



## City of Pleasant Hill, CA - Frequently Asked Questions

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False Alarm Reduction Program  
PO Box 398839  
San Francisco, CA 94139-8839

Telephone: (855) 809-2062  
Fax: (877) 302-9820  
Email: [pleasanthillca@publicsafetycorp.com](mailto:pleasanthillca@publicsafetycorp.com)

### How do I register my alarm system?

You can register your alarm with the city by completing the registration form, completing the form, and mailing it to: PO Box 398839 San Francisco, CA 94139-8839 along with your registration. You may also register your alarm system by completing the application online via this website and paying the registration fee at that time. The registration of your alarm system is required by the Alarm Ordinance. If you have any questions please contact the Pleasant Hill False Alarm Reduction Program at (855) 809-2062 Monday through Friday 9 a.m. to 5 p.m.

The cost to register your alarm permit is prorated by month, and the fees are as follows:

January	\$65	July	\$35
February	\$60	August	\$30
March	\$55	September	\$25
April	\$50	October	\$20
May	\$45	November	\$15
June	\$40	December	\$10

### How often do I have to renew my permit and is there a cost to renew my permit?

Alarm permits must be renewed every year by January 15th. All permits expire on December 31st. You will receive a letter and invoice mailed to the address on file thirty days before the permit is set to expire. The cost to renew your permit is \$34.

### What is the cost of an alarm company permit registration?

There is no cost to register an alarm company.

### Where do the alarm service fees go?

The fees are used to offset the City's administrative costs of the program.

### Are false alarms a problem?

Yes, they are. Across the nation, the growth of alarm system ownership has resulted in a tremendous amount of false alarms. The response to false alarms has created an additional burden on our law enforcement agencies. Nationwide, approximately 99% or more of all the burglar alarms police respond on are false.

**What does the City hope to accomplish by enforcing the false alarm ordinance?**

The City wants to substantially reduce the number of false alarms that both the police respond to.

**Will I be charged for alarm activations that are not false?**

No, you will never be charged for an alarm activation that is not false. This ordinance allows charges for false alarms only.

**What are the fines associated with false alarms?**

False alarm activations within a calendar year will result as follows:

Alarm Activation:

1-2	\$ 0
3	\$127
4	\$127 & Suspension

**If I am assessed a fine/fee, can I pay online?**

Unfortunately, we do not accept online payments at this time.

**Do I have to register my car alarm?**

No, car alarms do not need to be registered.

**If I choose to pay my fine/fee by check, where do I send it?**

The mailing address is:  
Pleasant Hill False Alarm Reduction Program  
PO Box 398839  
San Francisco, CA 94139-8839

**If I disagree with an assessed fee, can I appeal?**

The Alarm User may appeal an assessment of a false alarm fine to the Alarm Administrator. The Alarm User may do so by setting forth in writing the reasons for the appeal within thirty (30) days of the notice date. A decision will be rendered in writing. Be sure to include the following with 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

Appeals must be sent to:  
Pleasant Hill False Alarm Reduction Program  
PO Box 398839

**If I disagree with the Alarm Administrator's or his/her designee's appeal finding, can I appeal that decision?**

The decision of the alarm administrator is final.

**What will happen if I do not pay the alarm fines?**

Failure to pay the fees/fines within 30 days can result in suspended police response to a location.

**What is the effective date for the ordinance?**

The alarm ordinance was enacted in 1992 January 16, 2008.

**If I received duplicate alarm invoices at my address; what can I do?**

If you received a duplicate alarm invoice, please contact us at (855) 809-2062, Monday through Friday from 9 a.m. to 5 p.m. so we can delete the incorrect invoice(s).

**Where can I read or obtain a copy of the ordinance?**

The alarm ordinance is posted online on this website, under the Prevention tab.

**Who can I call if I have additional questions or comments?**

Call us at (855) 809-2062, Monday through Friday from 9 a.m. to 5 p.m.