



LODI CITY COUNCIL

Carnegie Forum
305 West Pine Street, Lodi

"SHIRTSLEEVE" SESSION

Date: April 28, 2015

Time: 7:00 a.m.

For information regarding this Agenda please contact:

Jennifer M. Ferraiolo

City Clerk

Telephone: (209) 333-6702

Informal Informational Meeting

A. Roll Call by City Clerk

B. Topic(s)

B-1 Presentation and Discussion Regarding the Alarm Program and Ordinance (PD)

C. Comments by Public on Non-Agenda Items

D. Adjournment

Pursuant to Section 54954.2(a) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day.

Jennifer M. Ferraiolo
City Clerk

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**CITY OF LODI
COUNCIL COMMUNICATION**

TM

AGENDA TITLE: Presentation and Discussion Regarding the Alarm Program and Ordinance
MEETING DATE: April 28, 2015
PREPARED BY: Chief of Police

RECOMMENDED ACTION: Presentation and discussion regarding the alarm program and ordinance.

BACKGROUND INFORMATION: Ordinance No. 1669 was last updated in 1999 to address the growing number of false alarms requiring police response. At that time, the alarm program permits, fines, and fee collection fell under the Finance Department.

In 2002, the Police Department assumed all billing and collection duties utilizing a program designed for data collection and billing. The entire data collection and billing process is in need of updates as is the ordinance and fee schedule. In 2005, the City Council approved Fire false alarm fees; all fines associated with the false fire alarms are handled within the Fire Department.

Police and Fire staff will provide an overview of the Alarm Program and specifically discuss the costs for alarm response, the billing and collection system, and proposed changes to the ordinance and fee schedule.

FISCAL IMPACT: Not Applicable.

FUNDING AVAILABLE: Not Applicable.

Mark Helms
Chief of Police

cc: City Attorney

APPROVED: _____
Stephen Schwabauer, City Manager

Alarm Program

Police Department
Fire Department
Alarm Program
April 28, 2015

Background

- In 1999, the current alarm ordinance was introduced, outlining the burglary alarm permit administrative process and fees.
- Alarm billing was assigned to the Partners volunteers due to lack of PD staffing in 2002.
- No changes have been made to the program for 16 years.
- Fire Department false alarm fees approved in 2005.



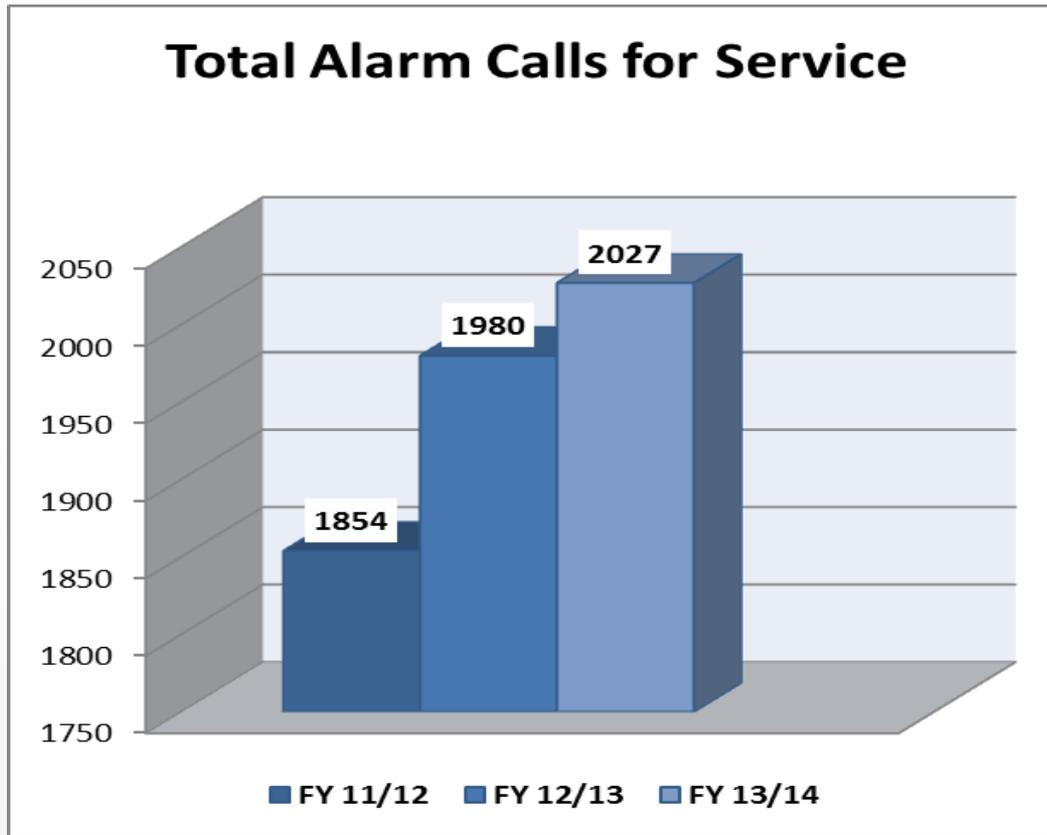
Program Overview

- Goal is to reduce false alarms.
- Over 3500 permitted alarms within the City.
- Annual requirements:
 - Annual information update for residential alarm permit holders
 - Annual permit renewal fee, plus information update for commercial alarm permit holders.

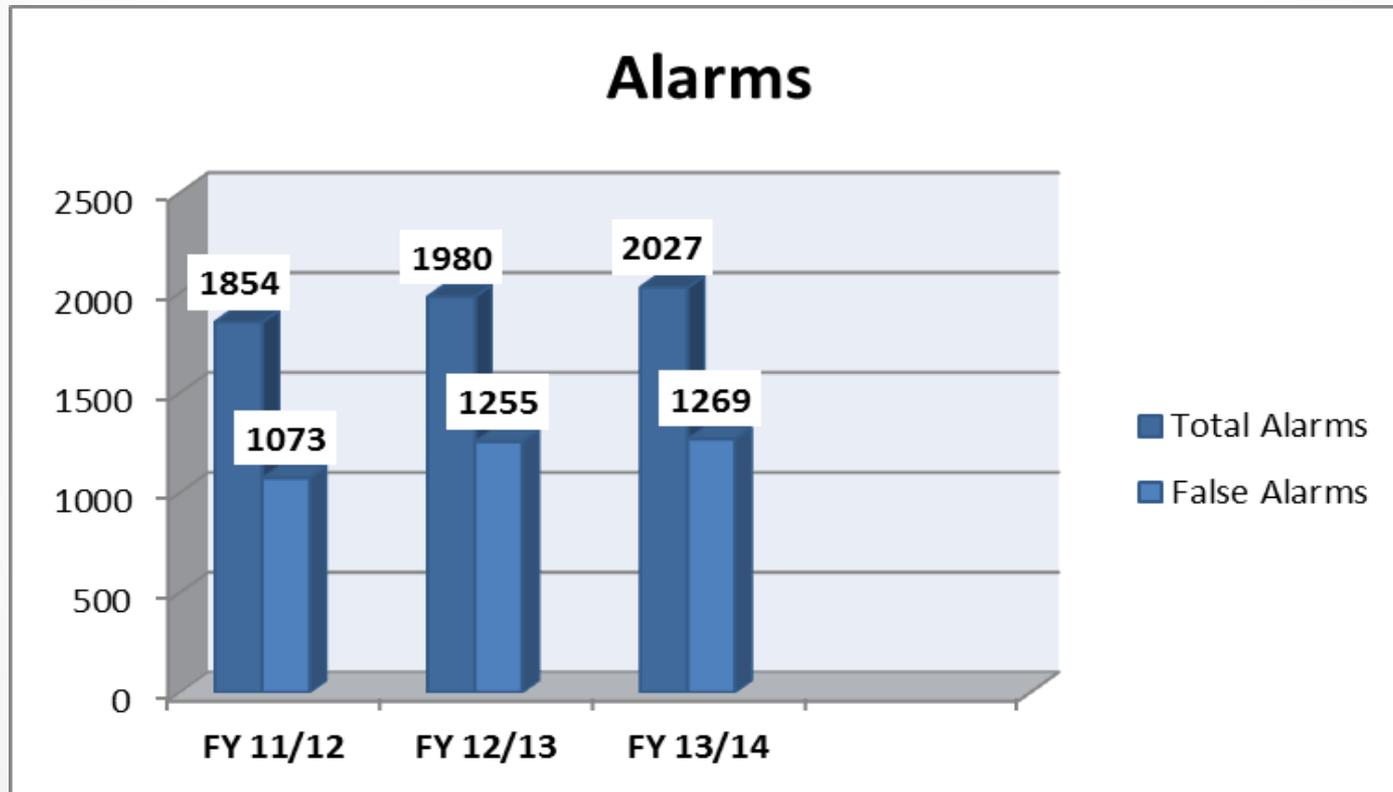
Problems with False Alarms

- Wear and tear of vehicles.
- False Alarms deplete available units for emergencies for both Police and Fire.
- Leads to “boy crying wolf” mentality, reducing effectiveness of “real” alarms and is less of a deterrent.

Calls for Service - PD



Alarm Calls for Service Comparison



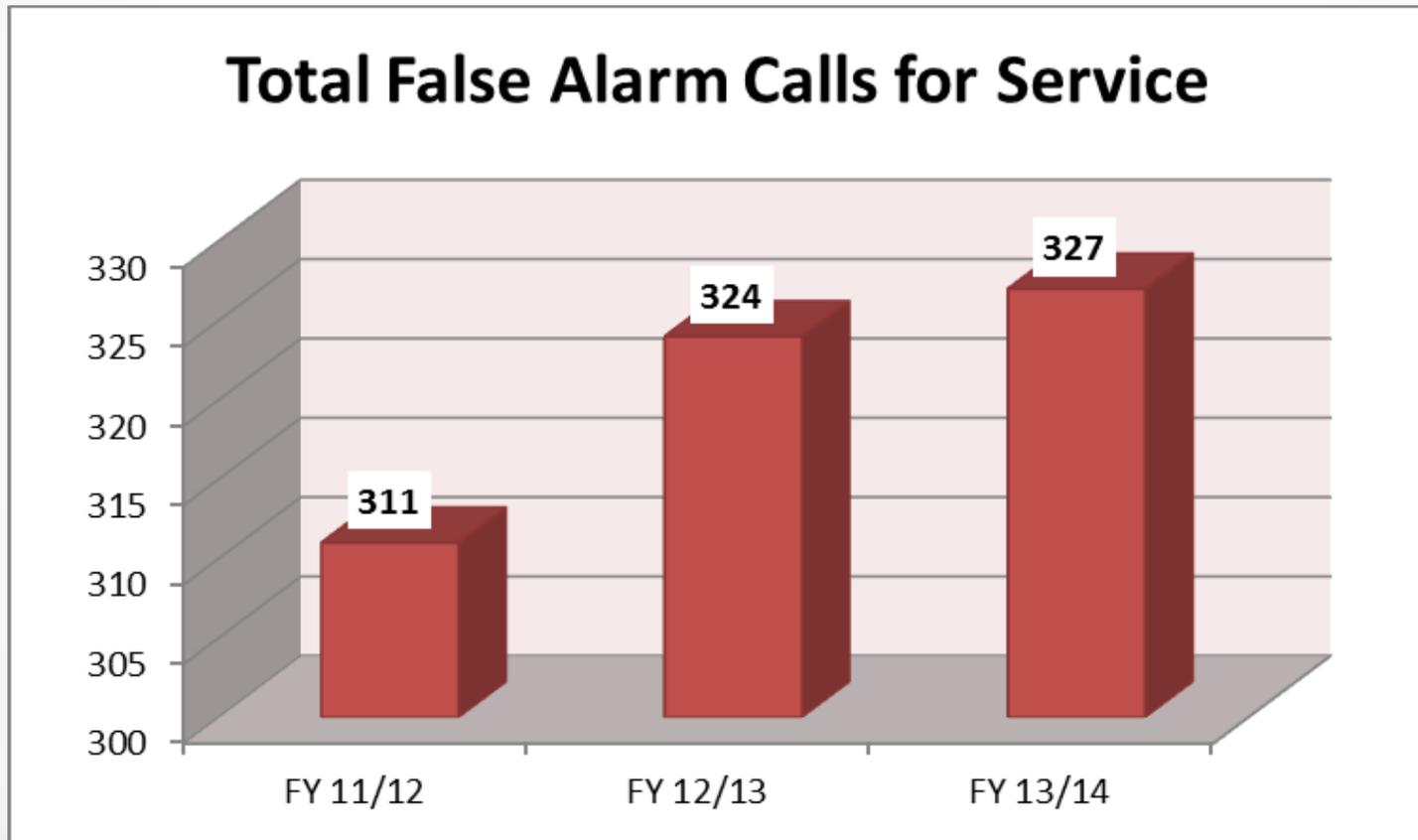
Cost of Response - PD

- Two officers dispatched to each call
- Average of 20 minutes per call

Staff	Ave Time per Call	Personnel Cost
Dispatcher/Jailer (1)	6 minutes	\$5.40
Officer (2)	40 minutes	\$87.20
2027 Alarms	1,554 hours	\$187,680

- Costs include benefits

Calls for Service - Fire



Cost of Response - Fire

- One Battalion Chief, two Captains, two Engineers, and two Firefighters dispatched to each call.
- Average of 20 minutes per call

Responders	Cost per Call	Extended Total
Dispatch	\$35.74	\$11,686.98
Response Crew	\$185.92	\$60,795.84
327 Alarms	\$221.66	\$72,482.82

- Costs include benefits

Calls for Service Three Year History

- Fiscal Year 11/12 through 13/14 - Police:
 - Total number of alarm calls for service increased by 9%
 - Legitimate calls for service decreased by 3%
 - False alarms increased by 18%
- Fiscal Year 11/12 through 13/14 – Fire:
 - Total number of alarm calls for service increased by 5%
- Average calls per day
 - Burglar alarms, on average, equal around 5.5 calls per day.
 - Fire alarms equal to an average of .9 calls per day.

Obstacles

- PD program is non-operational at this time
- Lack of PD staffing to manage incoming phone calls and permit traffic
- No clear estimate on the amount of revenue lost to the City
- False alarm calls are increasing

How do other Cities do it?

- Stockton: One clerical staff manages the program full-time. Uses Enhanced Call Verification for response (if any). Fire calls included.
- Tracy: Currently revamping entire program. Records unit processes all permits and applications for burglar and fire alarms.
- Lathrop: Doesn't have an alarm program. No requirements or fees.



Manteca Alarm Program

- Two prong approach:
 - Run by Supervising Code Enforcement Officer and one P/T employee
 - Fees encompass both fire and burglar alarms – no separate ordinance.
 - No permit fees, false alarm fees billed by Finance department, nonpayment go through collection agencies.
 - Non-payment, failure to secure a permit, etc, billed via code enforcement citations.
 - Non-payment of citations *could* end up as property liens.
 - Currently rewriting Alarm Ordinance
 - Approximately 3500 commercial and residential alarm permits
 - Appeals are handled through an Administrative Hearing Officer (attorney group located in Stockton).

Solutions

- Contract with company to manage Alarm Program externally with an 80/20 split
- Purchase CAD interface and contract with a company to manage program externally (yearly cost, 50/50 split)
- Revamp entire Alarm Program and manage in-house (hire full-time clerical to manage)



Recommendations

- Update Ordinance to update fee schedule include Fire alarms, include language to include Administrative Citation process.
- Contract with company to manage program externally.
- Require alarms be “verified” prior to response.



For Council Consideration

- Questions?
- Comments?

