



CITY OF CHICO, CA-GUIDELINES TO APPEAL

**False Alarm Reduction Program
PO Box 888492
Los Angeles, CA 90088-8492**

Telephone: (855) 905-0609

Email: chicoca@alarm-billing.com



The City of Chico's Alarm Ordinance defines a false alarm as: *“the notification to the Chico Police Department or concerning the activation of an alarm system or alarm device when there is no evidence of a crime or other activity that warrants the assistance of the Chico Police Department on the premises, as indicated by the investigation of a police officer on the scene or by the lack of a police report filed by the property owner, and no individual who was on or near the premises or who had viewed a video communication from the premises, called for the dispatch or confirmed a need for police response; or the dispatch of police was cancelled by the alarm system monitoring company after the arrival of police at the premises.”*

Appeal Process:

The Alarm User may appeal an assessment of a false alarm fine to the Alarm Administrator by setting forth in writing the reasons for the appeal within thirty (30) days of the notice date. Be sure to include the following with your appeal:

- Your name
- Your email address (if applicable)
- The alarm location
- Date of the false alarm
- Your permit number
- Reasons for the appeal
- Any supporting evidence

Appeals must be sent to:
Chico False Alarm Reduction Program
PO Box 888492
Los Angeles, CA 90088-8492

The decision of the Alarm Administrator is final.

Appeals are *not* generally granted as a result of the following:

1. Faulty, defective or malfunctioning equipment supplied by an alarm business.
2. Improper installation or maintenance by an alarm business.
3. Improper monitoring by an alarm business.
4. Alarm activations that occur while alarm technicians are repairing or servicing the alarm system.
5. An occurrence where no evidence of criminal activity, fire, or medical need is present.
6. Mistakes made by private contractors, maids, cleaning crews, visitors, etc.
7. Item(s) within the home or business that move causing motion detectors to activate (i.e. curtains, signs, balloons, etc.).
8. Doors and/or windows that become loose and cause a break in the contacts that activate the alarm system.
9. Caretakers who watch homes or businesses when owners are away and who activate the alarm in error or are not familiar with required codes or passwords.
10. Pets, rodents or wildlife movement in or near the home or business.
11. Alarms caused by Apartment Management Employees.

In the case of items 1 and 2 above, if you suspect the false alarm was due to faulty equipment or improper installation contact your alarm company. In such cases, the system should be inspected and repaired where necessary.

*** This list is only intended as a guide to assist you in deciding whether to appeal a false alarm or contact your alarm company for discussion. This list is not intended to cover every situation where an appeal may be denied.**