

ALARM PERMIT / FALSE ALARM FREQUENTLY ASKED QUESTIONS (FAQ's)

- 1) Do I need an alarm permit?

YES. Per City of Pomona Ordinance, each residence or business with a burglar alarm requires an alarm permit.

- 2) How do I apply for an alarm permit? Where do I get an application?

A City of Pomona Alarm Permit application must be completed. The alarm permit application can be found on the City's Website, under Police Department.

- 3) How much is an alarm permit?

\$20.

- 4) Is there an annual alarm permit renewal fee?

NO. The initial \$20 alarm permit fee is the only fee charged.

- 5) Where can I pay the alarm permit fee?

If an alarm permit application is completed for the first time, a check or money order can be mailed with the application, made payable to the City of Pomona, and mailed to the address at the bottom of the application. If you received an invoice in the mail for an unregistered alarm, remit payment with the bottom portion of the invoice to the address listed on the invoice. If paying in person, and you have an invoice, you may also pay at the Cashier's Window located in Pomona City Hall.

- 6) Will I get a permit sent to me?

NO. You will receive a one-page verification notification that your alarm paperwork was processed, which will include your alarm permit number. If you received an invoice for an unregistered alarm, the alarm permit number will already be assigned to you on the invoice. This number is your alarm permit number. NO PERMIT WILL BE SENT.

- 7) Do I need to provide my alarm permit number to my alarm company provider?

YES. It is your responsibility to contact your alarm company and provide them with your active permit number. The Police Department WILL NOT respond to alarm company inquiries for their respective customer alarm permit numbers.

- 8) What are the fees for false alarms?

Please refer to the "Alarm Fee & Fine Schedule" bullet.

9) How is a false alarm determined? And by whom?

False alarms are determined by the responding officer. Once the responding officer determines that no actual attempted entry occurred, it is then cleared as a false alarm.

10) What if my alarm system's on-site cameras show individuals on my property and my alarm company contacts the Police Department to respond?

If an alarm company contacts the Police Department because a customer's on-site cameras show individuals to be trespassing on business and/or residential property, it does not constitute an attempted burglary. It does constitute trespassing and as such should be called in as such. If an officer responds to an alarm call, regardless of whether individuals were trespassing on your property, and the officer is unable to locate any attempted entry into any structure, the officer will clear the call as a false alarm, and will count against your false alarm count.

PLEASE NOTE: *Your alarm company should not be contacting the police department to respond to your property for an alarm call if there are individuals trespassing on your property. Your alarm company should indicate that individuals are trespassing and the call should be placed for that specific reason.*

11) Are there penalties for failure to pay alarm fees?

YES. Three (3) notices will be sent to you (30-day, 60-day and 90-day). If your alarm account is still outstanding after the 90-day notice expiration, then your account will be forwarded to the City's collection agency to initiate collection action for payment.

12) Can my false alarm fees be waived?

YES. A written letter must be sent to the Chief of Police explaining the circumstances as to why your false alarm fees should be waived. ONLY the Chief of Police is authorized per City Ordinance to waive such fees.

13) Can I make partial payments towards my alarm account?

NO. The City of Pomona accepts only full payments for false alarm accounts.

14) If I change my Alarm Service Provider, will I need to re-register my alarm?

NO. You will only need to re-register your alarm if you move to another location within the City of Pomona. Alarm permits are NOT transferable.