



ALBUQUERQUE POLICE DEPARTMENT
GENERAL ORDERS

SOP 1-44

Effective: 04/09/19 Review: 04/09/20 Replaces: 01/15/2016

1-44 FALSE ALARM REDUCTION UNIT (FARU)

Related SOPs: None

1-44-1 Purpose

It is the purpose of this unit to develop and manage a successful and comprehensive program that reduces the number of false alarms to which police officers must respond each year.

1-44-2 Policy

It is the responsibility of this unit to administer the provisions of the Albuquerque Alarm System Ordinance (9-3-1 - 9-3-99 R.O.A. 1994).

1-44-3 Rules and Responsibility

A. Registration

1. FARU will receive a monthly report from all alarm installation and monitoring companies of all new alarm customers.
2. Once the report is received, FARU will enter the information into the alarm database.
3. FARU will send out a registration form and invoice to the resident or business.
4. Once the registration form is returned, any changes are updated to the account in the database.
5. Renewal of permits will be completed annually.
 - a. Notices will be sent to the responsible party within 30 days of the renew date.
 - b. FARU will update the permits in the database as renewals are received.

B. False Alarm Calls

1. False alarm calls are reviewed on a daily basis.
2. FARU will determine if a fine should be implemented based on the history of the account.
3. Each false alarm is incorporated into the database.

C. Notifications



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1. FARU will send out notices by mail or email to the responsible party for every false alarm activation.
2. FARU will notify the alarm company if not in compliance with city ordinance.
3. Late notices (for fees or fines) will be mailed or emailed out to responsible parties on a monthly basis.

D. Collections of Fines and Fees

1. FARU may receive payments of monies owed.
2. FARU will reconcile payments received through the financial management software system.
3. Ensure that monies received will be properly credited to the correct account.
4. Payments that are over 120 days or more in arrears may be sent to collections.

E. Appeal Processes

1. FARU will review appeals of false alarm notifications.
 - a. This may include complaints by responsible parties about an alarm notification.
2. FARU has 30 days from the appeal to review the concerns.
3. FARU supervisor may accept or deny the appeal.
 - a. If the appeal is denied, the FARU supervisor will send written notice of the denial and a statement of the right to appeal to a Hearing Officer.
4. FARU will update the appellant's account of the findings of the appeal process.

F. The supervisor of FARU will ensure that the unit is up to date on all custom software and maintenance of the automated system.

G. FARU will be available to answer questions or concerns from the public, alarm companies, and Department employees.