

1 alarm user requests an alarm system inspection or modification pursuant to Section 3709(c)
2 of this Article, an alarm installation company must remove the one-plus duress alarm
3 capability from such alarm systems.

4 (c) Upon the effective date of this Article, alarm installation companies shall not
5 install a device to activate a false alarm, which is a single action, non-recessed button.

6 (d) Ninety (90) days after enactment of this Article, and conditioned upon
7 reasonable availability, the alarm installation companies shall on new installations, use only
8 alarm control panel(s) which meet SIA Control Panel Standard CP-01.

9 (e) An alarm company shall not use automatic voice dialers.

10 (f) After completion of the installation of an alarm system, an alarm installation
11 company employee shall review with the alarm user a Customer False Alarm Prevention
12 Checklist approved by the Director of Emergency Communications Treasurer.

13 (g) In order to reduce false alarms due to initial equipment problems, the monitoring
14 company may agree with the alarm user not to make an alarm dispatch request of the
15 Department of Emergency Communications in response to a burglar alarm signal, excluding
16 panic, duress and holdup signals, during the first seven (7) days following an alarm system
17 installation.

18 (h) A monitoring company shall:

19 (1) Report alarm signals using telephone numbers designated by the Director of
20 Emergency Communications;

21 (2) Verify every alarm signal, except a panic, duress or holdup signal, before
22 requesting a law enforcement response;

23 (3) Communicate alarm dispatch requests to the Department of Emergency
24 Communications in a manner and form determined by the Director of Emergency
25 Communications;

1 (4) Communicate cancellations to the Department of Emergency Communications
2 in a manner and form determined by the Director of Emergency Communications;

3 (5) Ensure that all alarm users of alarm systems equipped with a duress, holdup or
4 panic alarm are given adequate training as to the proper use of the alarm;

5 (6) Communicate any available information (north, south, front, back, floor, etc.)
6 about the location on all alarm signals related to the alarm dispatch request;

7 (7) Communicate type of alarm activation (silent or audible, interior or perimeter);

8 (8) Provide an alarm user license permit number when requesting Department of
9 Emergency Communications dispatch;

10 (9) After an alarm dispatch request, promptly advise the Department of Emergency
11 Communications if the monitoring company knows that the alarm user or the responder is on
12 the way to the alarm site;

13 (10) Attempt to contact the alarm user or responder within 24 hours via mail, fax,
14 telephone or other electronic means when an alarm dispatch request is made; and

15 (11) Upon the effective date of this Article, monitoring companies must maintain for a
16 period of at least one (1) year from the date of the alarm dispatch request, records relating to
17 alarm dispatch requests. Records must include the name, address and telephone number of
18 the alarm user, the alarm license number, the alarm system zone(s) activated, the time of alarm
19 dispatch request and evidence of an attempt to verify. The Director of Emergency
20 Communications Treasurer may request copies of such records for individually named alarm
21 users. If the request is made within sixty (60) days of an alarm dispatch request, the
22 monitoring company shall furnish requested records within three (3) business days of
23 receiving the request. If the records are requested between sixty (60) days to one (1) year
24 after an alarm dispatch request, the monitoring company shall furnish the requested records
25 within thirty (30) days of receiving the request.

1 (i) An alarm installation company and/or monitoring company that purchases alarm
2 system accounts from another person shall notify the Tax Collector Treasurer of such purchase
3 and provide details as may be reasonably requested by the Tax Collector Treasurer.

4 (j) Each alarm installation and alarm monitoring company shall, upon request, provide a
5 copy of this Article to any new customer with whom it contracts to install and/or monitor an alarm
6 system.

7
8 Section 6. The San Francisco Police Code is hereby amended by adding
9 Section 3710.1, to read as follows:

10 **SEC. 3710.1. ADDITIONAL DUTIES OF ALARM INSTALLATION COMPANY.**

11 (a) An alarm installation company shall not install an alarm for a customer who does not
12 have a current valid license under this Article, provided, however, that the installation company may
13 provide the customer with a license application form, and shall accept from the customer the completed
14 form and the applicable license fee on behalf of the Tax Collector, after which the company may install
15 the alarm system.

16 (b) No later than last day of each month following the month of collection or receipt, the
17 installation company shall remit to the Tax Collector all license fees collected and completed license
18 applications received. Remittance reports shall be in a format approved by the Tax Collector and shall
19 include the name, license number, and alarm system location of each alarm user who has paid the fee,
20 and any other information required by the Tax Collector.

21 (c) The alarm installation company shall maintain its records in such a manner so as to be
22 able to cross-reference the alarm user's name, the alarm system's location, and the license number
23 assigned by the Tax Collector.

1 Section 7. The San Francisco Police Code is hereby amended by adding
2 Section 3710.2, to read as follows:

3 **SEC. 3710.2. ADDITIONAL DUTIES OF ALARM MONITORING COMPANY.**

4 (a) An alarm monitoring company shall not service a new customer who does not have a
5 current valid license under this Article, provided that the monitoring company may provide the
6 customer with a license application form, and shall accept from the customer the completed form and
7 the applicable license fee on behalf of the Tax Collector, after which the company may service the
8 alarm system.

9 (b) No later than December 1 of each year, an alarm monitoring company doing business in
10 San Francisco shall notify each of its customers of the license renewal for the following year and shall
11 bill such customers for the license fee required under this Article. Such bill shall be due and payable in
12 not more than 30 days. The notification may be part of the company's regular billing or a separate
13 notice, and shall be in a form approved by the Tax Collector. The company shall also provide the
14 customer with a copy of the license renewal form. The alarm monitoring company shall be responsible
15 for collecting the license renewal fee from the customer.

16 (c) No later than last day of each month following the month of collection or receipt, the
17 monitoring company shall remit to the Tax Collector all license fees collected, completed license
18 applications received, and a list of customers who have not paid the fee. Remittance reports shall be in
19 a format approved by the Tax Collector and shall include the name, license number, and alarm system
20 location of each alarm user who has paid the fee, and any other information required by the Tax
21 Collector.

22 (d) The alarm monitoring company shall maintain its records in such a manner so as to be
23 able to cross-reference the alarm user's name, the alarm system's location, and the license number
24 assigned by the Tax Collector.

1 Section 8. The San Francisco Police Code is hereby amended by adding
2 Section 3710.3, to read as follows:

3 **SEC. 3710.3. COLLECTION OF LICENSE FEE BY ALARM COMPANIES.**

4 (a) Alarm installation and monitoring companies shall hold fee revenues in trust for the City
5 and shall remit the revenues collected as the fee to the Tax Collector as provided in this Article.

6 (b) The fees collected by alarm companies under this Article shall be stated separately in
7 the alarm companies' billings to their customers.

8 (c) If the amount paid by a customer is less than the full amount of the charges for service
9 and the license or license renewal fee which have accrued for the billing period, and if the customer
10 remitting has not indicated how to allocate the payment as between alarm company service charges
11 and alarm license fees, then a proportionate share of both the charges for service and the fee shall be
12 deemed to have been paid.

13
14 Section 9. The San Francisco Police Code is hereby amended by adding
15 Section 3710.4, to read as follows:

16 **SEC. 3710.4. LIABILITY FOR FEE.**

17 (a) Any fee required to be paid by an alarm user under the provisions of this Article shall be
18 deemed a debt owed by the alarm user to the City until it has been paid to the City, except that proof of
19 actual payment to an alarm company is sufficient to relieve the alarm user from further liability for the
20 fee.

21 (b) Any fee collected by an alarm company under the provisions of this Article shall be
22 deemed a debt owed to the City and County of San Francisco by the company ^{collect and} required to remit such
23 fee.

24 (c) Whenever an alarm company remits funds collected as a license or license renewal fee
25 to the City, the alarm company shall also provide the City with the name and address of any customer