

Alarm Systems

Chapter 2.5

Section 2.5-1 Short Title

This chapter shall be known and may be cited as an “Ordinance Regulating Burglar, Holdup, and Fire Alarm Systems and Users”.

(Ord. of 2-1-82, §1)

Section 2.5-2 Purpose and Definitions

- a) The purpose of this chapter is to provide minimum standards and regulations applicable to burglar, holdup and fire alarm users as defined in this Chapter, and to encourage the installation of protective alarm systems in all dwellings, commercial, industrial and agricultural structures.
- b) For the purpose of this chapter, the following terms, phrases, words and their derivations shall have the meanings given herein. When not inconsistent with the context, words used in the present tense include the future, words used in the plural number include the singular number and words in the singular number include the plural number. The word “shall” is always mandatory and not merely directory.

Alarm agent means any person employed by an alarm business, whose duties include the altering, installing, maintaining, moving, repairing, replacing, selling, servicing, responding to, or causing others to respond to an alarm device.

Alarm business means any business operated by a person for a profit which engages in the activity of altering, installing, leasing, maintaining, repairing, replacing, selling, servicing or responding to a burglar, holdup, fire alarm system, or which causes any of these activities to take place.

Alarm system means an assembly of equipment and devices arranged to signal the presence of a hazard requiring urgent attention and to which police or fire are expected to respond. In this ordinance, the term “alarm system” shall include the terms “automatic holdup alarm systems”, “burglar alarm systems”, “holdup alarm systems”, and “manual holdup alarm systems”. Alarm systems which monitor temperature, humidity or any other condition not

directly related to the detection of an unauthorized intrusion into a premise are specifically excluded from the provisions of this chapter.

Alarm user means any person on whose premises an alarm system is maintained within the City of Milford except for alarm systems on motor vehicles or proprietary systems. If, however, an alarm system on a motor vehicle is connected with an alarm system at premises (other than a proprietary system), the person using such a system is an alarm user. Also excluded from this definition and from the coverage of this chapter are persons who use alarm systems to alert or signal persons within the premises in which the alarm system is located, of an attempted unauthorized intrusion or holdup attempt. If such a system, however, employs an audible signal emitting sounds or a flashing light or beacon designed to signal persons outside the premises, such system shall be within the definitions of alarm system and shall be subject to this chapter.

Annunciator means the instrumentation on an alarm console at the receiving terminal of a signal line through which both visual and audible signals show when an alarm device at a particular location has been activated, or it may also indicate line trouble.

ANSI stands for the American National Standards Institute.

Answering service refers to a telephone answering service providing among its services the service of receiving on a continuous basis through trained employees, emergency signals from alarm systems, and thereafter immediately relaying the message by live voice to the Communication Center of the Milford Police Department.

Automatic dialing device refers to an alarm system which automatically sends over regular telephone lines, by direct connection or otherwise, a prerecorded voice message or coded signal indicating the existence of the emergency situation that the alarm system is designed to detect.

Automatic holdup alarm system means an alarm system in which the signal transmission is initiated by the action of the robber.

Burglar alarm system refers to an alarm system signaling an entry or attempted entry into the area protected by the system.

Central station means an office to which remote alarm and supervisory signaling devices are connected, where operators supervise the circuits.

Central station equipment refers to the signal receiving, recording, or retransmitting equipment installed in the central station.

Central station system means a system in which the operation of electrical protection circuits and devices are signaled automatically to, recorded in, maintained and supervised from a central station having trained operators in attendance at all times.

City means the City of Milford, Connecticut.

Direct connect means an alarm system which has the capability of transmitting system signals to and receiving them at an agency maintained by the local government; for example, a Police Communication Center.

Direct line means a telephone line leading directly from a central station to the Communication Center at the Milford Police Department that is for use only to report emergency signals on a person-to-person basis.

False alarm means the activation of an alarm system through mechanical failure, malfunction, improper installation, or the negligence of the owner or lessee of an alarm system, or of his employees or agents. Such terminology does not include, for example, alarms caused by hurricanes, tornadoes, earthquakes, or other violent conditions. False fire alarms shall not mean alarms transmitted because of a water main break or similar causes that occur outside of the protected property. False alarms, as defined in this chapter, also does not include those alarms that are transmitted with a criminal, malicious or mischievous intent.

Fire alarm system refers to a signal or message from a person or device indicating the existence of a fire or other emergency which requires Fire Department action.

Fire Department means those publicly supported companies authorized by the City of Milford to provide fire protection services.

Fire marshal means the certified person designated as Fire Marshal by the City of Milford, or his designated representative.

Holdup alarm system refers to an alarm system signaling a robbery or attempted robbery.

Interconnect means to connect an alarm system to a voicegrade telephone line, either directly or through a mechanical device that utilizes a standard telephone, for the purpose of using the telephone line to transmit an emergency message upon the activation of the alarm system.

Local alarm system refers to a signaling system which, when activated, causes an audible and/or visual signaling device to be activated in or on the premises within which the system is installed.

Manual holdup alarm system refers to an alarm system in which the signal transmission is initiated by the direct action of the person attacked or by an observer of the attack.

Modified central station means an office to which remote alarm and supervisory signaling devices are connected, where operators supervise the circuits. Such modified central station is not listed by Underwriter's Laboratories.

Person means any person, firm, partnership, association, corporation, company or organization of any kind.

Police Chief means the Chief of the Police Department of the City of Milford, or his designated representative.

Police Department or Police means the publicly supported Police Department of the City of Milford, or any authorized agent thereof.

Primary trunkline means a telephone line leading directly into the Communication Center of the Milford Police Department that is for the purpose of handling emergency calls on a person-to-person basis, and which is identified as such by a specific number included among the emergency numbers listed in the telephone directory issued by the telephone company and covering the service area within the Milford Police Department's jurisdiction.

Proprietary system means an alarm system sounding and/or recording alarm and supervisory signals at a control center located within the protected premises, the control center being under the supervision of the proprietor of the protected premises. If a proprietary system includes a signal line connected directly or by means of an automatic dialing device to a Police Communication Center, a central station, modified central station or answering service, it thereby becomes an "alarm system" as defined in this chapter.

Remote signaling system means an alarm signaling system which, when activated by an alarm device, transmits a signal from an alarm signaling device to a central location, other than the Milford Police Department, where appropriate action is taken to investigate and respond to the signal.

Signal line refers to the transmission line through which the signal passes from one of the elements of the signal transmission to another.

Special trunkline means a telephone line leading into the Communication Center of the Milford Police Department and having the primary purpose of handling emergency signals or messages originating either directly or through a central location from automatic dialing devices.

Subscriber means a person who buys and/or leases, or otherwise obtains an alarm signaling system and thereafter contracts with or hires an alarm business to monitor and/or service the alarm device.

Telephone company means the utility that furnishes telephone services to the City of Milford.

UL stands for Underwriters' Laboratories.

Section 2.5-3 Automatic Dialing Device – Interconnecting to Trunklines

- A) No automatic dialing device shall be interconnected to any trunkline at the Milford Police Department after the effective date of this Chapter.
- B) Within eight (8) months after the effective date of this chapter, all automatic dialing devices interconnected to any trunkline at the Milford Police Department shall be disconnected therefrom. The owner or lessee of such device shall be responsible for having the device disconnected within the eight (8) month time period.
- C) This section refers only to those trunklines terminating at the Milford Police Department.

(Ord. of 2-1-82, §3)

Section 2.5-4 Operating Instructions; Service

- A) Every alarm business selling or leasing to any person an automatic dialing device which is installed on such person's premises in the City of Milford after the effective date of this Chapter shall furnish that person with instructions that provide adequate information to enable persons using such device to operate it properly and, if the device is to be serviced or maintained by another alarm business, shall furnish such other alarm business with a manual or other information necessary to enable it to service or properly maintain such device.
- B) If the Police Chief or Fire Marshal reasonably finds such information to be incomplete or unclear, or inadequate to explain how the device operates and is constructed, he may require the alarm business to revise the information to meet his approval, and then to distribute the revised information to persons who have had such devices installed, as well as to persons subsequently having such devices installed.
- C) Every alarm business selling or leasing to any person an automatic dialing device which is installed on such person's premises in the City of Milford after the effective date of this Chapter shall provide, or make available at all times, service to repair such device should it malfunction, and shall furnish to the person buying or leasing such device written information concerning how service may be obtained at any time, including a telephone number to call for service.

(Ord. of 2-1-82, §4)

Section 2.5-5 Direct Connections to the Milford Police or Fire Department

An alarm device that is capable of sending a message, code, signal or pre-recorded voice message shall not be connected to any telephone line terminating in the Milford Police Department or the Milford Fire Department.

(Ord. of 2-1-82, §5; Ord. of 7-10-00, §1)

Section 2.5-6 Equipment maintenance

Each owner or lessee, at his expense, is required to maintain all components of his alarm system in good working order at all times to insure that the sensory mechanism used in connection with such device be adjusted to suppress false indications of holdups or intrusions or fire or smoke conditions so that the device will not be activated by impulses due to short flashes of light, wind, noises, vehicular noise or other forces unrelated to genuine alarms.

(Ord. of 2-1-82, §6)

Section 2.5-7 Testing of Equipment

No fire alarm system shall be tested or demonstrated without making notification to the Milford Fire Department and no burglar, holdup or panic alarm shall be tested or demonstrated without first making notification to the Milford Police Department.

(Ord. of 2-1-82, §7; Ord. of 7-10-00, §2)

Section 2.5-8 Notice of Disruption in Service

When an alarm business service to its subscribers is disrupted for any reason by the alarm business, or the alarm business becomes aware of such disruption, it shall promptly notify its subscribers by telephone that protection is no longer being

provided. If, however, the alarm business has written instructions from its subscriber not to make such notification by telephone during certain hours, the alarm business may comply with such instructions.

(Ord. of 2-1-82, §8)

Section 2.5-10 Enforcement

- a) Enforcement and administration of this ordinance shall be the function of the Chief of Police, or his designee, except that the Fire Marshal, or his designee, shall have jurisdiction over fire alarm systems.
- b) The City of Milford shall set the following standards for alarm performance:
 - 1) A maximum of three (3) false alarms from any one (1) protective property per calendar year shall be allowed.
 - 2) After the third false alarm, the subscriber shall be notified in writing or electronically. Such notification shall require that their alarm system is inspected by the installing company and the subscriber shall review alarm procedures with all employees.
 - 3) Also written notification shall be made to the Police Chief or Fire Marshal, as appropriate, indicating that the alarm problem has been corrected. The letter shall be received by the appropriate party within fifteen (15) days of notification of an alarm problem.
 - 4) Upon receipt of the fourth false alarm, the City of Milford shall charge a penalty of fifty (\$50) dollars. Upon receipt of the fifth false alarm, the City of Milford shall charge a penalty of seventy-five (\$75) dollars. Upon receipt of the sixth alarm and any alarm thereafter, in any one calendar year, the City of Milford shall charge a penalty of ninety (\$90) dollars.

(Ord. of 2-1-82, §8)

Section 2.5-11 Alarm User Identification

- 1) Immediately upon installation of an alarm system, the system shall be registered with the Milford Police Department or Milford Fire Department, as appropriate. Such registration shall contain the following information: name, residence, and telephone number of the owner or lessee and any other person authorized in an emergency to gain access to the alarmed area. A minimum of two (2) names, addresses, and telephone numbers shall be supplied. In addition, the alarm company who installed the system, or is maintaining the system, shall be supplied in accordance with this section. It shall be the responsibility of the owner/tenant to keep this information updated.
- 2) It shall be the responsibility of each alarm user to notify the Police/Fire Department, as appropriate, in writing, with any changes in the list.

(Ord. of 2-1-82, §11; Ord. of 7-10-00, §§5, 6)

Section 2.5-12 Registration of Alarm Companies

Any person engaging in an alarm business in the City shall supply the Police Chief with the name, address, and telephone number of the alarm business owners, in writing, within thirty (30) days after the effective date of this ordinance. The address and telephone number shall be both business and residence.

(Ord. of 2-1-82, §12)

Section 2.5-13 Automatic Dialing Device – Liability of City

The City of Milford shall not be liable for any defects in operation of any signal line system, for any failure or neglect to respond appropriately upon receipt of an alarm from such source, for any failure or neglect of any person in connection with the installation, operation, disconnection or removal of equipment, the transmission of alarm signals, or the relaying of such signals or messages.

(Ord. of 2-1-82, §13)