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OAKLAND

**CITY OF OAKLAND**  
**AGENDA REPORT**

2009 JUL -2 PM 7:03

**TO:** Office of the City Administrator  
**ATTN:** Dan Lindheim  
**FROM:** Oakland Police Department  
**DATE:** July 14, 2009

**RE: A Follow Up Report on the False Alarm Program and Action on: 1) Ordinance Repealing and Reenacting Oakland Municipal Code (OMC) Chapter 8.02, Burglar Alarm Systems; 2) An Ordinance Amending Ordinance No. 12809 C.M.S. (Master Fee Schedule) To Reflect Fee Changes Associated with False Alarm Service Fees; 3) A Resolution Authorizing the City Administrator To Create A Special Fund To Receive Revenues Generated By The False Alarm Reduction Program Administered By the Oakland Police Department; and 4) A Resolution Authorizing the City Administrator To Negotiate and Award A Contract for the Administration of the Oakland Police Department's False Alarm Reduction Program in an Amount Not To Exceed 52% of Alarm Permit Revenue or 35% of Total Program Revenue, Without Return to Council**

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**SUMMARY**

As requested by the Finance and Management Committee on May 26, 2009, staff has prepared additional information to the report on the City of Oakland's False Alarm Reduction program and Burglar Alarm Ordinance, which requested to repeal and reenact Oakland Municipal Code Chapter 8.02 Burglar Alarm Systems, and amend the Master Fee Schedule to reflect fee changes associated with false alarm service fees.

*Attachment A* is an implementation overview of the False Alarm Reduction program.

**FISCAL IMPACT**

Adoption of these ordinances will permit the Oakland Police Department (OPD) to effectively administer the false alarm reduction program, and charge service fees for responding to false alarms and false alarm reduction activities. Approval of these resolutions will authorize the City Administrator to negotiate a contract for the administration of the false alarm reduction program and establish a special revenue fund for police services. The estimated revenue for 2009-10 is \$700,000 (Table 5) with an outsourcing expenditure budget of \$671,415 (Table 3). Approval of this legislation will also authorize OPD to appropriate expenditures up to the \$700,000 budgeted revenue amount and to appropriate revenues received above and beyond the budgeted \$700,000.

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This enhanced False Alarm Program will benefit the general fund as follows: OPD will move expenditures that currently reside in the general fund to the special revenue fund and the general fund will receive Central Services Overhead (CSO) recovery from the special revenue fund. The total estimated net impact to the general fund is a gain of \$224,580 for fiscal year 2009-10 (Table 1).

**KEY ISSUES AND IMPACTS**

At the Committee’s direction, staff researched the feasibility of directly billing alarm companies rather than customers for alarm permits. The City and County of San Francisco currently operates an effective in-house false alarm reduction program using this billing method. Staff has determined that Oakland does not have the resources in place to implement a San Francisco type billing system.

***Billing Practices***

To operate an in-house program comparable to San Francisco’s program, the False Alarm Reduction Unit would require an additional 2.5 full time Account Clerk II positions to establish and administer a billing and collection services process. Attempting to implement this process is not prudent and would cause the proposed program budget to exceed projected revenues (\$700,000) as outlined in Table 1.

**Table 1**

**2009-10 ALARM PROGRAM BUDGET & GENERAL FUND SAVINGS**

<b>Description</b>	<b>False Alarm Program Budget</b>	<b>General Purpose Fund benefit</b>
1.0 FTE Administrative Analyst II	\$99,760	
1.0 FTE Police Records Specialist	\$60,150	
<b>2.5 FTE Account Clerk II</b>	<b>\$149,925</b>	
.50 FTE Administrative Services Manager II (transfer from GPF to False Alarm Special Revenue Fund)	\$88,440	\$88,440

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**Table 1**

**2009-10 ALARM PROGRAM BUDGET & GENERAL FUND SAVINGS**

I.0 FTE Account Clerk II (transfer from GPF to False Alarm Special Revenue Fund)	\$59,970	\$59,970
Software support	\$100,510	
Other O&M (transfer of \$50,000 from the GPF to False Alarm Special Revenue Fund)	\$221,250	\$50,000
CSO	\$26,170	\$26,170
<b>Total 2009-10 Budget</b>	<b>\$806,175</b>	<b>\$224,580</b>

***Outsourcing & Database Implementation***

Staff determined that outsourcing the alarm program will provide greater efficiencies and eliminate the need to hire additional personnel to administer billing and collection services, in contrast to operating an in-house program. Outsourcing will also eliminate the burden of building and maintaining an alarm database in house, while providing instant access for staff to complete billing services, and a fully functioning database system to track and manage alarm permits and false alarms. Outsourcing will also provide instant access to on-line processing of permit renewals, payment processing, and user training, dramatically improving customer service.

Public agencies that outsource permitting and fine processing typically pay for their programs through a revenue sharing arrangement with the outsourced contractor. There are two types of revenue sharing arrangements available.

***Option 1- Permit Fee Revenue Sharing***

A portion of the permit fee collected for new installations and renewals is used for compensation to the outsourcing company. Outsourcing companies do not receive any fees associated with false alarms; all false alarm service fees are retained by the Police Department. The outsourcing company charges public agencies up to 52% of new and renewal permits revenue. Based on current projected revenue, this equates to \$208,000.

***Option 2 - Total Program Income Revenue Sharing***

Public agencies pay a fee between 25% – 79% of total revenue as negotiated by the contractor and agency. Fees are negotiated based on the size of the city, number of false alarms, number of alarm subscribers registered, registration fees, false alarm service fees, late fees, educational services, and amount of false alarm reduction expected.

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Based on this criterion, the City should be able to contract with a company operating in accordance with Option 1, or negotiate a 35% revenue sharing contract with a company operating in accordance with Option 2. Based on current projected revenue, this equates to \$246,750. This estimation is based on samples of large and medium sized cities that have contracted with outsourcing companies (shown in Table 2.)

**Table 2**

**SECURITY ALARM PROGRAM COMPARISON OUTSOURCED PROGRAMS**

Agency	Number of Permits	Number of False Alarms	Revenue Share to Contractor
Spokane, WA Population: 200,000	9,500	2,500	25%
Charlotte, NC Population: 750,000	130,000	43,000	50%
Omaha, NE Population: 410,000	22,000	8,000	27%

Table 3 outlines the complete outsourcing program budget and benefits to the General Purpose Fund based on projected revenues.

**Table 3**

**2009-10 ALARM PROGRAM BUDGET & GENERAL FUND SAVINGS - OUTSOURCING**

Description	False Alarm Program Budget	General Purpose Fund benefit
1.0 FTE Administrative Analyst II	\$99,760	
1.0 FTE Police Records Specialist	\$60,150	
.50 FTE Administrative Services Manager II (transfer from GPF to False Alarm Special Revenue Fund)	\$88,440	\$88,440
1.0 FTE Account Clerk II (transfer from GPF to False Alarm Special Revenue Fund)	\$59,970	\$59,970
Software support	\$25,175	
Other O&M (transfer of \$50,000 from the GPF to False Alarm Special Revenue Fund)	\$65,000	\$50,000
Central Services Overhead	\$26,170	\$26,170
Estimated Outsourcing Expense	Up to \$246,750	
<b>Total 2009-10 Budget</b>	<b>\$671,415</b>	<b>\$224,580</b>

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Staff is currently researching companies to provide services for the False Alarm Reduction program. It is anticipated that full implementation of the program could occur within 90 days after a company has been selected, via the City's Request for Proposals process.

**Revenue Data**

Table 4 provides historical revenue data for informational and comparison purposes.

**Table 4**

**FALSE ALARM REDUCTION UNIT HISTORICAL REVENUE DATA**

<b>Fiscal Year</b>	<b>Total Revenue</b>
2004-2005	\$328,767.60
2005-2006	\$174,036.85*
2006-2007	\$330,681.54
2007-2008	\$325,144.25

*\*Revenues decreased this year due to an expected unit transfer and invoicing delay.*

As stated in the original report, projected revenues are based on full implementation of the alarm program which includes service fee revenue. It is expected that properly staffing the alarm program and operating a fully functioning database will contribute to a permit fee revenue increase. The estimated annual revenue is \$700,000 (Table 5).

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**Table 5**

**FALSE ALARM REDUCTION UNIT REVENUE PROJECTIONS 2009-10**

**2009-10 Alarm Permit Revenue Projection**

Permit Revenue	Permits	Fee	Revenues
Residential	8,800	\$ 25	\$ 220,000
Commercial	5,100	\$ 35	\$ 178,500
<b>Total</b>	<b>13,900</b>		<b>\$ 400,000</b>

**2009-10 False Alarm Service Fee Revenue Projection**

	Amounts	Rate of Occurrence
Total Alarm Calls	24,000	100%
False Alarms	23,040	96%
Arrive on-scene	10,368	45%
Collectable	3,629	35%
Fee	\$ 84	
<b>Total</b>	<b>\$ 305,000</b>	(rounded to nearest thousand)

**2009-10 Alarm Unit Revenue Projections**

Alarm Permits	\$ 400,000
False Alarm Service Fees	\$ 305,000
<b>Total</b>	<b>\$ 705,000</b>

***Staffing Functions***

The following information details staff duties to be performed in conjunction with an outsourced program:

1. Administrative Analyst II (Alarm Administrator): As the program manager of the False Alarm Program, this person will coordinate operations between OPD and the outside contractor, and administer the appeals process and special licensing program. This person would ensure that all parties are conducting business in accordance with the ordinance and Master Fee Schedule and serve as a point of contact for the public concerning the False Alarm Program.
2. Account Clerk II & Police Records Specialist: These staff members will be responsible for auditing alarm permit data, processing direct payments, and providing clerical support to the unit.
3. Administrative Services Manager II: Staff in this position will manage all revenue-generating functions of the Department, including the False Alarm Program. This position is currently budgeted 100% from the general fund, and will be 50% funded from

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the special revenue fund for police services beginning July 1, 2009, if these changes are approved.

4. Software support: Partial funding is required for a Department of Information Technology (DIT) position to support the contracted company with interfacing with the Department's Computer Automated Dispatch (CAD) system.
5. O&M: Materials and supplies needed to administer the alarm program such as office supplies and employee training.

Agencies that outsource alarm programs typically experience a 50% - 75% reduction in false alarms. OPD responds to approximately 24,000 false alarms at a cost \$2 million annually, and the equivalent of six (6) police officer FTEs. A 50% reduction in false alarms will save approximately \$1 million annually in labor costs. Other costs associated with false alarms such as dispatcher labor, vehicle fuel and maintenance would also be reduced.

### ***Ordinance Revision and Enforcement***

Staff consulted with the City's Business Tax office and discovered that approximately 25 % of alarm companies conducting business in the City of Oakland do not have a business license; however, the Business Tax office is actively pursuing unlicensed companies to enforce complete compliance. Based on this information, it is unlikely that staff can use business license revocation as an enforcement tool. To that end, staff proposes implementation of a simple in-house licensing system administered by the False Alarm Reduction Unit by adding Section 8.02.055 *Security Alarm Licensing of Alarm Businesses and Alarm Installation Companies* has been added to the proposed ordinance.

This section requires alarm businesses and installation companies to apply for and maintain a valid Oakland Security Alarm Business License through the False Alarm Reduction Unit. Failure to maintain a license will result in police non-response to the business alarm calls. The only requirement to obtain this license is complete compliance with the ordinance; no fee is required to maintain.

Additionally, the following language has been added to the ordinance, which establishes a primary point of contact within alarm businesses and installation companies, transfers billing responsibility to alarm businesses, requires alarm businesses to provide client updates to the Department on a monthly basis, and authorizes the alarm administrator to implement administrative procedure improvements as necessary to streamline the process:

#### **8.02.010 Definitions.**

"Alarm Response Manager (ARM)" means a person designated by an alarm business or installation company to act as a primary point of contact for the jurisdiction's Alarm Administrator."

“Oakland Security Alarm Business License” is a license required to provide installation and/or monitoring services to alarm users in the City of Oakland issued by the Police Department to an alarm business or installation company.

**8.02.020 Alarm Registration & Permits.**

- K. The fee for a new initial alarm permit shall be collected by the alarm installation company and an alarm permit renewal fee shall be collected by the alarm business.

**8.02.050 Alarm Business Responsibilities.**

The duties of the alarm business shall be to:

- A. Designate one individual as the Alarm Response Manager (ARM) for the business. The individual designated as the ARM must be knowledgeable of the provisions of this ordinance and respond to requests from the Alarm Administrator. The name, contact number, and e-mail address of the ARM shall be provided to the Alarm Administrator.
- B. Provide the Alarm Administrator (or designee) with an electronic data file and hard copy file with name, complete address and account number of each alarm user in the City no later than the last day of each month.

**8.02.060 Administration.**

- A. The Alarm Administrator reserves the right to conduct an evaluation and analysis of the effectiveness of this ordinance and identify and implement system improvements as warranted.

***Outsourcing Contract & Implementation Timeline***

The goal is to complete the RFP process and select a contractor no later than September 14, 2009. Once the contractor has been selected, full implementation of the program is expected no later than January 1, 2010.



Implementation steps are as follows:

*No later than September 15, 2009*

1. Staff will establish alarm business and installation company list through relationships with local alarm businesses and installation companies and identification from calls for service.
2. Staff will provide contractor with alarm business and installation company list, alarm user permit data, and new ordinance. Alarm businesses will submit monthly updated alarm user list.

*No later than November 30, 2009*

3. Data will be transferred from current database to contractor database.
4. Contractor will develop and communicate public notification plan for alarm businesses and installation companies and the general public.

*No later than January 1, 2010 - Continuous*

5. Alarm users will submit new installation and renewal payments to alarm businesses and alarm installation companies.
6. Alarm businesses and installation companies will submit payments to City via contractor.

Staff will continue to collect permit fees during this process. It is expected that outsourcing the alarm program will maximize projected revenues based on service fee enforcement and non-permitted alarm user identification. A delay in service fee enforcement is expected during the transition period; however, the selected contractor will be compensated based on actual revenue.

Staff is requesting to negotiate and award a contract for the administration of the program without return to council to minimize the delay of full program implementation.

#### **ACTION REQUESTED OF THE COUNCIL**

Staff requests acceptance of this report and 1) Ordinance repealing and re-enacting Oakland Municipal Chapter 8.02 - "Burglar Alarm Systems;" 2) Ordinance amending Ordinance No. 12809 C.M.S (Master Fee Schedule) to reflect fee changes associated with false alarm service fees, which will authorize the Police Department to charge service fees for responding to false alarms and false alarm reduction activities; 3) a resolution authorizing the City Administrator to create a special fund to receive revenues generated by the False Alarm Reduction Program, to ensure this program is self-sustaining; and 4) a resolution authorizing the City Administrator to negotiate and award a contract for the administration of the Oakland Police Department's False Alarm Reduction Program, without return to Council.

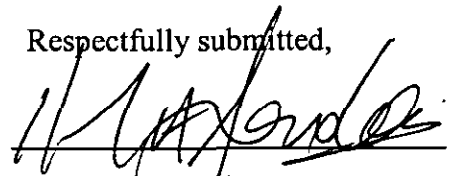
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**RECOMMENDATION AND RATIONALE**

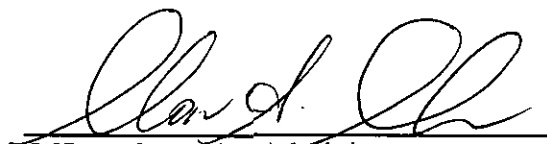
The recommended actions will reduce false alarms and redirect police resources to critical public safety needs. The additional program funding will help provide needed staffing and resources to continue false/security alarm permitting, and to charge fees for police services to private parties. The recommended amendments to the Burglar Alarm Systems Ordinance incorporate best practices and language from the model ordinance developed by the National False Alarm Reduction Association, and improves the City's ability to recover costs associated with responding to, and making efforts to reduce, false alarms. Authorization to negotiate and award a contract for the administration of the program will ensure efficiency and full implementation of the program by the specified timeline.

It is not the intention of this ordinance to interfere with the contractual obligations between Alarm Businesses and Alarm Users or to supersede any provisions of State law.

Respectfully submitted,

  
Howard A. Jordan  
Acting Chief of Police

APPROVED AND FORWARDED TO  
THE FINANCE AND MANAGEMENT  
COMMITTEE:

  
Office of the City Administrator

Attachment A: Implementation Overview

Prepared by:  
Ms. Antoné Hicks  
Acting Alarm Administrator  
False Alarm Reduction Unit

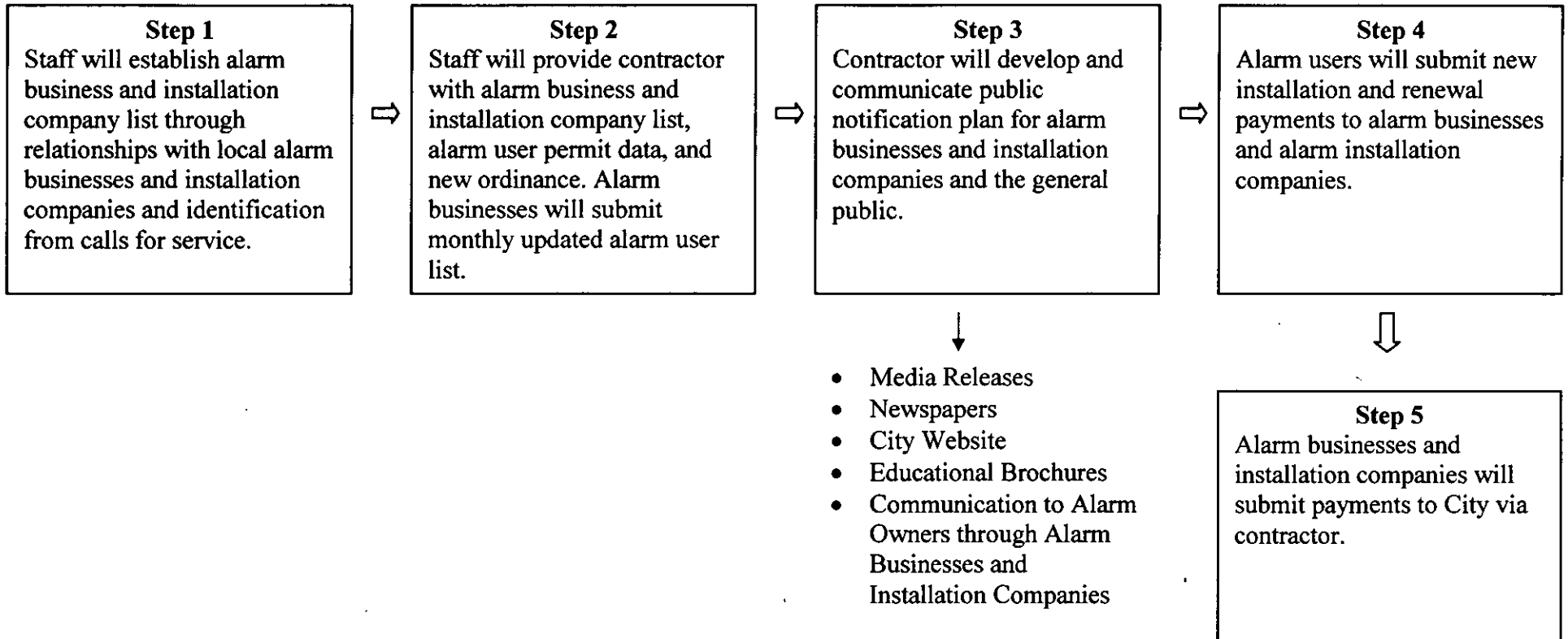
Prepared by:  
Mr. Gilbert Garcia  
Acting Deputy Director  
Office of Chief of Police

Reviewed by:  
Ms. Cynthia Perkins  
Legislative Analyst  
Oakland Police Department

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**Attachment A**

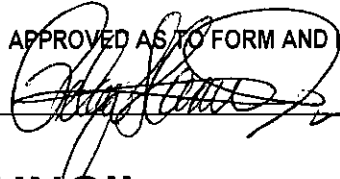
**Implementation Overview**



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APPROVED AS TO FORM AND LEGALITY

  
City Attorney

**OAKLAND CITY COUNCIL**  
**ORDINANCE NO. \_\_\_\_\_ C.M.S.**

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**ORDINANCE REPEALING AND REENACTING OAKLAND MUNICIPAL  
CODE (OMC) CHAPTER 8.02, BURGLAR ALARM SYSTEMS**

**WHEREAS**, intrusion alarms are a valuable crime deterrent and provide safety and security to the businesses and residents of the City of Oakland; and

**WHEREAS**, the growing number of false alarms is increasingly drawing down the effective resources of the Oakland Police Department; and

**WHEREAS**, the most effective alarm management is accomplished through a multi-disciplinary approach including consumer education, improved industry standards, and user and industry accountability; now, therefore

**THE COUNCIL OF THE CITY OF OAKLAND DOES ORDAIN AS FOLLOWS:**

**Section 1.** It is the intent of the City Council in enacting this ordinance, to improve the effectiveness of responsibly used alarm systems in the City of Oakland.

**Section 2.** The City Council finds and determines the foregoing recitals to be true and correct and hereby makes them a part of this ordinance.

**Section 3.** Oakland Municipal Code Chapter 8.02, Burglar Alarm Systems, is hereby repealed and amended in its entirety to read as follows.

**Section 4.** Oakland Municipal Code Chapter 8.02 is enacted as follows:

Sections:

8.02.000 Purpose.

8.02.010 Definitions.

8.02.020 Alarm Registration & Permits.

8.02.030 Alarm System Standards.

8.02.040 Alarm User Responsibilities.

8.02.050 Alarm Company Responsibilities.

8.02.055 Security Alarm Business Licensing of Alarm Businesses and Alarm Installation  
Companies

8.02.060 Administration.

8.02.070 Alarm Dispatch Requests.

8.02.071 Alarm Dispatch Cancellation Requests.

- 8.02.080 Appropriating Public Police Services for Private Purposes Subject to Cost Recovery Fees.
- 8.02.090 Appeals.
- 8.02.100 Scope of Police Duty – Immunities Preserved.
- 8.02.110 Severability.

**8.02.000 Purpose.**

The City regulates security alarm businesses to assure that responses to false alarms do not diminish the availability of police services to the general public, and to assure that residents who cannot afford or choose to not operate security alarm systems are not penalized for their condition or choice.

The intent of this chapter is to encourage alarm businesses and alarm users to maintain the operational viability of security alarm systems, and to significantly reduce or eliminate false alarm dispatch requests made to the Oakland Police Department.

The purpose of this chapter is to provide for and promote the health, safety and welfare of the general public; not to protect individuals, or create (or otherwise establish or designate) any particular class or group of persons who will or should be especially benefited by the terms of this chapter. This chapter does not impose or create duties on the part of the City or any of its departments. The obligation of complying with the requirements of this chapter, and any liability for failing to do so, is placed solely upon the parties responsible for owning, operating, monitoring, installing or maintaining security alarm systems.

**8.02.010 Definitions.**

“Alarm Administrator” means a person or persons designated by the Oakland Chief of Police to administer the City’s security alarm program to issue citations and levy fees pursuant to this chapter.

“Alarm Appeals Officer” means a person or persons designated by the Oakland Chief of Police to provide impartial judgment and determine whether fees that have been levied for false alarms are justified when a person appeals the assessment of those fees.

“Alarm Business” means the business by an individual, partnership, corporation or other entity of selling, leasing, maintaining, servicing, repairing, altering, replacing, moving, installing, or monitoring an alarm system in an alarm site. Alarm businesses do not include persons doing installation or repair work solely on premises they own, lease, or rent where such work is performed without compensation of any kind (i.e., “do-it-yourselfers”).

“Alarm Dispatch Request” means communication to the police has been initiated by an alarm business (via police dispatch) indicating a security alarm system has been activated at a particular alarm site and Police Department response is requested to that alarm site.

“Alarm Installation Company” means a person in the business of selling, providing, maintaining, servicing, repairing, altering, replacing, moving, or installing an alarm system at an alarm site.

“Alarm Response Manager (ARM)” means a person designated by an alarm business or installation company to act as a primary point of contact for the jurisdiction’s Alarm Administrator.”

“Alarm Site” means a single fixed premises or location served by an alarm system or systems. Each unit, if served by a separate alarm system in a multi-unit building or complex, shall be considered a separate alarm site.

“Alarm System” means a device or series of interconnected devices, including but not limited to, systems interconnected with hard wiring or radio frequency signals, which are designed to emit and/or transmit a remote or local audible, visual or electronic signal indicating that an intrusion may either be in progress or being attempted at the alarm site. Alarm system does not include an alarm installed in a vehicle or someone's person unless the vehicle or the personal alarm is permanently located at a site.

“Alarm User” means any person, firm, partnership, corporation, or other entity who (which) uses an alarm system at a particular alarm site.

“Automatic Voice Dialer” means any electrical, electronic, mechanical, or other device capable of being programmed to send a prerecorded voice message (when activated or if self activated) over a telephone line, radio or other communication system, to the police department.

“Duress Alarm” means a silent alarm signal generated by the manual activation of a device intended to signal a crisis requesting a police response.

“False Alarm” means response to an alarm dispatch request where the responding police officer finds no reasonable evidence of the commission or attempted commission of a crime, or determines the alarm activation is the result of mechanical failure, improper installation or maintenance, or alarm user negligence.

“Hold Up Alarm” – See “Robbery Alarm”

“Notice of Non-Compliance” is a formal notification by the alarm administrator to the alarm business of any violations of this chapter.

“Oakland Security Alarm Business License” is a license required to provide installation and/or monitoring services to alarm users in the City of Oakland issued by the Police Department to an alarm business or installation company.

“OPD” means the City of Oakland Police Department.

“Panic Alarm” – See “Duress Alarm”

“Person” means an individual, corporation, partnership, association, organization or similar entity.

“Robbery Alarm” or “Hold-Up Alarm” means a silent alarm signal generated by the manual activation of a device intended to signal a robbery is in progress or has just occurred.

“Subscriber” means an alarm user who is a customer of an alarm business.

“Verified Response” means a police response that is based on information received from a person physically present at a location (e.g., an alarm site) or from real-time audio or video surveillance positively verifying that there is evidence of either a crime or an attempted crime at the location.

“Unmonitored Alarm System” means an alarm system that is not actively monitored by an alarm business and whose function it is to evoke police response solely by means of a generally audible and/or visible signal.

#### **8.02.020 Alarm Registration & Permits.**

- A. Police response to private alarm sites in the City of Oakland is a privilege available only to those alarm users who have a current City of Oakland alarm permit.
- B. No alarm business providing monitoring service to security alarm sites in the City of Oakland shall activate alarm monitoring service or initiate alarm dispatch requests relative to any alarm site in the City that is not properly registered in accordance with this Chapter.
- C. Alarm permits are valid for one year.
- D. Alarm permits are issued to a person or persons (“alarm user”) having bona fide ownership or control of an alarm site (i.e., home owner, business owner, renter, leaseholder, etc.) specifically for that alarm site or address. Alarm permits remain in the name(s) of the alarm user of record until a change of ownership or control of the alarm site occurs.
- E. Alarm permits are valid only to the alarm site and alarm user; alarm permits are not transferable. No refund of a permit or permit renewal fee will be made. A new alarm site permit must be obtained whenever there is a change of ownership or control of an alarm site.
- F. The initial permit application shall be given to the alarm user at the time of alarm installation. The permit shall be submitted to the alarm administrator (or designee) within thirty (30) days.

- G. Registration information is determined by the alarm administrator and shall include, but not be limited to, the following:
1. Name and address of the alarm user (i.e., the person financially responsible for operation of the alarm system being registered).
  2. Home, business, and cellular telephone number(s) of the alarm user.
  3. Name, address, and telephone number of the alarm business providing monitoring service to the system.
  4. Alternate telephone number for verification (i.e., secondary cell phone or other telephone designated by the alarm user).
  5. Signature of the alarm user verifying that the information on the permit is factual, and agreement to pay the fees associated with false alarms.
- H. Upon receipt of a completed application and fees, the alarm administrator (or designee) shall issue a security alarm permit number to the alarm user.
- I. The security alarm permit number assigned to an alarm user remains the same for as long as the alarm user continuously maintains registration for the alarm site.
- J. The alarm permit may be renewed under the following conditions:
1. The alarm site has no past-due fees.
  2. The alarm user either updates his/her registration information or verifies that the current registration information is still correct.
  3. The appropriate annual permit fee is paid.
- K. The fee for a new alarm permit shall be collected by the alarm installation company and an alarm permit renewal fee shall be collected by the alarm business.
- L. Renewal information and fees are submitted to the alarm administrator (or designee) on or before the initial permit anniversary date each year.
- M. The rates for security alarm permit fees are listed in the City of Oakland Master Fee Schedule.
- N. Any fee required to be paid by an alarm user under the provisions of this Chapter shall be deemed a debt owed by the alarm user to the City until it has been paid to the City, except that proof of actual payment to an alarm company is sufficient to relieve the alarm user from further liability for the fee.



- O. Any fee required to be collected by an alarm company under the provisions of this Chapter shall be deemed a debt owed to the City by the company required to collect and remit such fee, if the alarm company has failed to take reasonable steps to collect the fee. A company will be deemed to have taken reasonable steps if, at a minimum, it bills the alarm user, waits 30 days, timely bills the user a second time, and then informs the City of the user's continued nonpayment.
- P. Whenever an alarm company remits funds collected as a license or license renewal fee to the City, the alarm company shall also provide the City with the name and address of any customer refusing or failing to pay the fee for a period of one or more billing periods and shall state the amount of such fee remaining unpaid, and such other information as the Alarm Administrator may require. The City may assume responsibility for collection of any fees due and payable for the stated periods and demand payment of such fees, plus administrative costs, interest, and penalties, if any.

#### **8.02.030 Alarm System Standards.**

- A. It shall be unlawful for any person to install or sell an alarm system which upon activation emits a sound similar to sirens in use on emergency vehicles or for civil defense purposes. This action shall not apply to sirens mounted inside a building which cannot be clearly heard from outside the building.
- B. Operating an audible alarm system that does not shut off (by manual or automatic operation) within fifteen (15) minutes from the time of activation is unlawful. If the alarm system has an automatic shutoff with a rearming phase, the rearming phase must be able to distinguish between an open and a closed circuit, and if the circuit is broken the system shall not rearm.
- C. No automatic voice dialing device shall be used to initiate an alarm dispatch request.
- D. All alarm systems shall have a standby backup power supply that will automatically power the operation of the alarm system for a minimum of four (4) hours, should any interruption occur in power to the alarm system. The transfer of power from the primary source to the backup source must occur in a manner which does not activate the alarm.
- E. Alarm businesses shall not install a device for activating duress, hold-up, or panic alarms in commercial sites that have a single action, non-recessed button.

#### **8.02.040 Alarm Users Responsibilities.**

- A. Each alarm user is annually responsible for:
  - 1. registering the alarm system by obtaining an alarm permit;

2. paying the permit fee; and
  3. providing current registration information.
- B. Alarm users who operate an alarm without a permit shall be charged a non-compliance remediation fee (listed in the Master Fee Schedule.)
- C. Each alarm user is responsible for assuring that the alarm system is used properly and in accordance with the manufacturer's directions and the law. Inherent in this responsibility is:
1. Assuring that all persons with access to the alarm system are properly trained on correct use of the system and are authorized to cancel accidental activations, and
  2. Assuring that procedures and practices are followed that minimize the risk of false alarms.
- D. Each alarm user is responsible for keeping the alarm system properly maintained and in good working order.
- E. Each alarm user is financially responsible for paying service fees when police respond to false alarms from the alarm site. (See OMC 8.02.080 C.M.S.)
- F. Each alarm user is responsible for providing the Police Department with access to the structure or premises, within forty-five (45) minutes of the alarm dispatch request so that the alarm may be verified. Access may be granted by the alarm user or designated responder.
- G. Failure to meet the responsibilities listed in this section may lead to suspension or revocation of alarm permit and loss of the privileges associated with that permit.

#### **8.02.050 Alarm Business Responsibilities.**

The duties of the alarm business shall be to:

- A. Designate one individual as the Alarm Response Manager (ARM) for the business. The individual designated as the ARM must be knowledgeable of the provisions of this ordinance and respond to requests from the Alarm Administrator. The name, contact number, and e-mail address of the ARM shall be provided to the Alarm Administrator.
- B. Provide the Alarm Administrator (or designee) with an electronic data file and hard copy file with name, complete address and account number of each alarm user in the City no later than the last day of each month.

- C. Comply with California licensing requirements, and maintain a valid copy of the State of California Department of Consumer Affairs Alarm Company and/or Alarm Company Employee permit with the alarm administrator.
- D. Ensure that installation of all new alarm components adhere to manufacturer's installation guidelines.
- E. Install alarm systems and alarm system components appropriate for the location installed; be available to maintain the system in good working order, and take reasonable measures to prevent the occurrence of false alarms.
- F. Submit an alarm permit form, the correct fee and required documentation on behalf of the alarm user to the alarm administrator (or designee) prior to the installation of a new alarm system. Alarm Businesses and Alarm Installation Companies shall hold fee revenues received from customers in trust for the City. The fees collected by alarm companies under this Article shall be stated separately in the alarm companies' billings to their customers. If the amount paid by a customer is less than the full amount of the charges for service and the permit or permit renewal fee which have accrued for the billing period, and if the customer remitting has not indicated how to allocate the payment as between alarm company service charges and alarm permit fees, then a proportionate share of both the charges for service and the fee shall be deemed to have been paid.
- G. Notify each of its customers of the license renewal requirement for the following year and bill such customers for the license fee required under this Ordinance. Such bill shall be due and payable before the expiration of the customer's current license.
- H. Provide alarm users with alarm ordinance and false alarm fee information, with each new installation.
- I. Provide accurate and complete instruction to the alarm user on the proper use of its alarm system. Specific emphasis shall be placed on the avoidance of false alarms. Each business that sells alarm systems, whether or not it is an alarm business as defined in this ordinance, is similarly responsible for instructing the buyer of the alarm system on the proper use of their system.
- J. Institute quality control procedures to track and prevent the occurrence of false alarms for the first thirty (30) calendar days after installing a new alarm system.
- K. Obtain written documentation (with newly installed alarm systems) from alarm users that they have been trained to operate the new system.

- L. Provide group training to commercial users for installations, including false alarm prevention.
- M. Not sell or transfer an alarm contract during the warranty period, without transfer of the existing warranty or insuring the warranty remains in force for the warranty period.

**8.02.055 Security Alarm Business Licensing of Alarm Businesses and Alarm Installation Companies.**

Security Alarm Business Licenses are independent and only affect police response to alarm requests. Alarm businesses and installation companies are also required to possess a valid City of Oakland Business Permit and Tax License in accordance with Chapters 5.02 and 5.04 of this Code. The requirements imposed by this section are in addition to the business license fee and all other fees levied by the City. The issuance of a Security Alarm Business License does not create a contract between the City of Oakland and an alarm business or alarm installation company, nor does it create any duty or obligation, either expressed or implied, on the Police Department to respond to any alarm activation.

- A. Every alarm business and alarm installation company shall obtain an Oakland Security Alarm Business License from the Police Department. Only alarm businesses and installation companies in complete compliance with the provisions of this ordinance will be issued a license. There is no fee to obtain this license.
- B. The alarm installation company shall provide the name, address and phone number of any alarm business they are using to monitor their alarm sites within the City, and alarm businesses shall do the same for alarm installation companies that use their monitoring services within the City.
- C. The Police Department may not respond to any alarm dispatch request from any alarm business that does not possess a current, valid Oakland Security Alarm Business License issued pursuant to this section.
- D. The Alarm Administrator shall notify all known alarm users subscribing to an unlicensed alarm business that the company is unlicensed and the Police Department will no longer respond to the user's alarms.

**8.02.060 Administration.**

- A. The Alarm Administrator reserves the right to conduct an evaluation and analysis of the effectiveness of this ordinance and identify and implement system improvements as warranted.

- B. Alarm business and alarm user proprietary information furnished and secured pursuant to the ordinance codified in this chapter shall be confidential and shall not be subject to public inspection. It is hereby declared that this information is critical to the safety and security of the alarm user and law enforcement personnel, and that the public interest served by not disclosing said information to the public significantly outweighs the public interest served by disclosing said information.
- C. The alarm administrator shall consider an alarm business in non-compliance failure when the business has failed to comply with the provisions of this chapter.
- D. When an alarm business is deemed to be in noncompliance by the alarm administrator, the alarm administrator shall send the alarm business a “notice of noncompliance” with the following information:
  - 1. The section(s) of the ordinance to which the alarm business has filed to comply.
    - a. The specific remedy for the compliance failure;
    - b. The date by which the alarm business must come into compliance; and
    - c. The specific action that will be taken by the department, including the date action shall be taken.
  - 2. Unless otherwise specified in this chapter, the notice of noncompliance shall give the alarm business thirty (30) days to come into compliance with the specified section(s).
  - 3. Failure to come into compliance, within the time specified in the notice of noncompliance, will immediately invoke any applicable fees or penalties.

#### **8.02.070 Alarm Dispatch Requests.**

- A. Alarm dispatch requests shall be made only after the alarm business has attempted to make two calls to different phone numbers where the alarm user or their designee can be reached to verify whether police or medical personnel response is needed.
- B. Alarm dispatch requests may include, but are not limited to, the following information:
  - 1. Alarm site permit number
  - 2. Location of the alarm activation
  - 3. Type of alarm activation

- C. Alarm dispatch requests made to the police department must accurately indicate the type of alarm activation that is the proximate cause for the alarm dispatch request.
- D. Any person who violates the provisions of this section is subject to cost recovery fees for the improper activation of the security alarm system.

**8.02.071 Alarm Dispatch Cancellation Requests.**

- A. An alarm dispatch request may be canceled only by the alarm business initiating the request prior to the point the responding police officer reports arrival at the alarm site.
- B. Alarm dispatch requests may be canceled in accordance with the procedures established by OPD.
- C. Alarm dispatch requests canceled prior to the police officer's arrival on scene are not subject to false alarm service fees.

Dispatch requests and subsequent police response to a robbery alarm (as defined in this Chapter) may not be canceled by the alarm user. In every case, at least one officer shall respond to affirm that the alarm user is not under duress of any kind.

**8.02.080 Appropriating Public Police Services for Private Purposes Subject to Cost Recovery Fees.**

- A. Causing police to engage in a false alarm response constitutes an appropriation of public police services for private purposes and is subject to a cost recovery fee.
- B. The alarm user is responsible for payment of his permit and cost recovery fees.
- C. When, in the opinion of the responding police officer(s), an alarm dispatch request can be reasonably associated with an actual or attempted criminal offense at the involved alarm site, the alarm is valid and the response is considered a basic police service not subject to cost recovery fees.
  - 1. The following actions constitute use of an alarm system that improperly appropriates police services for private purposes and are subject to cost recovery fees:
    - a. suspicious circumstances, or
    - b. any non-criminal incident, or
    - c. a need for fire, medical or other non-police services; or

- D. When, in the opinion of the responding police officer(s), an alarm dispatch request can be reasonably attributed to an earthquake, hurricane, tornado or other unusually violent act of nature, a cost recovery fee shall be not assessed.
- E. When, in the opinion of the responding police officer(s), an alarm dispatch request cannot be reasonably attributed to the conditions described in subsection (C) or (D) of this section, the incident is a false alarm and the police officer response is considered an appropriation of public police services for private purposes that is subject to cost recovery.
- F. When the responding officer(s) is (are) unable to determine if an alarm is valid or false because of inaccessibility of the alarm site, the response is presumed to be a false alarm response, and is subject to cost recovery fees. (See OMC 8.02.010).
- G. The cost recovery fees for appropriating public police services for private purposes are listed in the City of Oakland Master Fee Schedule.
- H. Cost recovery fees are assessed based on the response requested. For example, an alarm dispatch request reporting a robbery alarm is subject to the false alarm penalty fee applicable to robbery false alarm responses, even if the alarm activation should properly have been reported as a burglary alarm.
- I. All fees are due and payable upon receipt of invoice.

#### **8.02.090 Appeals.**

Cost recovery fees may be appealed to the alarm appeals officer, as follows:

- A. The appeal process is initiated by the alarm user sending a letter to the alarm appeals officer requesting that the cost recovery fee be waived (an appeal conference,) specifying the reasons for the appeal, and submitting the scheduled appeal fee. This letter and appeal fee must be received by the alarm appeals officer within thirty (30) calendar days after mailing of the initial invoice to the alarm user.
- B. Service fees may be appealed only on the grounds that the incident cited as the basis for the service fee was, in fact, not a false alarm response. The alarm user must (in his or her letter requesting an appeal) describe detailed, credible evidence in his/her possession that supports the contention that the involved incident was a valid alarm, as described in OMC 8.02.080(C) or (D).
- C. The alarm appeals officer may reject requests for appeals that are not supported by detailed, credible evidence of criminal activity or for one of the listed reasons in the City of Oakland false alarm appeal guideline form by the appellant. Notice of rejection of a request for this initial appeal shall be sent to the appellant in writing within ten (10) working days following receipt of the appeal request by the alarm appeals officer.

- D. Whenever the first appeal is denied, the alarm user may then file a second written appeal requesting an in-person hearing.
1. This request must be received within thirty (30) calendar days from the mailing of the denial of the first level of appeal.
  2. All hearings shall be heard by an appeals officer appointed by the Chief of Police.
  3. The alarm administrator shall serve as the City's representative in these hearings.
- E. The filing of a request for an appeal conference with an alarm appeals officer sets aside the pending service fee or related service suspension/revocation in appeal until the alarm appeals officer either rejects the appeal request, as described in subsection (A) of this section, or renders a final decision.
- F. The alarm appeals officer, on receipt of a request for a hearing, shall conduct an appeal conference within thirty (30) working days after receiving the appeal request. The alarm administrator may also contact the appellant and offer a resolution or modification of the cost recovery fees prior to the scheduled hearing.
- G. At the conference, the alarm administrator shall present evidence on the City's behalf supporting the case that the applicable cost recovery fees are based on police response to an actual false alarm. The alarm appeals officer shall consider this evidence and any information presented by any interested person(s).
1. Because false alarm responses are based on the professional judgment of the responding police officer using the facts known to the officer at the time of the incident, the burden of proof in appeals is on the appellant.
  2. The appellant must establish with credible evidence that facts known to, but not considered by the police officer, existed at the time of the incident, that would have lead a reasonable police officer to the conclusion that the incident involved was a valid alarm, as described in OMC 8.02.080(C) or (D).
  3. The alarm appeals officer shall make his/her decision based on the presence of such facts and conclusions.
- H. The alarm appeals officer shall render a decision and notify the appellant and the alarm administrator thereof in writing within twenty (20) working days after the appeal conference is held. The alarm appeals officer may:
1. affirm,
  2. waive (in whole or in part),



3. cancel, or
4. modify

the penalty fees or actions that are the subject of the appeal.

- I. If the alarm appeals officer affirms or modifies the amount of a service fee due, that amount becomes immediately due and payable.
- J. Appeal decisions are reviewed and approved by the City Administrator prior to becoming official. The official decision of the alarm appeals officer is final, and no further appeals or remedies are available.

#### **8.02.100 Scope of Police Duty – Immunities Preserved.**

- A. The issuance of an alarm permit does not create a contract between the City of Oakland and any alarm user, alarm business, or alarm installation company, nor does it create any duty or obligation, either expressed or implied, on the police department to respond to any alarm activation.
- B. Any and all liability and/or consequential damage or loss resulting from the failure of the police department to respond to an alarm dispatch request is hereby disclaimed and governmental immunity as provided by law is fully retained.

By applying for an alarm permit, the alarm user acknowledges that police response to alarm activation is influenced by the availability of officers, priority of current calls for service, traffic and/or weather conditions, and staffing levels.

#### **8.02.110 Severability.**

If any section, subsection, clause sentence, or phrase of the ordinance codified in this chapter is for any reasons held to be invalid or unconstitutional by a decision of a court of competent jurisdiction, such decision shall not affect the validity of the remaining portions of the ordinance codified in this chapter. The City Council of the City of Oakland hereby declares that it would have passed the ordinance codified in this chapter, any section, subsection, sentence, clause or phrase thereof without said sections, subsections, sentences, clauses, or phrases. (Ord. 12501 (part), 2003)

**Section 5.**

This Ordinance shall become effective immediately on final adoption if it receives six or more affirmative votes on final adoption as provided by Section 216 of the City Charter; otherwise it shall become effective upon the seventh day after final adoption.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

AYES- BROOKS, DE LA FUENTE , KAPLAN, KERNIGHAN, NADEL, QUAN, REID, and PRESIDENT BRUNNER

NOES-

ABSENT-

ABSTENTION-

ATTEST: \_\_\_\_\_

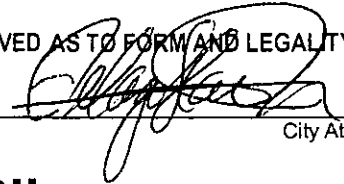
LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California

DATE OF ATTESTATION: \_\_\_\_\_

**ORDINANCE REPEALING AND REENACTING OAKLAND MUNICIPAL  
CODE (OMC) CHAPTER 8.02, BURGLAR ALARM SYSTEMS**

**NOTICE AND DIGEST**

This Ordinance repeals Oakland Municipal Code Chapter 8.02, and enacts a new, replacement ordinance, establishes a Security Alarm User Permit and Alarm Business License system, administered by the City of Oakland. Under the new ordinance, Real Property occupants who use an intruder, duress, or robbery alarm must obtain a permit and pay an annual fee. Alarm Businesses must obtain an annual license. Alarm Users whose alarm systems have activated as a "false alarm" are subject to fees related to a police response to the alarm site.


  
 City Attorney

 FILED  
 INTRODUCED BY COUNCILMEMBER \_\_\_\_\_  
 OFFICE OF THE CLERK  
 OAKLAND

2009 JUL -2 PM 7:03

**OAKLAND CITY COUNCIL**

ORDINANCE NO. \_\_\_\_\_ C.M.S.

**ORDINANCE AMENDING ORDINANCE NO. 12809 (MASTER FEE SCHEDULE) TO ESTABLISH SERVICE FEES FOR FALSE ALARMS AND FOR FALSE ALARM REDUCTION ACTIVITIES**

**WHEREAS**, causing police to engage in a false alarm response constitutes an appropriation of public police services for private purposes and is subject to a cost recovery fee; and

**WHEREAS**, the City wishes to recoup the costs of responding to false alarms and false alarm reduction efforts; now, therefore

**THE COUNCIL OF THE CITY OF OAKLAND DOES ORDAIN AS FOLLOWS:**

**Section 1.** Master Fee Schedule. The Master Fee Schedule, Ordinance No. 12676 C.M.S. is amended to add these service fees as follows in Section 3.

**Section 2.** The City Council finds and determines the foregoing recitals to be true and correct and hereby makes them a part of this ordinance.

**Section 3** The Master Fee Schedule is amended as follows:

- |  |                        |
|--|------------------------|
| 1 Annual Security Alarm Permit Fee   |                        |
| a. Residential   | <u>25.00</u> Year      |
| b. Commercial  | <u>35.00</u> Year      |
| c. Public Agency/Government  | <u>0.00</u> Year       |
| 2 Service Fees for False Alarms by Unregistered Alarm Systems  |                        |
| a. Service fee for alarm call from unregistered alarm user (bill to alarm user)  | <u>70.00</u> Incident  |
| b. Service fee installing an unregistered alarm (responsibility of company that installed alarm)                                   | <u>260.00</u> Incident |
| c. Service fee for alarm dispatch request for unregistered alarm (responsibility of alarm company that called in dispatch request) | <u>260.00</u> Incident |
| 3 False Alarm Service Fees   |                        |
| a. General False Service Alarm Fee (Except Robbery Alarm)  | <u>84.00</u> Incident  |
| b. Robbery False Alarm Service Fee   | <u>156.00</u> Incident |
| c. Late fee for every false alarm service fee invoice not paid within thirty (30) days   | <u>30.00</u> Incident  |
| 4 Appeals Fee  | <u>25.00</u> Incident  |

**Section 4.**

This Ordinance shall become effective immediately on final adoption if it receives six or more affirmative votes on final adoption as provided by Section 216 of the City Charter; otherwise it shall become effective upon the seventh day after final adoption.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

AYES- BROOKS, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, QUAN, REID, and PRESIDENT BRUNNER

NOES-

ABSENT-

ABSTENTION-

ATTEST: \_\_\_\_\_

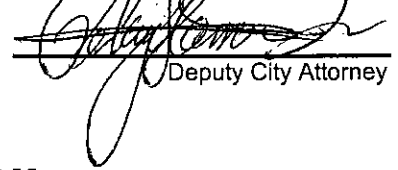
LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California

DATE OF ATTESTATION: \_\_\_\_\_

**ORDINANCE AMENDING ORDINANCE NO. 12809 (MASTER FEE SCHEDULE) TO ESTABLISH SERVICE FEES FOR FALSE ALARMS AND FOR FALSE ALARM REDUCTION ACTIVITIES**

**NOTICE AND DIGEST**

This Ordinance amends the Master Fee Schedule to establish fees for Intruder and Burglar Alarm Permits and Service Fees for False Alarm responses by the City, pursuant to Oakland Municipal Code Chapter 8.02.

  
Deputy City Attorney

FILED  
OFFICE OF THE CITY CLERK  
OAKLAND

2009 JUL -2 PM 7:04

## OAKLAND CITY COUNCIL

RESOLUTION No. \_\_\_\_\_ C.M.S.

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**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO  
CREATE A SPECIAL FUND TO RECEIVE REVENUES GENERATED BY  
THE FALSE ALARM REDUCTION PROGRAM ADMINISTERED BY THE  
OAKLAND POLICE DEPARTMENT**

**WHEREAS**, the current False Alarm Program was implemented by the Oakland Police Department in November 2003. Since the inception of the program, false alarms have dropped dramatically affecting a significant fiscal impact to the City; and

**WHEREAS**, in the current fiscal year, the false alarm program has generated approximately \$300,000 in revenues at a cost of approximately \$200,000 and

**WHEREAS**, these reductions are a direct result of increased public awareness of the False Alarm Program; and

**WHEREAS**, the estimated annual revenue is \$700,000 with an expenditure budget of \$671,415; and

**WHEREAS**, the creation of a special fund to receive revenues generated by the False Alarm Reduction Program will ensure that this program is self-sustaining, and will benefit the General Fund by moving expenditures that currently reside in the general fund to the special revenue fund; and

**WHEREAS**, the general fund will receive Central Services Overhead (CSO) recovery from the special revenue fund. The total estimated net impact to the general fund is a gain of \$224,580; now, therefore be it

**RESOLVED:** That the City Council hereby authorizes the City Administrator or his designee to a to create a special fund to receive revenues generated by the False Alarm Reduction Program, to ensure that the program is self-sustaining; and be it

**FURTHER RESOLVED:** That the City Council hereby authorizes the Police Department to appropriate expenditures up to the \$700,000 budgeted revenue amount and any additional revenue received above and beyond the \$700,000.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_, 20\_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

AYES- BROOKS, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, QUAN, REID, AND PRESIDENT BRUNNER

NOES-

ABSENT-

ABSTENTION-

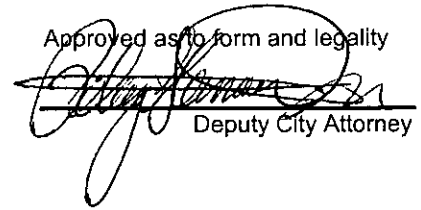
ATTEST \_\_\_\_\_

LaTonda Simmons  
City Clerk and Clerk of the Council,  
City of Oakland, California



FILED  
OFFICE OF THE CITY CLERK  
OAKLAND  
2009 JUL -2 PM 7:04

Approved as to form and legality

  
Deputy City Attorney

## OAKLAND CITY COUNCIL

RESOLUTION No. \_\_\_\_\_ C.M.S.

---

**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO NEGOTIATE AND AWARD A CONTRACT FOR THE ADMINISTRATION OF THE OAKLAND POLICE DEPARTMENT'S FALSE ALARM REDUCTION PROGRAM IN AN AMOUNT NOT TO EXCEED 52% OF ALARM PERMIT REVENUE OR 35% OF TOTAL PROGRAM REVENUE, WITHOUT RETURN TO COUNCIL**

**WHEREAS**, the current False Alarm Program was implemented by the Oakland Police Department in November 2003. Since the inception of the program, false alarms have dropped dramatically affecting a significant fiscal impact to the City; and

**WHEREAS**, outsourcing the alarm program will provide greater efficiencies versus operating the program in-house, which would require hiring additional staff; and

**WHEREAS**, outsourcing the alarm program will eliminate the burden of building and maintaining an alarm database in-house, while providing City staff instant access to complete billing services and a fully functioning database system to track and manage alarm permits and false alarms; and

**WHEREAS**, outsourcing will also provide instant access to on-line processing of permit renewals, payment processing, and user training which would dramatically improve customer service; and

**WHEREAS**, outsourcing will assist in further reduction of false alarms and affect a more significant fiscal impact to the City; now, therefore be it

**RESOLVED:** That the City Council hereby authorizes the City Administrator or his designee to negotiate and award a contract for the administration of the false alarm reduction program in an amount not to exceed 52% of permit revenue or 35% of total program revenue, without return to Council; and be it

**FURTHER RESOLVED:** That the City Administrator is hereby authorized to execute any amendments or modifications to said contract within the limitations of the program specifications; and be it

**FURTHER RESOLVED:** That the contract shall be reviewed and approved by the City Attorney and placed on file in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_, 20\_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

AYES- BROOKS, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, QUAN, REID, AND PRESIDENT BRUNNER

NOES-

ABSENT-

ABSTENTION-

ATTEST \_\_\_\_\_  
LaTonda Simmons  
City Clerk and Clerk of the Council,  
City of Oakland, California