



San Ramon Police Department

****IMPORTANT NOTICE****

NEW CITY OF SAN RAMON ALARM PROGRAM

The San Ramon Police Department is launching an alarm registration program to increase community safety and ensure police department personnel maintain availability for emergency responses. The goal is to reduce false alarms, thus allowing police officers to respond to emergencies and other legitimate calls for service in a timely manner. In furtherance of these goals, the City has revised its Alarm Ordinance under San Ramon Municipal Code SECTION 1: TITLE B, DIVISION B7 (Public Peace, Morals and Welfare), CHAPTER IV (Alarm Systems).

The police department partnered with **Alarm Program Systems LLC/CitySupport** to administer the City of San Ramon Alarm Program. Beginning immediately, every San Ramon residence or business with an alarm system must obtain an alarm permit. Permits are free and annual renewal is required. The permit is valid from January 1 to December 31 each year.

Alarm owners are responsible for ensuring their alarm system is properly working. False alarms are a substantial drain on police services, and alarm owners will be subject to fines according to the following schedule per calendar year. These fines will be in effect beginning on July 1, 2022:

False Alarm Fee Schedule

<u>False Alarm Occurrences</u>	<u>Action Taken</u>	<u>Fines</u>
1	Written Warning	\$0
2	Written Notice	\$50
3	Written Notice	\$150
4 or more	Written Notice	\$300

For more information on the updated City Ordinance and on registering a residential or commercial alarm, please visit the City's website at www.sanramon.ca.gov/alarms. If you do not have access to the internet or need assistance, please contact Alarm Program Systems/CitySupport using the below information.

Alarm Program Systems / CitySupport

Web site: <https://sanramonca.citysupport.org/>

Phone: (925) 718-1090, Monday-Friday 9:00 AM to 5:00 PM PT

Email: sanramonca@citysupport.org

Mailing Address:

San Ramon Police Department - Alarm Program

P.O. Box 6112, Concord, CA 94524

Thank you in advance for your cooperation.

Denton Carlson

Chief of Police, San Ramon Police Department