



Los Gatos - Monte Sereno Police Department

110 E. Main Street Los Gatos, CA 95030

(408) 354-6853 Fax: (408)399-5710

Commercial Alarm User Permit Application - CY2021

Annual Permit (\$95.00 Fee Required – Complete Sections 1-3) Home Business (No Fee – Complete Section 1)

No Alarm (No Fee – Complete Sections 1 & 2)

Change of Information Only (No Fee – Sections 1 & 2)

SECTION 1	Owner's Name or Name of Business: _____ <small>(Should be the same name the Alarm Company uses for dispatch)</small>
	Business Location Address _____ Apt/Suite/Bldg # _____
	City _____ Zip _____ Phone number of premise _____
	Commercial Holdup Panic Audible (Bell/Siren)
	Billing address, if different than business address:
	Attention Name for billing: _____ Phone # _____ Fax # _____ Address _____ City _____ State _____ Zip Code _____

SECTION 2	List YOURSELF or current OCCUPANT, and at least 2 emergency contacts, which will respond to an alarm activation to assist the Police in determining the cause of the alarm, secure the premises, or reset the alarm system. (If you are out of town when your alarm malfunctions, who could be called?) Please do not duplicate telephone numbers.			
	_____ Name/Title	_____ Night Phone	_____ Day Phone	_____ Cell Phone
	_____ Name/Title	_____ Night Phone	_____ Day Phone	_____ Cell Phone
	_____ Name/Title	_____ Night Phone	_____ Day Phone	_____ Cell Phone

SECTION 3	Monitoring Company (if applicable): _____ Phone # _____
	Installing Alarm Company: _____ Date installed: _____ Phone # _____
	Was a set of Alarm System operating instructions & false alarm prevention guidelines provided to you? _____ Yes _____ No
	Were you trained in the proper use of this Alarm System? _____ Yes _____ No
Special Premises Information (Dogs, weapons, hazardous materials present, etc.) _____	

An alarm permit shall not be transferable in name, ownership, or location. Permit holder must inform the Police Alarm Administrator of any changes of information listed on the alarm permit application within fifteen (15) business days. Information contained in this application shall be confidential and restricted for use only by authorized Town representatives. I certify that all statements are true to the best of my knowledge.

Authorized Signature _____ **Email** _____ Date _____

**Please mail application and \$95.00 alarm permit fee (make checks payable to the TOWN OF LOS GATOS) to:
Los Gatos-Monte Sereno Police Department | Attn: Alarm Administrator | 110 E Main St. | Los Gatos | CA | 95030**

***Payments by cash or credit card must be made in person at Police Headquarters.**

After you receive your permit sticker, it must be affixed on or directly adjacent to the main entrance of your alarmed premises.

Fillable application forms can be found on the Town website at www.losqatosca.gov

F O R O F F I C I A L U S E O N L Y

Permit # _____	Date Issued: _____	Amount Paid: _____	Check # _____	Rcvd: _____
Suspended: _____	Reinstated: _____	Cancel Permit: _____	Reason _____	

ALARM USER INFORMATION

Alarm registration is required in the TOWN OF LOS GATOS for commercial alarm systems previously installed, new installations, or if you take over control of an existing alarm that was previously controlled by another Alarm User. This includes systems that are monitored by an alarm company as well as those that are not.

The purpose of alarm registration with the **LOS GATOS-MONTE SERENO POLICE DEPARTMENT** is to ensure accurate, up-to-date information that facilitates Police responding to your alarmed location. **This is separate from the information you may have already provided to your alarm monitoring company.** It also enables the Police Department to contact responsible parties or alarm repair personnel in an emergency.

Alarm systems that use an automatic dialer: Los Gatos-Monte Sereno Police Communications does not maintain a working phone number that accepts pre-recorded messages that report an emergency from your alarm system. Please re-program your system to contact a neighbor, family member or monitoring company.

Every audible alarm must have a timing device, which automatically shuts off the bell or siren within **10 minutes** after activation.

The **one-time annual** Alarm Permit Application fee of **\$95.00** per commercial alarm site is determined by Resolution of the Town Council. Your alarm permit will remain valid unless revoked. An Alarm Permit is not transferable to another individual, business, association or similar entity. Notify the Police Alarm Administrator of any changes to your application with new information within **15 days**. **Updates are made at no charge.**

It is unlawful for any person to activate an alarm system for the purpose of summoning the police except when it is reasonably believed that an attempt is being made to commit a robbery, burglary or other serious crime.

The following sections refer to Los Gatos Town Code 14.50:

Section 14.50.085. Investigation: One (1) of the law enforcement officers responding to each alarm shall attempt to ascertain by investigation whether such alarm was a false alarm. If the investigation indicates to the investigating officer that the alarm was a false alarm, the officer shall forward a report of this investigation to the Chief of Police of designee setting forth the findings.

Section 14.50.225. Service Charge: There is hereby imposed a service charge upon every owner who reports, causes to be, or permits to be reported two (2) or more false alarms within a rolling six-month period within a calendar year. Such service charge shall be set by the Town Council by resolution. A separate charge shall be imposed for each false alarm beyond two (2) within a rolling six-month period within a calendar year.

Section 14.050.240 Alarm Permit Process:

- (a) Permits. No commercial building owner or operator shall operate or cause to be operated any alarm system within the Town of Los Gatos without a permit. Alarm system permits are not transferable.
- (b) Exemptions. The provisions of this chapter are not applicable to residential alarms, motor vehicles or facilities of the Town of Los Gatos.
- (c) Obtaining alarm system permits and renewal. Application for an alarm system permit and renewal required under this chapter shall be made by the Chief of Police on forms provided by the Police Department, along with the payment of an alarm system permit fee. Permit fees are collected at the time of application and will not be pro-rated. The alarm system permit must be renewed annually by the last business day in December for the next calendar year. Such permit and renewal fees shall be established by Council Resolution.
- (d) Contents of the form. The completed form for an alarm system permit or renewal form shall state the name, address and telephone number of the applicant, the address and telephone number of the applicant's property serviced by any alarm system, as well as the name and address of at least three responsible parties who can render service to the alarm system at any hour of the day or night and such other information as the Chief of Police may deem appropriate.
- (e) Permit display at alarm site. Alarm system permits issued pursuant to this chapter shall be kept at the alarm site. No person shall use an alarm system in the Town of Los Gatos without posting the alarm system permit in a visible location or be able to be produced to any Town official upon request.
- (f) Penalty. If the Police Department responds to an alarm at any business operating in the Town of Los Gatos without a permit pursuant to Section 14.050.240 (a) such business shall be charged double the annual permit fee. This fee is payable within 30 days to the Town of Los Gatos. If the alarm additionally was determined to be false, the business shall also incur one false alarm violation pursuant to Section 14.050.225.
- (g) Any alarm business registered with the Police Department shall immediately report in writing to the Police Chief any change in address or ownership of the business, name of the business, address of the manager of operations or responsible party list.

POLICE ALARM SYSTEM – Any mechanical or electrical device which is designated or used for the detection or warning of unauthorized entry into a building, structure, or facility, or both, and which emits a sound or transmits a signal or message when activated. Police alarm systems include but are not limited to direct-dial telephone devices, audible alarms, and proprietor alarms. Devices which are not designated or used to register alarms perceptible from outside of the protected building, structure, or facility are excluded from this definition, as are auxiliary devices installed to protect the telephone system from damage or disruption by the use of an alarm system.

FALSE ALARM – Activation of a police alarm system, to which personnel of the Police Department respond, in circumstances where no Police emergency exists; provided, that such activation shall not be deemed a false alarm in the owner thereof establishes, by a preponderance of evidence, that the alarm was activated by matters entirely beyond the owner's control, including but not limited to acts of God or utility failures.

Alarm Users will be allowed to incur one false alarm at no charge. Each subsequent false alarm dispatch request will be assessed at the following rate during a rolling six-month period:

Second False Alarm* \$170.00

Third False Alarm* \$170.00

Fourth False Alarm* \$170.00

Fifth False Alarm* No response, no charge, at the Chief's discretion

*Within a six-month period within calendar year.

NO RESPONSE STATUS – After the Police Department has recorded more than five (5) false alarms within the calendar year, and after the responsible party of the location has been notified by first class mail that false alarms have occurred, the Chief of Police may authorize that the site be placed on a “no response status.” The effective date of any no response status shall be twenty (20) days from the date of the notification, subject to an appeal filed pursuant to section 14.50.100. Once established, a no response status shall remain in effect until the Chief of Police is satisfied that adequate measures have been taken to eliminate the occurrence of false alarms, in which event the no response status shall be provisionally stayed for a maximum period of twelve (12) months. The occurrence of any additional false alarms during that provisional stay shall result in an immediate and non-appealable reinstatement of the no response status. When completed, without additional false alarms, the provisional stay shall terminate. A responsible party whose alarm system has been placed on no response status may appeal that decision as prescribed in section 14.50.100.

CONFIDENTIALITY – Confidential information contained in alarm permit application shall be held in confidence by all employees or representatives of the Town with access to such information, unless subject to disclosure pursuant to California Government Code § 6250, et seq.