



FALSE ALARMS and IMPOSITION of FEE for POLICE SERVICES

The Hercules Police Department has been required to respond to an increasing and excessive number of false alarms in the City. The problem of false alarms includes the diversion of police personnel from other necessary activities, the potential delay in police response to valid calls for service, the hazards to the general public and officers when responding to false alarms. This is an expense that should properly be borne by the persons responsible for the false alarms.

The fee schedules for false alarms in a calendar year (January through December) are currently as follows:

- NO FEE for the first, second, or third false alarm occurring in a calendar year
- \$155 for the fourth alarm occurring in a calendar year, and
- \$205 fee for the fifth and each subsequent alarm occurring in a calendar year

***PLEASE NOTE: NO CHARGES WILL BE MADE IN CASE OF A TRUE EMERGENCY**

With valid certification, no charge will be made for a false alarm if the system was under repair and the Police Communications Center (724-1111) was notified in advance, or if the alarm was caused by failure of electrical or telephone service.

The Hercules Police will send you an invoice should a residence or businesses qualify for the false alarm fees according to the Hercules Municipal Code Section 4-12.01-4-12.06. If you exceed 3 false alarms per calendar year, you will be billed under the false alarm ordinance. The fees are based on the Hercules Fee Schedule listed on the city website.

The Hercules Police may leave an orange card if they cannot get a hold of a resident at that location on your door stating there was a visit from the police department and the reason why or person to contact. This is a courtesy! Should you want to make sure your alarm did not go off when you were away from home, whether or not an officer left you a card, please contact your alarm company. Each alarm company should have a process to notify you should your alarm go off. You can keep track in this manner to make sure your alarm is in good working order and not activating falsely. Keeping track of this will help prevent you from receiving a bill.

Should you receive a false alarm bill, you may pay at the lobby of the police department or by the mail. Please make checks payable to the City of Hercules. Please address your envelope to :

City of Hercules Police
False Alarm Program
111 Civic Drive
Hercules, CA 94547

If your alarm is activating falsely and your alarm company will send us a letter on their letterhead, with a contact person's information, stating that the alarm is activating falsely and it is the alarm company's fault this occurred and they will claim responsibility for this and will pay the bill on your behalf. We will no longer bill you and will bill your alarm company.

If you want to dispute your false alarm bill, and feel this information is invalid, you may write a letter and state what the reason is and why. This will be reviewed and you will be notified if the bill was upheld or dismissed. If your bill is upheld you still will owe the fees on the invoice. If your bill is dismissed, you will no longer owe the amount listed on the invoice or a new invoice will be sent out for the amount dismissed and the amount upheld, should only a portion be dismissed.

If you have further questions about your invoice please call the False Alarm Billing Program at 510-799-8260.