BARNSTABLE POLICE DEPARTMENT

TOWN OF BARNSTABLE

ALARM REGULATIONS

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Introduction

Pursuant to Chapter 17 of the General Ordinances of the Town of Barnstable, the Chief of Police hereby adopts the following Regulations regarding the use of alarm systems within the town.

1.0 Purpose

The purpose of this Regulation is to encourage Alarm Users and Alarm Companies to properly use and maintain the operational effectiveness of Alarm Systems in order to improve the reliability of Alarm Systems and reduce or eliminate False Alarms.

This Regulation governs Alarm Systems intended to summon Barnstable Police Department response, and requires licensing and registration, establishes fees, provides penalties for violations, establishes a system of administration, and sets conditions for suspension of police response or revocation of registration.

2.0 Definitions

In this Regulation the following terms and phrases shall have the following meanings:

Alarm Administrator means a Person or Persons designated by the Police Chief to administer, control and review False Alarm reduction efforts and administer the provisions of this Regulation.

Alarm Company means a Person in the business of selling, providing, maintaining, servicing, repairing, altering, replacing, moving or installing an Alarm System in an Alarm Site.

Alarm Dispatch Request means a notification to the Police Department that an alarm, either manual or automatic, has been activated at a particular Alarm Site.

Alarm Registration means authorization granted by the Alarm Administrator to an Alarm User to operate an Alarm System.

Alarm Response Manager (ARM) means a Person designated by an Alarm Installation and/or Alarm Monitoring Company to handle alarm issues for the company and act as the primary point of contact for the 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 devices, including, but not limited to, hardwired systems and systems interconnected with a radio frequency method such as cellular or private radio signals, which emit or transmit a remote or local audible, visual or electronic signal indicating an alarm condition and intended to summon law enforcement response, including Local Alarm Systems. Alarm System does not include an alarm installed in a vehicle or on someone's Person unless the vehicle or the personal alarm is permanently located at a site.

Alarm User means any Person, who (which) has contracted for Monitoring, repair, installation or maintenance service from an Alarm Company or Monitoring Company for an Alarm System, or who (which) owns or operates an Alarm System that is not monitored, maintained or repaired under contract.

Alarm User Awareness Class means a class conducted for the purpose of educating Alarm Users about the responsible use, operation, and maintenance of Alarm Systems and the problems created by False Alarms.

Arming Station means a device that allows control of an Alarm System.

Automatic Voice Dialer means any electrical, electronic, mechanical, or other device capable of being programmed to send a prerecorded voice message, when activated, over a telephone line, radio or other communication system, to a law enforcement, public safety or emergency services agency requesting dispatch.

Cancellation means the process where response is terminated when a Monitoring Company (designated by the Alarm User) for the Alarm Site notifies the Police Department that there is not an existing situation at the Alarm Site requiring police response after an Alarm Dispatch Request.

Conversion means the transaction or process by which one Alarm Company or Monitoring Company begins the servicing and/or Monitoring of a previously unmonitored Alarm System or an Alarm System previously serviced and/or monitored by another alarm company.

Cross Zoning means requiring the activation of two or more detection devices to trigger before a Police dispatch response is requested. An alarm is recognized when both detectors in the pair are triggered.

Duress means a silent Alarm System signal generated by the entry of a designated code into an Arming Station in order to signal that the Alarm User is being forced to turn off the system and requires police response.

Enhanced Call Verification (ECV) is a monitoring procedure requiring a minimum of two calls be made prior to making an Alarm Dispatch Request. The two calls must be made to different phone numbers provided by the alarm user, where a responsible party can typically be reached.

False Alarm means an Alarm Dispatch Request to the Police Department, when the responding officer finds no evidence of a criminal offense or attempted criminal offense after having completed a timely investigation of the Alarm Site.

Hearing Officer means a person appointed by the Chief of Police to act as an impartial arbitrator at hearings related to the enforcement of this Regulation.

Holdup Alarm means a silent alarm signal generated by the manual activation of a device intended to signal a robbery in progress.

License means a license issued by the Alarm Administrator to an Alarm Company to sell, install, monitor, repair or replace Alarm Systems.

Local Alarm System means any Alarm System, which is not monitored, that annunciates an alarm only at the Alarm Site.

Monitoring means the process by which a Monitoring Company receives signals from an Alarm System and relays an Alarm Dispatch Request to the Police Department for the purpose of summoning law enforcement to the Alarm Site.

Monitoring Company means a Person in the business of providing Monitoring services.

One Plus Duress Alarm means the manual activation of a silent alarm signal by entering at an Arming Station a code that adds one to the last digit of the normal arm/disarm code (e.g., normal code = 1234, One Plus Duress Code = 1235)

Panic Alarm means an audible Alarm System signal generated by the manual activation of a device intended to signal a life threatening or emergency situation requiring police response.

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

Police Department means the Barnstable Police Department.

Registration Period means a period of time not to exceed two years from the date of issuance, as determined by the Alarm Administrator.

Responder means an individual capable of reaching the Alarm Site within 25 minutes after notification and having access to the Alarm Site, the code to the Alarm System and the authority to approve repairs to the Alarm System.

Revoke means to permanently rescind the registration of an Alarm User or the license of an Alarm Company, making them ineligible for applicable police responses.

SIA Control Panel Standard CP-01 means the ANSI – American National Standard Institute approved Security Industry Association – SIA CP-01 Control Panel Standard, as may be updated from time to time, that details recommended design features for security system control panels and their associated arming and disarming devices to reduce the incidence of false alarms. Control panels built and tested to this standard by Underwriters Laboratory (UL), or other nationally recognized testing organizations, will be marked to state: "Design evaluated in accordance with SIA CP-01 Control Panel Standard Features for False Alarm Reduction".

Takeover means the transaction or process by which an Alarm User takes over control of an existing Alarm System, which was previously controlled by another Alarm User.

Verify means an attempt by the Monitoring Company, or its representative, to contact the Alarm Site and/or Alarm User by telephone and/or other electronic means, whether or not actual contact with a Person is made, to determine whether an alarm signal is valid before requesting Police Department dispatch, in an attempt to avoid an unnecessary Alarm Dispatch Request.

Video Verification means an attempt by the Monitoring Company, or its representative, to contact the Alarm Site and/or Alarm User by telephone and/or other electronic means, whether or not actual contact with a Person is made, to determine whether an alarm signal is valid before requesting Police Department dispatch.

Zone(s) means division of devices into which an Alarm System is divided to indicate the general location from which an Alarm System signal is transmitted.

3.0 Registration required; Application: Fee; Transferability; False statements

No Alarm User shall operate, or cause to be operated, an Alarm System at its Alarm Site within the Town of Barnstable without a valid Alarm Registration. A separate Alarm Registration is required for each Alarm Site.

An Alarm Registration form may be obtained at the Barnstable Police Department facility

or on the Police Department website at www.barnstablepolice.com.

The fee for an Alarm Registration or an Alarm Registration renewal is set forth below and shall be paid by the Alarm User.

Registration Fee	$35.00 per Registration Period
Renewal Fee	$35.00 per Registration Period
Late Fee	$10.00 is assessed if the registration renewal is submitted more than 30 days past the date of expiration or if a registration is submitted 30 days after install, upgrade, activation or takeover.

No refund of a registration or registration renewal fee will be made.

Registration(s) are not pro-rated. The initial Alarm Registration fee must be submitted to the Alarm Administrator within five (5) business days after the Alarm System installation or Alarm System Takeover. Failure to do so will render the alarm site unregistered.

Upon receipt of a completed Alarm Registration application form and the Alarm Registration fee, the Alarm Administrator shall register the applicant unless the applicant has:

- Failed to pay a fine assessed under Section 9, or
- Had an alarm registration for the Alarm Site suspended or revoked, and the violation causing the suspension or revocation has not been satisfied.

Each Alarm Registration application must include the following information:

1	The name, date of birth, social security number, complete address (including apt/suite number) and telephone numbers of the Person who will be the registration holder and be responsible for the proper maintenance and operation of the Alarm System and payment of fees assessed under this article
2	The classification of the Alarm Site as either residential (includes apartment, condo, etc.) or commercial
3	For each Alarm System located at the Alarm Site, the classification of the Alarm System (i.e. Burglary, Holdup, Duress, Panic Alarms or other) and for each classification whether such alarm is audible (capable of being heard at the Alarm Site) or silent (inaudible at the Alarm Site)
4	Mailing address, if different from the address of the Alarm Site
5	Any dangerous or special conditions present at the Alarm Site
6	Names and telephone numbers of at least two individuals who are able and agree to: • Receive notification of an Alarm System activation at any time • Respond to the Alarm Site within 25 minutes at any time, and • Can grant access to the Alarm Site and deactivate the Alarm System if necessary

7	Type of business conducted at a commercial Alarm Site
8	Signed certification from the alarm User stating the following: • The date of installation, Conversion or Takeover of the Alarm System, whichever is applicable • The name, address, and telephone number of the Alarm Company or companies performing the Alarm System installation Conversion or Takeover and of the Alarm Company responsible for providing repair service to the Alarm System • The name, address, and telephone number of the Monitoring Company • That a set of written operating instructions for the Alarm System, including written guidelines on how to avoid False Alarms, have been left with the applicant by the Alarm Company, and • That the Alarm Company has trained the applicant in proper use of the Alarm System, including instructions on how to avoid False Alarms.

Any false statement of a material fact made by an applicant for the purpose of obtaining an Alarm Registration shall be sufficient cause for refusal to issue a registration.

Any person who refuses to register their alarm after the 3rd Unregistered Alarm Violation has been issued, will be subject to Suspension of Response (refer to Section 8).

An Alarm Registration cannot be transferred to another Person or Alarm Site (i.e. change of location). An Alarm User shall inform the Alarm Administrator of any change that alters any information listed on the Alarm Registration application within five (5) business days of such change.

All fines and fees owed by an applicant must be paid before an Alarm Registration may be issued or renewed.

3.1 Alarm Registration Duration and Renewal

An Alarm Registration shall be for a period not to exceed two years from the date of issuance, ending on December 31 of the second year.

Registrations must be renewed by submitting an updated application and a registration renewal fee to the Alarm Administrator. All alarm registrations expire on the same date: December 31st of the second year of the specified registration period.

4.0 Duties of the Alarm User

An Alarm User shall:

- Maintain the Alarm Site and the Alarm System in a manner that will minimize or eliminate False Alarms

- Have available two (2) Responders who can be at the Alarm System's location within 25 minutes of notification by the Police Department, in order to:
    - Deactivate an Alarm System
    - Provide access to the Alarm Site; and/or
    - Provide alternative security for the Alarm Site.
- Provide current information on and notify the Alarm Administrator of any changes in information on the two required Responders
- Not activate an Alarm System for any reason other than an occurrence of an event that the Alarm System was intended to report

It is the responsibility of the Alarm User to register or renew their alarm registration. Failure to submit a registration prior to the expiration date will result in a late fee and unregistered alarm fines.

An Alarm User shall adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal audible on the exterior of an Alarm Site will sound for no longer than ten (10) minutes after being activated.

A false alarm due to an alarm user testing their system or checking Police response without notifying the alarm company of such action, cancelling the dispatch request or properly putting the system on test mode will result in a
$300.00 fine.

An Alarm User shall have a licensed Alarm Company inspect and modify the
Alarm System to be more false alarm resistant or provide additional user training, as appropriate, after four (4) False Alarms in a registration period. The Alarm Administrator may waive a required inspection if a False Alarm was not related to a defect or malfunction in the Alarm System.

An Alarm User shall not use Automatic Voice Dialers.

An Alarm User shall maintain at each Alarm Site, a set of written operating instructions for each Alarm System.

5.0 License or Licensing

All Alarm Companies and Monitoring Companies doing business within the boundaries of the Town of Barnstable shall obtain a License from the Barnstable Police Department. Such Licenses shall be valid for a period of one year and must be annually renewed.

License fees shall be as follows:

Initial License Fee	$35.00
Renewal Fee	$35.00

Any Alarm or Monitoring Company not licensed 30 days after the expiration date will be subject to a $150.00 fine

The Alarm Administrator shall determine the requirements of License applications.

It shall be a violation of this Regulation if an Alarm or Monitoring Company:

- Refuses to comply with the licensing requirement. The Barnstable Police Department reserves the right to notify their customers of the violation and after a 30-day period will cease to respond to their customers.
- Submits an Alarm Dispatch Request to any Alarm Site while unlicensed, or
- Continues Alarm Dispatch Requests to any Alarm Sites after notification by the Alarm Administrator that the Company's license has been suspended or revoked.

5.1 Duties of Alarm Company and Monitoring Company

An Alarm Company shall provide written and oral instructions to each Alarm User in the proper use and operation of their Alarm Systems. Such instructions will specifically include all instructions necessary to turn the Alarm System on and off to avoid False Alarms including the procedures to cancel an alarm dispatch request.

An Alarm Company or Monitoring Company must notify all new alarm installations, Takeovers and Conversion accounts verbally or in writing of the registration requirement within the Town of Barnstable.

An Alarm and/or Monitoring Company shall notify each Alarm User of the need to re-register their alarm with the Barnstable Police Department at least
30 days prior to the expiration of the current registration.
Each Alarm or Monitoring Company must designate an Alarm Response
Manager, as listed on the license application.

Alarm Companies shall not program Alarm Systems so that they are capable of sending One Plus Duress Alarms. Monitoring Companies may continue to report One Plus Duress Alarms received from Alarm Systems programmed prior to December 2004. However, when a Takeover or Conversion occurs or if an Alarm User requests an Alarm System inspection, modification or upgrade pursuant to Section 4(C) of this Regulation, an Alarm Company must remove the One Plus Duress Alarm capability from such Alarm Systems.

Alarm Companies shall not install a single action, non-recessed button to activate a Holdup Alarm, but shall only install devices that, in the opinion of the Alarm Administrator, are designed to safeguard against inadvertent activations.

Alarm Companies shall, on all new installations, use only alarm control panels that meet SIA Control Panel Standard CP-01.

An alarm company shall not use Automatic Voice Dialers.

After completion of the installation of an Alarm System or takeover, an Alarm Company employee shall review with the Alarm User a False Alarm Prevention Checklist or an equivalent checklist approved by the Alarm Administrator, the Town of Barnstable Alarm Registration form, and registration requirements.

A False Alarm Dispatch Request that is determined by the Alarm Administrator to be the fault of an Alarm Company and or Monitoring Company will result in a $100.00 fine to the Alarm Company and/or Monitoring Company.

Failure of an Alarm or Alarm Monitoring Company to communicate a cancellation request to Dispatch when cancelled by the alarm user will be considered a False Alarm caused by an Alarm or Monitoring Company.

Any alarm dispatch request made to a property after the property has been sold is the responsibility of the Alarm Monitoring Company that made the dispatch request at $150.00 per occurrence.

A Monitoring Company shall:

- Maintain an active alarm license with the Barnstable Police Department.
- Report alarm signals by using telephone numbers designated by the Alarm
- Administrator.
- Verify every alarm signal, except Panic, Holdup Alarm or Duress activations, before requesting police response to an Alarm System signal; in the event of Panic or Holdup Alarm activation, the Monitoring Company will attempt to verify the alarm immediately after contacting the Police Department.
- Communicate Alarm Dispatch Requests to the Police Department in a manner and form determined by the Alarm Administrator.
- Communicate Cancellations to the Police Department in a manner and form determined by the Alarm Administrator.
- Ensure that all Alarm Users of Alarm Systems equipped with a Duress, Holdup or Panic Alarm are given adequate training.
- Communicate all available zone information (north, south, front, back, floor, etc.) about the location on all alarm signals related to the Alarm Dispatch
- Request.
- Communicate the type of alarm activation (silent or audible, interior or perimeter).
- After an Alarm Dispatch Request, promptly advise the Police Department if the Monitoring Company knows that the Alarm User or the Responder is on the way to the Alarm Site.
- Notify the Alarm User or authorized representative within 24 hours via mail, fax, telephone or other electronic means when an Alarm Dispatch Request is made.

Monitoring Companies must maintain for a period of at least one (1) year from the date of the Alarm Dispatch Request, records relating to Alarm Dispatch Requests. Records must include the name, address and telephone number of the Alarm User, the Alarm System Zone(s) activated, the time of Alarm Dispatch Request and evidence of an attempt to

Verify. The Alarm Administrator may request copies of such records for individually named Alarm Users, which the Monitoring Company shall provide within ten (10) business days.

An Alarm Company shall notify the Alarm Administrator upon each new alarm installation, alarm account purchase, or alarm account merger, acquisition or takeover within the Town of Barnstable via fax, email, letter or phone call within 30 days of such action.

6.0 Duties & Authority of the Alarm Administrator

The Alarm Administrator shall:

- Designate a manner, form and telephone numbers for the communication of Alarm Dispatch Requests.
- Establish a procedure to accept Cancellation of Alarm Dispatch Requests.
- Establish a procedure to record such information on Alarm Dispatch Requests necessary to permit the Alarm Administrator to maintain records, including, but not limited to, the information listed below:
    - Identification of the Alarm Site
    - Date and time Alarm Dispatch Request was received, including the name of the Monitoring Company and the Monitoring operator's name or number
    - Date and time of police officer arrival at the Alarm Site
    - Zone and Zone description, if available
    - Weather conditions
    - Name of Alarm User's representative at Alarm Site, if any, and
    - Cause of alarm signal, if known.

The Alarm Administrator may require a conference call or meeting with an Alarm User and the Alarm Company and/or Monitoring Company to review the circumstances of each False Alarm.

The Alarm Administrator may adjust the count of False Alarms based on:

- Evidence that a False Alarm was caused by an Act of God
- Evidence that a False Alarm was caused by action of the telephone company
- Evidence that a False Alarm was caused by a power outage lasting longer than four (4) hours, or
- Evidence that the Alarm Dispatch Request was not a False Alarm.

The Alarm Administrator may require Alarm Companies and/or Monitoring Companies to develop and administer Alarm User Awareness Classes. These classes shall inform Alarm Users of the problems created by False Alarms and teach Alarm Users how to avoid generating False Alarms.

The Alarm Administrator may require an Alarm User to modify, remove or replace a Holdup, Panic or Duress Alarm device that is activated by a single action, non-recessed button, if a history of such false alarms has occurred at the Alarm Site.

The Alarm Administrator will provide upon request, a copy of the Regulations and/or a regulation summary card.

7.0 Notifications

Monitoring Companies shall notify Alarm Users or their authorized representatives after each Alarm Dispatch Request. Failure to notify an Alarm User of an Alarm Dispatch Request will result in a fine.

The Alarm Administrator will notify the Alarm User and the Alarm Company and/or Monitoring Company in writing after police response has been suspended. Notice of suspension will include the amount of fine for each False Alarm and a description of the appeal procedure available to the Alarm User and/or the Alarm Company or Monitoring Company.

The Alarm Administrator will notify the Alarm User of the requirement to have a licensed Alarm Company inspect the Alarm System after the 4th False Alarm. This notification will be in writing, giving a 45-day notice to comply with the requirement after which time a $50.00 fine will be issued.

Alarm and Monitoring Companies shall notify each Alarm User of the expiration of an alarm registration and the renewal requirement at least 30 days prior to the expiration of the current registration.

8.0 Suspension of Response

The Alarm Administrator shall suspend police response to an Alarm Site ("No Response" status), except for Duress, Holdup and Panic Alarms, if it is determined that:

- The Alarm User has had six (6) False Alarms within the Registration period
- There is a statement of a material fact known to be false in the application
- for a registration
- The Alarm User has failed to make timely payment of a fine assessed under Section 7 or fee assessed under Section 3
- The Alarm User has failed to submit a written certification from an Alarm Company that complies with the requirements of Section 4, stating that the Alarm System has been inspected and repaired (if necessary) and/or the
- Alarm Company has conducted additional training, or
- The Alarm user has failed to register their alarm upon issuance of the third Unregistered Alarm Violation in the course of the same two-year registration period.

Unless there is a verified indication that there is a crime in progress, the Police Department shall refuse response to any general Alarm Dispatch Request to an Alarm Site designated with "No Response" status.

A Person commits an offense if he/she operates an Alarm System during the period in which the alarm registration is suspended or revoked and is subject to enforcement.

If the Alarm Registration is reinstated pursuant to Section 11, the Alarm User is entitled to three additional false alarm dispatches with a $100.00 fine per dispatch. Permanent suspension of Alarm Response will occur after the 3rd false alarm dispatch within the remainder of the registration period.

The Alarm User may re-apply for registration renewal during the next registration period.

9.0 Fines and Penalties

Violations of any provision of this Regulation, excepting those otherwise prescribed herein, shall be subject to a fine of $50.00 for the first offense, $100.00 for a second or subsequent offense.

9.1 Alarm User Fines

An Alarm User shall be subject to fines, depending on the number of False Alarms within their Registration Period, based upon the following schedule:

Number of False Alarms	Fines
1-3	No Fine
4-5	$100.00 per False Alarm
6	$100.00 and placed on "No Response" status.

After reinstatement of a suspended alarm, each Alarm Dispatch Request will result in a $100.00 fine per false alarm dispatch.

If Cancellation of an Alarm Dispatch Request occurs prior to the Police arriving at the alarm site, it is not considered a False Alarm and no fine(s) will be assessed.

A late fee of $10.00 is assessed if registration renewal is submitted more than 30 days past the date of expiration or if a registration is submitted 30 days after install, upgrade, activation or takeover.

The Alarm User will be assessed a $50.00 fine if a service ticket from a licensed Alarm Company is not submitted 45 days after the 4th False Alarm letter is mailed to the alarm user.

Every Police Department response to a false Duress, Holdup or Panic Alarm at an Alarm Site in "No Response" status is subject to a $100.00 fine for the Alarm User.

Any Person operating a non-registered Alarm System in violation of the provisions of Section 3.0 shall be subject to a fine of $100.00 for each False Alarm, in addition to any other fines provided herein.

If a person operates an alarm system during the period in which the alarm registration is suspended or revoked, they shall be subject to a fine of $100 per dispatch request.

9.2 Alarm Company Fines

Any Alarm Company or Monitoring Company doing business without a license in violation of the provisions of Section 5.0 shall be subject to a fine of not more than $150.00 per offense, in addition to any other fines. An Alarm Company or Monitoring Company shall be issued a fine of $100.00 for each violation of any other provision of the regulations.

A Monitoring Company shall be issued a fine of $50.00 for each failure to Verify Alarm System signals, as specified in Section 5.1.

A fine of $100.00 will be assessed for each false alarm dispatch caused by an Alarm or Monitoring Company. This includes failure to cancel an alarm dispatch request when instructed to do so the by Alarm User.

A fine of $100.00 will be assessed for each false alarm dispatch request for heat sensor, heat loss, vibration or smoke detector alarms.

An Alarm Company and/or Monitoring Company shall be issued a fine of not more than $300.00 per offense if the Alarm Administrator determines that an Alarm Company employee knowingly made a false statement concerning the inspection of an Alarm Site, the performance of an Alarm System, or the training of persons at an Alarm Site.

The Alarm Administrator or Hearing Officer may take into consideration whether the company has engaged in a consistent pattern of violations, and may suspend or revoke the licenses of such companies.

9.3 Fines

All fines imposed through this Regulation shall be issued through the District Court and are subject to the Court's appeal process.

10.0 Appeals

If the Alarm Administrator denies the issuance, renewal or reinstatement of an Alarm Registration, or suspends or revokes an Alarm License or Alarm Registration, the Alarm

Administrator shall send written notice of the action and a statement of the right to an appeal to either the affected applicant, Alarm User, Alarm Company or Monitoring Company.

The Alarm Administrator shall send written notice of any suspension or revocation and advise the Alarm User, Alarm Company or Monitoring Company of their right to appeal. The Alarm User, Alarm Company or Monitoring Company may appeal the suspension or revocation of an Alarm Registration to the Hearing Officer by setting forth in writing the reasons for the appeal along with the appeal fee within thirty (30) business days after receipt of the fine or notice of revocation.

The Alarm User or the Alarm Company and/or Monitoring Company may appeal the decision of the Alarm Administrator to the Hearing Officer as follows:

Step	Action
1	The applicant, Alarm User, Alarm Company and/or Monitoring Company may file a written request for a review by sending an appeal fee of $20.00 and setting forth the reasons for the appeal within twenty (20) business days after the date of notification of the decision from the Alarm Administrator.
2	The Hearing Officer shall conduct a hearing within thirty (30) days of the receipt of the request and consider the evidence by any interested Person(s). The Hearing Officer shall make his/her decision on the basis of the preponderance of evidence presented at the hearing. The Hearing Officer must render a decision within fifteen (15) days after the date of the hearing. The Hearing Officer shall affirm or reverse the decision of the Alarm Administrator.
3	Filing a request for appeal shall stay the action by the Alarm Administrator revoking an Alarm Registration or requiring payment of a fine, until the Hearing Officer has completed his/her review. If a request for appeal is not made within the thirty (30) business day period, the action of the Alarm Administrator is final.

11.0 Reinstatement

A Person whose Alarm Registration has been suspended or revoked may, at the discretion of the Alarm Administrator or the Hearing Officer, have the Alarm Registration reinstated by the Alarm Administrator or the Hearing Officer if the Person:

- Submits a Reinstatement Application and pays a $25.00 Reinstatement fee
- Pays, or otherwise resolves, all outstanding citations and fines, and
- Submits a certification from an Alarm Company, stating that the Alarm System has been inspected and repaired (if necessary) by the Alarm Company.

In addition, the Alarm Administrator may require any or all of the following as a condition to reinstatement:

1	Proof that an employee of the Alarm Company or Monitoring Company caused the False Alarm.
2	The use of Enhanced Call Verification or Cross Zone Verification.
3	A certificate showing that the Alarm User has successfully completed the Alarm User Awareness Class as provided under Section 6.
4	Upgrade the alarm control panel to meet SIA Control Panel Standard CP-01 or upgrade of alarm equipment.
5	A written statement from an independent inspector designated by the Police Department that the Alarm System has been inspected and is in good working order.
6	Removal, replacement or modification of Panic, Hold Up or Duress type devices.
7	Confirmation that all motion detectors are "dual technology" type.
8	Confirmation that the Alarm System requires two independent zones to trigger before transmitting an alarm signal to the Monitoring Company.
9	Confirmation that the Alarm System requires two independent detectors to trigger before a police dispatch request is made.
10	Certification that the Monitoring Company will not make an Alarm Dispatch Request unless the need for police response is confirmed by a listen-in device.
11	Certification that the Monitoring Company will not request an Alarm Dispatch unless the need for police response is confirmed by a camera device (Video Verification).
12	Certification that the Monitoring Company will not make an Alarm Dispatch Request unless the need for police response is confirmed by a Person at the Alarm Site.

12.0 Confidentiality

In the interest of public safety, all information contained in and gathered through the Alarm Registration applications, applications for appeals and Alarm Company / Monitoring Company user documentation shall be held in confidence by all employees or representatives of the Town, and by any third-party administrator or employees of a third-party administrator with access to such information.

13.0 Governmental Immunity

Alarm Registration is not intended to, nor will it, create a contract, duty or obligation, either expressed or implied, of response. Any and all liability and consequential damage resulting from the failure to respond to a notification is hereby disclaimed and governmental immunity as provided by law is retained. By applying for an Alarm Registration, the Alarm User acknowledges that Police Department response, or lack thereof, may be influenced by factors such as: the availability of

police units, priority of calls, weather conditions, traffic conditions, emergency conditions, staffing levels and prior response history.

NO PERSON MAY RELY UPON ANY EXPECTED RESPONSE BY THE BARNSTABLE POLICE DEPARTMENT TO ANY ALARM SITE OR SYSTEM.

14.0 Severability

The provisions of this Regulation are severable. If a court determines that a word, phrase, clause, sentence, paragraph, subsection, section, or other provision is invalid or that the application of any part of the provision to any Person or circumstance is invalid, the remaining provisions and the application of those provisions to other Persons or circumstances are not affected by that decision.

Regulations in conflict herewith are hereby repealed to the extent of such conflict. These Regulations are effective immediately.