

## IMPACT STATEMENT

**Legislation title:** Update Burglary and Alarm Systems Code with current practices and definitions for alarm permitting (Ordinance; replace Code Chapter 14B.10)

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**Purpose of proposed legislation and background information:**

The Portland Police Bureau Alarms Administration Unit is governed by City Code 14B.10 last revised in February 2003. City Code requires monitored burglar alarms and robbery alarms to obtain a permit and subsequent annual renewals with the Portland Police Bureau and this code sets forth the actions for response. The alarm industry has changed over the past fifteen years, and this ordinance will replace the existing City Code to better fit the current environment of alarms operations. Primary changes to City Code include:

- Expanded and added definitions, including definitions for Do-It-Yourself (DIY) systems, enhanced call verification methods, and criteria for determining whether an alarm incident is false
- Sets an expectation for alarms systems to be permitted with the Portland Police Bureau prior to activation with the alarm monitoring company.
- Includes language to assist with the reducing the number of false alarm response incidents, including: enhanced call verification, educational requirements for alarm companies to provide to system users, and sets installation guidance for DIY systems where a monitoring company is utilized.
- Requirements for reactivations for permit holders with excessive false alarm incidents to prove remediation before police services are restored.

In addition to changing City Code to reflect the more current practices in the alarm industry, it is also the intent of this legislation to assist with the deployment of resources for response to alarm incidents. At present, PPB officers are responding to an alarm incident every 40 minutes of the day, each day of the year. PPB received over 13,000 alarm related calls for service in FY 2017-18, of which 97% are determined to be false. Responding to a high number of false alarm incidents takes away resources from other calls for service as the time spent on each false alarm incident is just under 20 minutes. This legislation will not reduce or eliminate all false alarm responses, however it is expected to assist with the goal of reducing the overall number of dispatched alarm incidents in effort to better deploy resources for other emergency calls.

**Financial and budgetary impacts:**

There is minimal financial impact or costs associated with this legislation. There is expected to be impact in the reduction of overall responses to false alarms through the use of policy changes, which may impact revenues received by the Police Bureau from false alarm fines. However, there is an equivalent time savings for responding patrol officers to no longer respond to these alarm incidents where false alarm fines resulted.

**Community impacts and community involvement:**

There currently are over 50,000 permit holders, consisting of residential and commercial permits. In addition, there are over 200 registered alarm industry businesses who will be directly impacted by this legislation. Demographics of the permit holders is unavailable, however the geography of the permit holder location shows permits are spread throughout the city. The Alarms Administration Unit established a focus group consisting of: alarm monitoring industry representatives, community business members, Minority Women Small Emerging Small Business (MWESB) owner, senior citizen permit holder, Office of Civic Life representatives, BOEC representatives, Precinct Patrol sergeants, and residential permit holders to discuss proposed legislative changes. The group met over the course of four months and provided input and direction to the Alarms Administration Unit to inform changes. This group identified a clear desire to have the bureau focus on:

- Tactics to reduce false alarms
- Clear definitions for roles and responsibilities of all parties
- To preserve current language for senior citizen permits, which are exempt from the annual fee
- Enhanced requirements for permit holders with excessive false alarms to be held accountable
- Requirements for permits to be issued prior to activation
- Ability to strengthen compliance and false alarm reduction through education and not punitive measures

The Police Bureau incorporated much of this focus group's recommendations in the prepared ordinance. In addition, a survey of all permit holders was open for three weeks where we received almost 4,500 responses. Public response shows strong support for increased education and online support services.

The new city code does have the potential to increase costs to persons installing a DIY system and choosing to use a monitoring company. As a tactic to reduce false alarms associated with DIYs, the code changes will instruct that the system is verified and installed properly. This cost would be borne by the system user. In order to mitigate unintended consequences there will be increased focus on education for users of these systems to reduce false alarms. In addition, ongoing review of the data and the impact of this city code will be built into future practices to ensure the code achieves the desired goals of reducing false alarms and does not pass on additional and undue costs to community members.

**100% Renewable Goal:**

N/A

**Budgetary Impact Worksheet**

**Does this action change appropriations?**

**YES:** Please complete the information below.

**NO:** Skip this section

<b>Fund</b>	<b>Fund Center</b>	<b>Commitment Item</b>	<b>Functional Area</b>	<b>Funded Program</b>	<b>Grant</b>	<b>Sponsored Program</b>	<b>Amount</b>