


Action on (1) Agreement with Superior, LLC for Residential and Business Alarm Management Software, (2) Resolution Amending the Municipal Fee Schedule, and (3) Introduction of an Ordinance Amending Chapter 8.40 of the City Code ("False Alarm Regulation")

Item # 2.P; RTC 20-26

January 14, 2020



City of Santa Clara
The Center of What's Possible

Council Consideration

- Agreement with Superior, LLC for Residential and Business Alarm Management
- Introduction of an Ordinance Amending Chapter 8.40, False Alarm Regulation, of the City Code

2



Historical Information

- California Business & Professions Code 7592.8 (originally enacted in 1982) specifically allows a City to require residential and commercial alarm owners to obtain a permit, and to enact ordinances addressing responses to false alarms
- City Council originally adopted False Alarm regulations in 1994 (Ord. No. 1653), amended substantially in 1999 (Ord. No. 1735), with minor modifications in 2008 (Ord. No. 1836), and renumbering
- The City's False Alarm regulations have existed in essentially the same form since 1999

3



Community Outreach

- Prior to the December 10, 2019 Council meeting
 - City / SCPD website, eNotify and social media (Facebook, Nextdoor, Nixle and Twitter)
- Ahead of the January 7 and 8 Community Meetings
 - Update to original communication threads on Council action, pending community meeting dates/locations, where to locate video from the 12/10/19 meeting and how to obtain the 1/14/20 City Council packet
 - Private messages to the 14 residents who commented on Nextdoor prior to the 12/10/19 Council meeting and email to the two unduplicated emails received by the Mayor and Council
 - New messaging regarding the pending community meetings on all of the previously mentioned medium on 12/12/19 with a reminder message on 1/2/20
- Prior to the January 14, 2020 Council meeting
 - The messaging for the 1/7/20 and 1/8/20 Community Meetings each referenced the 1/14/20 Council meeting

4



Resident Comments and Concerns

- Differentiation between self-monitoring and control center monitoring, and how each is impacted by the City's existing and proposed Alarm Permit Program
- Concerns regarding the annual renewal and why an annual regulatory fee is being proposed
- Ideas for data gathering and analysis as the program progresses in order to assess performance and success of the program
- Revisiting the fee structure in the future to determine whether fees should be reallocated, increased, etc.
- Concern of confidentiality of personal identifying information
- Interest in financial resources for seniors on a fixed income
- Ensuring that the City is involved with the outreach efforts by Superior during the on-boarding process

5



Council Consideration

- Agreement with Superior, LLC for Residential and Business Alarm Management
- Introduction of an Ordinance Amending Chapter 8.40, False Alarm Regulation, of the City Code

If approved, staff will return to Council on January 28, 2020 with the following:

- Adoption of the Ordinance
- Resolution Amending the Municipal Fee Schedule

6