

BELLEVUE POLICE DEPARTMENT

Crime Prevention News

July 6, 2015



City of Bellevue
Police Department
Crime Prevention Unit

Program Administrator:
Public Safety Corporation
(Cry Wolf Services)

Phone: 1-855-694-8280 (toll-free)

Email Address: bellevuewa@publicsafetycorp.com

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Our Mission:

To provide a safe place to live, work and visit through quality law enforcement. We are committed to serving the public with respect, accountability and integrity.



City of Bellevue False Alarm Reduction Program



In this newsletter, we address the following questions about the new City of Bellevue's False Alarm Program.

- What is the False Alarm Program?
- Whom does it affect?
- How do I register and what is the cost and deadline?
- What causes false alarms and how do I prevent one?
- How do I get more information?

What is the False Alarm Program?

In 2014, Bellevue police officers responded to 3,871 false alarms, costing over \$125,000 in staff time. In an effort to reduce the number of false alarms, the City Council on December 4, 2014 passed an ordinance requiring annual registration of all residential and commercial security alarms in the city.

The city has hired Public Safety Corporation to track and collect payment for repeat false alarms through its CryWolf software. Other jurisdictions using CryWolf have seen false alarms drop by 40 to 80 percent.

The new ordinance will require from you and your alarm company:

- **\$25 annual registration** (\$12 for seniors and permanently disabled citizens)
- **Enhanced call verification:** two calls are made by the alarm company to homeowners upon alarm activation

- **False alarm fines:** \$100 for burglar alarms and \$200 for panic/holdup alarms.

The penalty will be waived the first time for either kind of alarm if the owner takes an alarm user class.

Annual registration allows residents and businesses to update all contact information at the time of renewal, which maintains the effectiveness of enhanced call verification. Alarms will need to be registered every January for the following calendar year.

Whom does it affect?

All residents and commercial businesses residing or registered in the City of Bellevue who have a security alarm system.

How do I register and what is the cost and deadline?

Registration starts July 6th and runs until September 30th. Effective October 1st, fines will be assessed for late registration as well as all false alarms from that date forward. Please visit the Cry Wolf website after July 6th to enroll. <https://www.crywolfservices.com/bellevuewa>.

The registration fee is \$25 per year; \$12 for seniors and permanently disabled citizens. There is a mandatory annual renewal; however all who register their alarms in 2015 will not have to register again until January 2017.

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Registration is payable by:

- **Online** (credit card) at <https://www.crywolfservices.com/bellevuewa>.
- **Mail** (check);
 - Checks should be made payable to "Bellevue False Alarm Reduction Program", and mailed to:
Bellevue False Alarm Reduction Program
P.O. Box 740664
Los Angeles, CA 90074-0664
- No payments are accepted by telephone.

What causes false alarms and how do I prevent one?

What is a false alarm?

The City of Bellevue alarm ordinance defines a false alarm as: *"The activation of an alarm system through mechanical or electronic failure; malfunction; improper installation; negligence of the alarm user, his/her employees or agents that either directly or through a third party/object summons law enforcement personnel; and upon inspection by the Bellevue Police Department, evidence indicates that no unauthorized entry, burglary, or other such crime was committed or attempted in or on the premises which would have activated a properly functioning alarm system."*

Did you know?

Three main causes of false alarms are: 1) user error, 2) installation/service errors, and 3) equipment failure.

- More than 80 percent of all false alarms are caused by user error
- There are easy steps you and your alarm dealer can take to prevent false alarms
- False alarms present a serious threat to the effectiveness of our local police, fire and EMS departments, as well as to the safety of our citizens

- False alarms are costly and dangerous because they divert police officers from proactive crime prevention efforts and can divert public safety responses from true emergency calls

Major causes of false alarms:

- Unlocked or loose doors/ windows
- Children, neighbors, and visitors
- Cleaning crews/ Repairmen/ Pet Sitters
- Pets or other wildlife
- User Error
- Equipment Malfunction

How do I get more information?

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City of Bellevue website:
<http://www.bellevuewa.gov/11808.htm>

