated, as designated by an alarm user.

**Service charge** means a charge assessed against an alarm user or an alarm company for not having a valid permit or license in effect at the time of alarm activation.

**Town representative** means an employee of the Town, or an independent contractor acting on its behalf, who is responsible for the administration and/or enforcement of this Article.

**Verify or verification** means to attempt by an alarm company to contact the premises and/or alarm user by telephone and/or other electronic means, to determine whether an alarm system activation is a false alarm.

### Section 4-3-3 Effective Date

The effective date of this Article shall be January 1, 2010.

### Section 4-3-4 Applicability

This Article shall apply to all alarm systems in the Town except:

- A. Audible alarms installed in or used in motorized transportation, including but not limited to motor vehicles and boats;
- B. Telephone call diverters and systems designed to report environmental and other occurrences that are not intended to alert public safety personnel;
- C. Water flow alarms;
- D. Manually-activated emergency medical and check welfare alarm systems; and
- E. Stand-alone, battery-operated smoke alarms that are not wired or otherwise connected to an alarm system.

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### Section 4-3-5 Administration

The administration of this Article, including the duty of prescribing forms, is vested in the Management Services Director, who may delegate responsibility for the enforcement of its terms to a designee. License and permit applications shall be submitted to the director, who has the authority to issue, deny, or revoke a license or permit in accordance with this Article.

### Section 4-3-6 Notices

- A. All notices under this Article shall be in writing. The director may require any notice to be given on a form prescribed by the director.
- B. Except for final notices, notices from the Town shall be sent by regular mail to the last address recorded with the Town. In addition, notices may also be electronically-delivered. When the director reasonably believes that the address of record is incorrect, the director may mail the notice to any reasonably current address known to the director, including, but not limited to, Town permits, the address on a criminal citation, police record, or other report.
- C. Final notices shall be mailed, posted with the United States Postal Service, by certified mail, restricted delivery to the addressee only, return receipt requested.
- D. Notices that are mailed are deemed given upon the earlier of:
  - 1. The date received, or
  - 2. Five (5) business days from the date of notice.
- E. Notices that are electronically-delivered are deemed given on the date delivered.
- F. Compliance with the mailing provisions of this section constitutes valid notice. The Town is not required to prove actual receipt of notice or actual knowledge of a denial or revocation.

### Section 4-3-7 Limitation of Liability

- A. The Town is not liable for any failure or neglect:
  - 1. To respond appropriately upon receipt of an alarm system activation, or
  - 2. On the part of any person or business whether or not licensed under this Article.
- B. If the Town revokes an alarm user permit, the Town is not liable for the effects of:
  - 1. The revocation, or
  - 2. Notice of any kind to third parties.

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### Section 4-3-8 Alarm Business Responsibilities

- A. Within ten (10) business days after installation or entering into a service agreement, each alarm business shall give written notice to the director of the date of the installation or service agreement, the name and telephone number of the alarm user and the address of the premises where the alarm system is installed.
- B. Upon completing an alarm system installation or entering into a service agreement, the alarm business shall inspect and test all equipment and take corrective action to prevent false alarms.
- C. Immediately after installing an alarm system or entering into a service agreement, the alarm business shall provide the alarm user with an alarm user permit application and complete operating instructions, (including specific written instructions, or a videotape presentation of the same) regarding the importance of securing all points of entry, such as doors and windows; how to minimize and prevent false alarms; and how to prearrange alarm system tests.
- D. An alarm business which sells, leases, services and/or monitors an alarm system shall conspicuously place on the outside of the premises a sign or decal identifying the name of the alarm business and the telephone number to call when the alarm system has been activated. The alarm business shall update the name of the alarm business and telephone number shown, to reflect accurate, current information within ten (10) business days of any change.
- E. Any alarm business that has a service agreement with an alarm user shall provide service to the alarm system within seventy-two (72) hours of being notified that the alarm system needs service. Any alarm business that has a service agreement with an alarm user shall maintain a twenty-four (24) hours a day, seven (7) days a week notification system for service requests.
- F. Before servicing an alarm system, the alarm business shall set the alarm system in test mode. The alarm business shall disconnect audible alarm sounding devices from the alarm system before servicing the alarm system, except when the sounding devices are being serviced or tested.
- G. Except for fire alarms, the alarm business shall inactivate any audible alarm within ten (10) minutes of its activation.
- H. The alarm business shall provide an alarm user with a written report each time the alarm business performs any type of service to or inspection of the alarm system. The report shall describe the reasons for the service or inspection, any problems diagnosed and actions taken.

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- I. Alarm businesses that install, service, or monitor alarm systems shall maintain the following records, as applicable, for inspection by Town representatives for two (2) years from the time the service is performed:
  1. The name and address of the owner or occupant of the premises, the name and telephone number of the alarm user, and at least two (2) responsible representatives designated by the alarm user to respond to the premises when the alarm system is activated.
  2. The alarm user permit number of each alarm system installed, serviced or monitored.
  3. Documentation certifying that each alarm user for which an installation has been completed has received the instruction required by subsection (c), above.
  4. Documentation of each alarm system activation.
  5. Documentation of all telephone calls made to verify an alarm system activation, including:
    - i. The date and time the alarm business received notification of an alarm system activation.
    - ii. The person's name who received the notification and made the phone calls to verify the activations.
    - iii. The date and times the verification calls were made.
    - iv. The names and telephone numbers to whom the verification calls were made.
    - v. The results of each verification call, including the names of the persons answering the calls.
  6. A record of all actions taken to correct and prevent false alarms.
  7. A record of all actions taken to notify an alarm user of each activation of the alarm system, including when notification was sent, to whom, and by what method.
- J. Alarm businesses shall notify the alarm user of each activation of the alarm system within seventy-two (72) hours of the activation.
- K. The alarm business shall produce its records for inspection by a Town representative upon request during normal business hours.
- L. Within ten (10) business days of the change in service, the alarm business shall notify the director that the alarm business has ceased to lease, service or monitor an alarm system, or that the service is being provided by another alarm business.

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- M. Within ten (10) business days of an alarm agent change, the alarm business shall notify the director when the alarm business has gained or lost an alarm agent, including the alarm agent's name, licensing jurisdiction and license number.
- N. As part of its initial alarm business license application, or license renewal, the alarm business shall provide the director a listing of its customers residing within the Town, including resident name, address, and contact information, preferably in electronic format.

### Section 4-3-9 Alarm Business License Required

- A. A person or business desiring to engage in the activities of an alarm business in the Town shall obtain a license in accordance with this Article. An alarm business shall obtain a separate license for each business name under which the alarm business conducts business or advertises.
- B. The license(s) required by this Article shall be in addition to any other applicable licenses or permits required by the Town, county, state or federal government. Persons engaging in activities described in this Article shall comply with all other ordinances and laws, including Town of Paradise Valley Code and Zoning Ordinance, as required to engage in the activities to be licensed. Failure of an applicant or licensee to meet the requirements of this subsection shall be grounds for denial or revocation of a license.
- C. Alarm business licenses are not transferable between businesses or persons.

### Section 4-3-10 Alarm Business License Application; Fees

- A. Each applicant shall file an application for an alarm business license, or license renewal, with the director, upon forms prescribed by the director. The application shall be signed prior to submittal.
- B. Each initial application and renewal shall be accompanied by the fee set forth in §1.6.2 of the Town of Paradise Valley Master Fee Schedule. Each renewal shall also be accompanied by payment in full of all outstanding service charges for the previous permit period. No alarm business license will be renewed without full payment of all fines and service charges, none of which shall be refundable, prorated, or transferable.
- C. With the application, an applicant shall also provide proof that the applicant complies with the licensing requirements of the State of Arizona Registrar of

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Contractors. Applicants whose sole business is operating a monitoring agency are not required to possess any state registrar of contractor licenses.

- D. An alarm business license shall be issued only if the applicant:
1. Has a primary alarm business license, valid at the time of application, issued by the City of Phoenix or, alternatively, the City of Scottsdale, and
  2. Meets all the requirements for a reciprocal alarm business license under this Article.
  3. If the primary alarm business license under which a reciprocal alarm business is issued expires or is cancelled, suspended or revoked, the reciprocal alarm business license in this Town shall be cancelled or revoked (in cases of suspension or revocation) on the date the primary alarm business license expires or the cancellation, suspension or revocation is final.
- E. Reciprocal alarm business licensees shall operate in accordance with this Article.

### Section 4-3-11 Alarm Business License Term; Renewal

- A. The alarm business licenses issued under this Article are effective January 1<sup>st</sup> of each year, and shall be valid for a period of one (1) year.
- B. Alarm business licenses permits are renewable annually, in accordance with this Article.
- C. If an alarm business fails to renew the alarm business license within thirty (30) calendar days after its expiration, or within such time determined by the director, the alarm business license is cancelled. If the alarm business wishes to reapply for an alarm business license for the same alarm system at the same premises, the alarm business shall apply for a new alarm business license.

### Section 4-3-12 Failure to Obtain Alarm Business License

- A. If alarm business, including system installation or active signal monitoring, is being conducted in the Town by an alarm business without an active alarm business license, the alarm business shall be assessed a service charge in accordance with §1.6.2 of the Town of Paradise Valley Master Fee Schedule.
- B. Any alarm business conducting business without having first obtained an alarm business permit as required by this Article shall be notified, in writing, by the Town that:
1. The use is in violation of this Article.

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2. Application for an alarm user permit must be submitted to the director not later than ten (10) business days from the date of the notice.
3. Service charges shall continue to accrue, until the director receives the alarm business license application with full payment of service charges and application fees.

### Section 4-3-13 Changes in Alarm Business Licenses

- A. An applicant or licensee shall give written notice to the director of all changes to the information submitted in connection with any license application or renewal, within ten (10) business days of the change.
- B. To cancel a primary alarm business license in the Town, the alarm business shall notify in writing the director and all jurisdictions issuing reciprocal alarm business licenses. To cancel a reciprocal alarm business license in the Town, the alarm business shall notify the director. Each cancellation notice shall include the effective date of cancellation.

### Section 4-3-14 Alarm Business Display of License

The alarm business license shall be conspicuously displayed at the central business office of the alarm business.

### Section 4-3-15 Notification of Public Safety Personnel; Response

- A. Except when the type of alarm system activated may make verification inappropriate (including robbery, fire, duress, and panic alarm signals), an alarm business shall verify the alarm system activation first, at the premises, and if no one at the premises is able to inform the alarm business about the activation, second, with the alarm user. The verification shall be made before requesting public safety personnel dispatch.
- B. When an alarm business notifies public safety personnel of an alarm system activation, the alarm business shall provide the following information:
  1. The name and address of the alarm user.
  2. The specific location in the premises, identifying the nearest room and its relationship to north, where the alarm system was activated.
  3. The estimated time of arrival of the alarm user, responsible representative, or alarm agent if requested by public safety personnel, including the name of the person responding and a description of the person or vehicle responding.

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- C. When requested to do so by public safety personnel, an alarm business shall arrange for the alarm user, alarm user's responsible representative, or alarm agent to go to the premises of an activated alarm system within thirty (30) minutes of the request to assist public safety personnel in determining the reason for the activation, resetting the alarm system, and securing the premises.
  
- D. An alarm user, responsible representative, or alarm agent shall respond to the scene of an alarm system activation as expeditiously as safety permits, without unnecessary or unreasonable delay.

### Section 4-3-16 Suspension or Revocation of License

- A. The director may suspend or revoke an alarm business license on any of the following grounds:
  - 1. Failure of the licensee to comply with the requirements of this Article.
  - 2. Conviction of the licensee of any of his (its) officers of a felony.
  - 3. When any of its officers, agents, or directors has knowingly made any false, misleading or fraudulent statement of a material fact in any report or record required pursuant to this Article.
  
- B. The suspension or revocation may be appealed to the Town Manager in accordance with the provisions of this Article.

### Section 4-3-17 Alarm User Responsibilities

All persons operating an alarm system within the Town of Paradise Valley shall:

- A. Apply for an alarm user permit from the Town no later than five (5) business days after the alarm user's alarm system is placed into operation.
  
- B. Maintain the alarm system in good working order and take all reasonable and practicable steps to prevent false alarms. The alarm system shall be inspected once a year by a licensed alarm business, to ensure the alarm system is in proper working order.
  
- C. Choose at least two (2) reliable and trustworthy responsible representatives, and provide each responsible representative with access to the premises and the code to reset the alarm system.

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- D. Respond or arrange for response to the premises of an activated alarm system by an alarm agent or responsible representative within thirty (30) minutes of any public safety personnel request.
- E. Except for a fire alarm system, assure that any audible alarm is deactivated within ten (10) minutes of activation.
- F. Within ten (10) business days of any change, give written notice of changes in:
  - 1. Alarm user contact information
  - 2. Responsible representatives contact information
  - 3. Alarm business, contact information, or status of service
- G. Waive liability against the Town arising out of the use of the alarm system.
- H. Within ten (10) business days of the date of the service agreement, give written notice to the director of the name, business location, mailing address and telephone number of the alarm business providing monitoring.

### Section 4-3-18 Alarm User Permit Required

- A. No alarm user within the Town shall place an alarm system into operation without obtaining an alarm user permit in accordance with this Article. An alarm user permit is required for each unique premises address, where one or more alarm system(s) is placed into operation.
- B. Alarm user permits are not transferable between premises or persons.

### Section 4-3-19 Alarm User Permit Application; Fees

- A. Application for an alarm user permit, or permit renewal, shall be made to the director, upon forms prescribed by the director. The application shall be signed prior to submittal.
- B. Each initial application and renewal for an alarm user permit shall be accompanied by the fee set forth in §1.6.2 of the Town of Paradise Valley Master Fee Schedule. Each renewal shall also be accompanied by payment in full of all outstanding false alarm fines and service charges for the previous permit period. No alarm user permit will be renewed without full payment of all fines and service charges, none of which shall be refundable, prorated, or transferable.

### Section 4-3-20 Alarm User Permit Term; Renewal

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- A. The alarm user permits issued under this Article are effective March 1<sup>st</sup> of each year, and shall be valid for a period of one (1) year.
- B. Alarm user permits are renewable annually, in accordance with this Article.
- C. If an alarm user fails to renew the alarm user permit within thirty (30) calendar days after its expiration, or within such time determined by the director, the alarm user permit is cancelled. If the alarm user wishes to reapply for an alarm user permit for the same alarm system at the same premises, the alarm user shall apply for a new alarm user permit.

### Section 4-3-21 Alarm User Permit Number Availability

The alarm user permit number or copy of the alarm user permit application shall be retained by the alarm user prior to submittal to the Town.

### Section 4-3-22 Failure to Obtain Alarm User Permit

- A. If an alarm system is operated without an alarm user permit, the alarm user shall be assessed a service charge in accordance with §1.6.2 of the Town of Paradise Valley Master Fee Schedule. Any service charge imposed under this subsection is in addition to any false alarm fines imposed under §4-3-24 False Alarm Fines, and shall be cumulative with them.
- B. Any alarm user whose alarm system is activated without having first obtained an alarm user permit as required by this Article shall be notified, in writing, by the Town that:
  - 1. The use is in violation of this Article.
  - 2. Application for an alarm user permit must be submitted to the director not later than ten (10) business days from the date of the notice.
  - 3. Service charges shall continue to accrue, in addition to any false alarm fines, until the director receives the alarm user permit application with full payment of service charges, application fees, and false alarm fines.

### Section 4-3-23 False Alarm Warnings

- A. When an alarm system subject to an active alarm user permit generates two (2) false alarm within the false alarm activation period, the director shall send a warning letter that an additional false alarm within said period will be assessed, as set forth in §1.6.3 of the Town of Paradise Valley Master Fee Schedule.

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- B. An alarm user without an active alarm user permit forfeits any such warning, and any false alarms will be immediately assessed, as set forth in §1.6.3 of the Town of Paradise Valley Master Fee Schedule.

### Section 4-3-24 False Alarm Fines

- A. Except as otherwise provided in this Article, false alarm fines shall be assessed against alarm users, for each permit period, per §1.6.3 of the Town of Paradise Valley Master Fee Schedule.
- B. If (1) an alarm user installs a new alarm system consisting of a new control panel and all other new components, and (2) the director receives the alarm user's permit application within five (5) business days after the new alarm system is placed into operation, then no service charges shall be assessed for alarm system activations which occur within the first thirty (30) calendar days following the installation of the new alarm system.
- C. No activations shall be counted and no service charges shall be assessed for an alarm system activation that results in the police preparing a departmental criminal report or the fire department preparing a run report with evidence of fire or other emergency.
- D. All false alarm assessments and service charges shall become due and payable when a statement of charges is mailed to the alarm user and shall become delinquent thirty (30) days after being mailed.

### Section 4-3-25 False Alarm Dispute and Review

- A. An alarm user may submit a written dispute of false alarm(s) reported in a False Alarm Warning letter sent by the Town.
- B. Upon receipt of a False Alarm Assessment, where false alarm fines are indicated due, an alarm user may submit a written dispute of false alarm(s) reported within ten (10) days of the date of the assessment. Disputes to a False Alarm Assessment received after thirty (30) days are late, and the rights of dispute and review are waived.
- C. The review request shall include:
  - 1. A statement of the grounds in subsection (c) below that justify waiver of the activation or service charge,
  - 2. What actions have been taken to eliminate false alarms in the future, and

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3. Copies of any documentation such as inspection and service reports the permit holder intends to rely upon.
- D. Grounds for waiver are an act of God or common cause, or an alarm system activation for which the police prepare a departmental criminal report or the fire department prepares a run report with evidence of fire or other emergency.
- E. If the activation or service charge results from a common cause, the director may waive all but one activation or service charge if the director finds:
  1. There have been actions taken to eliminate the common cause, and
  2. There are no additional activations of the alarm system from the common cause.
- F. The director shall give written notice to the alarm user of the director's findings. If good cause for relief has been shown, the activation or service charge shall be waived. If the alarm user is still responsible for false alarm fines or service charge(s), the director shall give written notice to the alarm user with ten (10) days of receipt of dispute letter, and indicate that the service charge(s) are due and payable on receipt of the notice.

### Section 4-3-26 Appeal Procedures

- A. An alarm user aggrieved by the decision resulting from a false alarm or service charge dispute may appeal to the Town Manager by written request within ten (10) working days of the director's decision. The request shall be filed with the director or his designee.
- B. The request for an appeal shall set forth the specific objections to the decision of the director which form the basis of the appeal.
- C. The Town Manager shall set a time and place for the hearing as soon as practicable.
- D. The hearing shall be informal and shall proceed as determined by the Town Manager, who may determine the length of the hearing, the manner of presenting evidence, and the order of evidence. No formal rules of evidence shall be required in conducting the hearing.
- E. The alarm user and the Town may present witnesses and written evidence subject to any limitation imposed by the Town Manager. The burden of proof to show that the activation or service charge should be waived is on the alarm user.

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### Section 4-3-27 Decision of Town Manager

- A. The Town Manager's decision shall be based upon the evidence presented and rendered within ten (10) business days of the hearing.
- B. If the Town Manager affirms the false alarm assessments or service charges, the Town Manager shall give written notice to the alarm user, including, if applicable, the amount due and the due date, which shall not be later than ten (10) days after the date of the notice.
- C. If the Town Manager finds that grounds exist for waiving the false alarm assessments or service charges, the Town Manager shall give written notice to the alarm user of any amount due and the due date, which shall not be later than ten (10) days after the date of the notice.
- D. The decision of the Town Manager shall be final.

### Section 4-3-28 Offenses; Penalty

- A. It shall be unlawful for any person to:
  - 1. Engage in the activities of an alarm business without being licensed as required under this Article.
  - 2. Hire, use or contract with an unlicensed alarm business or unlicensed alarm agent for alarm system services.
  - 3. Intentionally, knowingly or recklessly activate any alarm system, except to warn of a criminal act or other emergency.
  - 4. Place into operation, monitor, or use an alarm system without first obtaining an alarm user permit.
  - 5. Place into operation, monitor, or use an alarm system that is known to be defective or contains defective components such as depleted batteries.
  - 6. Place into operation, monitor, or use a single-action non-recessed button to activate a panic, holdup or other alarm system.
  - 7. Install, place into operation, monitor, or use any security device or system that emits any medium that could obscure the premises.
  - 8. Use an alarm system during the period an alarm user permit is revoked.
- B. It shall be unlawful for an alarm agent, while servicing an alarm system at a premises, to activate an alarm system negligently which results in the arrival of public safety personnel.
- C. It shall be unlawful for an alarm user or an alarm user's responsible representative to fail to arrive at the premises where an alarm system has been

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activated, within thirty (30) minutes of activation, after being requested to do so by public safety personnel.

- D. The revocation of a license or permit, or pending revocation proceedings, shall not be a defense to prosecution under this Article.
- E. Violators of the terms of this Article are subject to the provisions set forth in Article 1-9 of the Town of Paradise Valley Code.

### Section 4-3-29 Confidentiality

- A. Except as otherwise provided by law and as provided in (b) below, information furnished and secured pursuant to this Article shall be confidential and shall not be subject to public inspection.
- B. Town representatives may disclose:
  - 1. The name, address, contact information, and any delinquent alarm user permit fees, false alarm assessments, and service charges related to an alarm system to a private collection service under written agreement with the Town, and
  - 2. The name, address, contact information, and permit number of an alarm user to the alarm business responsible for monitoring the premises' alarm system.
  - 3. Information regarding an alarm user and the alarm user's alarm system to law enforcement agencies for law enforcement purposes.

### **FOOTNOTES**

21 Ordinance #141-12/1/77  
22 Ordinance #141-12/1/77  
23 Ordinance #144-2/23/78  
24 Ordinance #141-12/01/77  
25 Ordinance #152 - 05/10/79  
78 Ordinance #170 - 06/26/80  
91 Ordinance #194 - 03/11/82  
100 Ordinance #205 - 04/28/83  
103 Ordinance #208 - 08/28/83  
140 Ordinance #256 - 12/18/86  
411 Ordinance #411 - 09/07/95  
494 Ordinance #494 - 1/27/00  
570 Ordinance #570 - 01/12/2006  
618 Ordinance #618 - 11/19/2009