

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."*

Appeal Process:

The Alarm User may appeal the assessment of penalties to the Bellevue Police Department's Alarm Detective by setting forth in writing the reasons for the appeal within fifteen (15) days of the date of the Notice of Civil Penalty. The alarm user may ask for an internal review of the Notice of Civil Penalty or request a fee waiver. While the appeal is pending, the action proposed by the Bellevue Police Department shall not be implemented. The Alarm User waives their right to appeal assessments of fees and/or fines if notice of appeal is not submitted within the allotted amount of time. However, the Alarm Detective may waive the fifteen (15) day limit if good cause is shown or there is cause to believe that it might encourage substantial cooperation from the alarm user. There shall be no rights to appeal the decision of the Alarm Detective to not waive the fifteen (15) day time limit for appeal. Appeals may be submitted on the website at <https://www.crywolfservices.com/bellevuewa>, emailed to bellevuewa@publicsafetycorp.com or mailed to:

Bellevue False Alarm Reduction Program

P.O. Box 740664

Los Angeles, CA 90074-0664

Be sure to include the following in your appeal:

- Your name
- Your email address (if applicable)
- The alarm location
- Date of the false alarm
- Your permit number
- Reasons for the appeal
- Any supporting evidence

The alarm user will be notified in writing of the appeal decision within fifteen (15) days of receipt of the request. If the request is denied, payment shall be due thirty (30) days of the Alarm Detective's written decision. If the alarm user wishes to appeal the decision of the Alarm Detective, the appeal may be considered by the Hearing Examiner, or his or her designee. A copy of the Alarm Detective's decision shall be submitted with the appeal request. The appeal must be filed within fifteen (15) days of the date of the Alarm Detective's written final determination of the internal review/request for fee waiver or the right to appeal will be waived.

Appeals are *not* generally granted as a result of the following:

1. Faulty, defective or malfunctioning equipment supplied by an alarm business
2. Improper installation or maintenance by an alarm business
3. Improper monitoring by an alarm business
4. Alarm activations that occur while alarm technicians are repairing or servicing the alarm system
5. An occurrence where no evidence of criminal activity, fire, or medical need is present
6. Mistakes made by private contractors, maids, cleaning crews, visitors, etc
7. Item(s) within the home or business that move causing motion detectors to activate (i.e. curtains, signs, balloons, etc.)
8. Doors and/or windows that become loose and cause a break in the contacts that activate the alarm system
9. Caretakers who watch homes or businesses when owners are away and who activate the alarm in error or are not familiar with required codes or passwords
10. Pets, rodents or wildlife movement in or near the home or business
11. Alarms caused by Apartment Management Employees

In the case of items 1 and 2 above, if you suspect the false alarm was due to faulty equipment or improper installation contact your alarm company. In such cases, the system should be inspected and repaired where necessary.

*** This list is only intended as a guide to assist you in deciding whether to appeal a false alarm or contact your alarm company for discussion. This list is not intended to cover every situation where an appeal may be denied.**