

## DIVISION 2. BURGLAR AND HOLDUP ALARM SYSTEM INSTALLATION STANDARDS.

### Sec. 9-130. Definitions.

(a) For the purpose of this Division, and Divisions 3 and 4, the following words, terms, and phrases shall have the meaning given herein:

- (1) **Alarm Business** means any business which sells, installs, leases, maintains, repairs, replaces, alters, services, monitors, or responds to an alarm system.
- (2) **Alarm Signal** means the activation of an alarm system.
- (3) **Alarm Site** means a single premises or location served by an alarm system. Each tenancy, if served by a separate alarm system, in a multi-tenant building shall be considered a separate alarm system.
- (4) **Alarm System** means a device or series of devices, including, but not limited to, systems interconnected with radio signals, which are designed to emit or transmit a remote or local audible, visual, or electronic signal indicating an alarm condition. Alarm system includes devices activated automatically, such as burglar alarms, and devices activated manually, such as holdup and duress alarms. Alarm System does not include Fire Alarm Systems and Alarm Systems which monitor temperature, humidity or any other condition not directly related to the detection of an unauthorized intrusion into a premises or an attempted robbery at a premises; an alarm installed on a vehicle; or an alarm designed to alert only the inhabitants of a premises that does not have a sounding device which can be heard on the exterior of the premises.
- (5) **Alarm user** means the person who uses an alarm system at the person's alarm site.
- (6) **Automatic Dialing Device** means any device, which is interconnected to a telephone line and is programmed to select a predetermined telephone number, then transmit a prerecorded voice or code message signaling the existence of entry or criminal activity at the protected premises.
- (7) **Central Monitoring Station** means a commercial company whose primary business is monitoring alarm signals and performing contracted services for alarm users.
- (8) **Certification or Certified** means the system has been inspected by a licensed burglar and holdup alarm contractor or technician licensed in Maryland and/or Prince George's County and that the system meets all the requirements of this Code and all other applicable national or local codes.
- (9) **Chief of Police or Chief** means the Chief of the Prince George's County Police Department or designee.
- (10) **Control Panel** means the central processing unit designed to manage and control an alarm system.
- (11) **Direct Connection (hard-wired)** means an alarm system, either silent or audible, that transmits an alarm signal via interconnecting wires to a remote location dedicated to that purpose.
- (12) **Dual Technology Sensor** means a single device that is manufactured to require two simultaneous inputs by two different technologies to cause alarm activation.
- (13) **Duress Alarm** means the deliberate activation of a silent alarm by entering at a touchpad a code different from the normal arm/disarm code, or by a separate deliberate act at other device(s).
- (14) **False Alarm** means any request for immediate Police Department assistance which is not in response to actual or threatened criminal activity or activation of an alarm system which results in an emergency response by the police to an alarm site for which the responding police officer finds no evidence of a criminal offense or attempted criminal offense at the alarm site. An emergency response to an alarm signal which is cancelled by the alarm user or alarm business prior to the time the responding police officer reaches the alarm site shall not be considered a false alarm. False alarms include negligently or accidentally activated signals; signals which are the result of faulty, malfunctioning, or improperly installed or maintained equipment; or signals which are purposely activated to summon the police in non-emergency situations.
- (15) **Holdup Alarm** means a silent alarm generated by the deliberate activation of a holdup device.
- (16) **License or permit** means a license or permit issued to an alarm business or an alarm system user by the Chief of Police.
- (17) **Local** means an alarm system that sounds audibly at the protected premises.
- (18) **Nonresidential or Commercial Alarm User** means any alarm user that is not a residential alarm user.
- (19) **Panic Alarm** means the deliberate activation of an audible alarm.
- (20) **Police Connection** means direct connection in which the remote location is a police facility.
- (21) **Residential Alarm User** means the occupant of any dwelling unit with an alarm system.

(22) **Silent Alarm** means an alarm system that has no audible sound at the protected premises.

(23) **Touchpad** means a device that allows control of an alarm system by the manual entering of a coded sequence of numbers or letters.

(24) **Wireless System** means those types of systems which transmit electromagnetic waves or messages through the air from remote sensor devices to the control panel to indicate a condition exists for which an alarm signal should be sounded or from a control device to arm/disarm the system, activate the alarm signal or reset the system.

(CB-122-1979; CB-25-1983; CB-96-1989; CB-102-1995)

### **Sec. 9-131. Alarm system installation standards.**

(a) All burglar and holdup alarm systems shall be installed and serviced only by persons licensed as burglar and holdup alarm contractors. The contractor shall have a Master Electrician's License or a Master Electrician's License, Limited, in addition to an Alarm Business License.

(b) Prior to requesting final inspection approval of an alarm system, the burglar and holdup alarm contractors shall certify that each new burglar and holdup alarm system has been installed in accordance with the provisions of Sections 9-118 and 9-132; that it has been inspected and found to be operating normally; and that the alarm user has been instructed with regard to the system operation.

(c) Each alarm installation shall be thoroughly inspected by a licensed contractor upon request of the Chief after a false alarm has occurred and there is no explainable reason for the false alarm.

(d) Where an alarm system is malfunctioning, the alarm user shall either turn the alarm system off or have it repaired promptly by a licensed contractor.

(CB-122-1979; CB-96-1989; CB-102-1995)

### **Sec. 9-132. General installation requirements for burglar and holdup systems.**

(a) In addition to the requirement set forth in the National Electrical Code, alarm systems shall be subject to the following requirements. Where there is a conflict with the most recently adopted edition of the NEC, the most stringent requirement will apply.

#### **(1) Power Supply.**

(A) Every alarm system must have standby power sufficient to operate the system in a non-alarm status (without being the cause of an alarm activation) for a minimum of four hours.

(B) Every alarm system must have a U.L. 1449 listed (or better) surge protector installed between the transformer and:

(1) The 110 voltage source used to supply power to the master control panel; and

(2) Any power device connected to the system but powered separately. Any alarm system that has a multiphase power service and a dedicated transformer to that premises (building) only does not require surge protection as described above.

(C) Every residential alarm system control panel must have either:

(1) Push on/pull off connectors to the battery and a description of the transformer location permanently affixed to the inside of the control panel; or

(2) An on/off switch that disconnects the battery and the transformer from the central processing unit inside the control panel.

(D) Transformers must be affixed to an electrical outlet.

(E) Every alarm system must have a supervised standby power supply that causes a local annunciation when standby power falls below the manufacturer's recommended specifications.

#### **(2) Grounding.**

(A) Every alarm system must be grounded under NEC (National Electrical Code), NBFAA (National Burglar and Fire Alarm Association), U.L. 681, or manufacturers' standards.

#### **(3) Sensors, Actuators, and Signal Devices.**

(A) Any door or window contact installed for the purpose of activating the alarm system must be hermetically sealed if used on solid-state control panels.

(B) Any holdup alarm (requiring push button activation) must use simultaneous two-button activation or a keyed manual reset after activation.

- (C) Any panic or medical/emergency alarm activation must cause an audible alarm.
  - (D) All audio detection devices must be either volumetric sound detectors with operator analysis or detectors that require two different inputs within one-half second (or less) to generate an alarm.
  - (E) Any residential alarm system with an audible alarm must have a sufficient number of sound generating devices to alert or awaken all normal hearing occupants within the alarm user's premises that an alarm has been activated.
  - (F) Every alarm system using a digital communicator must have a proper phone interface device as required by FCC accessible to the alarm user and mounted within 24 inches of the control panel.
  - (G) Any audible alarm must automatically silence the annunciator within 30 minutes after activation.
- (4) Alarm Housings and Control Units.
- (A) All alarm system equipment shall be either Underwriters Laboratory or Factory Mutual listed.
  - (B) All alarm system equipment shall be used only for the purpose intended by the manufacturer and installed per manufacturers' specification.
  - (C) Any alarm system that has a touchpad or other device designed to allow the user to activate the alarm (when in the disarm mode) must be configured as follows:

AUDIBLE	SILENT
(a) Panic	(d) Duress
(b) Fire	(e) Holdup
(c) Medical/Emergency	

- (5) **Wiring.**
- (A) All alarm system wiring must meet NEC (National Electrical Code) standards and be a minimum of 22 gauge, or meet manufacturer's specifications (whichever is the higher standard). Wiring run through plenum ceilings must be plenum rated.
  - (B) Any wire splice must be "hot" soldered and taped, or "B" connected according to manufacturers' specifications. "B" connectors must not be crimped with other than a tool recommended by the manufacturer.  
(CB-122-1979; CB-96-1989; CB-102-1995)

**Sec. 9-133. Reserved.**

**DIVISION 3. BURGLAR AND HOLDUP ALARM USER'S LICENSE AND REGISTRATION.**

**Sec. 9-134. Alarm user permits.**

- (a) Permit. Every alarm user shall obtain an alarm user permit for each alarm system he operates on commercial or residential premises within this County from the Chief of Police. No permit will be issued for any system utilizing an Automatic Dialing Device which is programmed to transmit a prerecorded message or code signal directly to a telephone number assigned to the Prince George's County Police Department.
- (b) Disclaimer. Registration of an alarm system is not intended to, nor will it, create a contract, duty, or obligation, either expressed or implied, of response. Any and all liability and consequential damage resulting from the failure to respond to a notification is hereby disclaimed and governmental immunity, as provided by law, is retained. By registering an alarm system, the alarm user acknowledges that police response may be based on factors such as: the availability of police units, priority of calls, weather conditions, traffic conditions, emergency conditions, or staffing levels.
- (c) Alarm User Permit Application.
  - (1) Residential Alarm User Permit Application. Each application or application for renewal for a residential alarm user permit must contain, but is not limited to, the following information:

(A) Registration Number assigned by the County (if renewal);  
(B) Name, address, telephone number of the alarm user;  
(C) Dangerous or special conditions information at the alarm site;  
(D) Type of alarm system: burglary, robbery, panic, duress, medical alert, etc.;  
(E) Names, addresses, and telephone numbers of two (2) persons (an alarm business will be acceptable in lieu of one (1) person) who are able to and have agreed to:

- (i) Receive notification of an alarm activation at any time;
- (ii) Respond to the alarm site within one (1) hour; and
- (iii) Grant access to the alarm site and deactivate the alarm system if such becomes

necessary;

(F) Name, address, and telephone number of alarm business that installed and/or monitors the alarm system, if applicable. A statement as to whether the alarm user has ever previously registered an alarm system in Prince George's County;

(G) An acknowledgment that they must keep a copy of the alarm permit application form and installation certificate or certification at the alarm site and must produce such registration information for inspection upon reasonable request by the Chief of Police;

(H) Any other information deemed necessary by the Chief of Police.

(2) Commercial or Nonresidential Alarm User Permit Application. Each application or application for renewal for a commercial or nonresidential alarm user permit must contain, but is not limited to, the following information:

- (A) Registration Number assigned by the County (if renewal);
- (B) Nonresidential alarm user's name and trade name, if different;
- (C) Employer ID number (EIN);
- (D) Street address where alarm system is located, including room or suite number;
- (E) Telephone number at the alarmed location;
- (F) Type of business or activity conducted at the alarmed location;
- (G) Type of alarm system: burglary, robbery, duress, panic, etc.;
- (H) Dangerous or special conditions information at location;
- (I) Parent company name, address, and telephone number;
- (J) Name and telephone number of person responsible at the parent company location for the

alarm system at the alarm site;

(K) Names, addresses, and telephone numbers of three (3) persons (an alarm business will be acceptable in lieu of one (1) person) who are able to and have agreed to:

- (i) Receive notification of an alarm activation at any time;
- (ii) Respond to the alarm site within one-half (1/2) hour; and
- (iii) Grant access to the alarm site and deactivate the alarm system if such becomes

necessary;

(L) Name, address, and telephone number of alarm business that installed and/or monitors the alarm system, if applicable;

(M) A statement as to whether the alarm user had ever previously registered an alarm system or been issued a permit in Prince George's County;

(N) An acknowledgment that they must keep a copy of the alarm permit application form and installation certificate or certification at the alarm site and must produce such registration information for inspection upon reasonable request by the Chief of Police;

(O) Any other information deemed necessary by the Chief of Police.

(3) The information in the application shall be maintained current at all times. Any changes in the application information must be forwarded to the Chief within ten (10) days.

(4) The alarm user shall make provision for silencing the local audible alarm within one-half (1/2) hour from the time the signal is received by the Police Department, either automatically or by one of the authorized persons.

(5) It shall be the responsibility of the alarm user to insure that the system is properly operated, maintained, inspected, and repaired as required herein.

(6) An alarm user permit is valid only for the premises registered and is not transferable to another alarm user or premises. A new permit must be obtained for each alarm site.

(7) Exemptions. Local, State, or Federal government facilities are exempt from payment of permit fees and false alarm response fees, but are requested to register alarm site specified in this Division if Prince George's County police personnel are normally expected to respond to alarms at these facilities.

(c) Alarm User Permit Fees.

(1) There shall be a Fifty Dollar (\$50.00) nonrefundable, commercial alarm permit fee for the first two years. The fee may be paid by the alarm user or the alarm business. Payment shall accompany the application.

(2) There shall be a nonrefundable biennial commercial alarm renewal fee of Fifty Dollars (\$50.00). The fee may be paid by the alarm user or the alarm business. Payment shall accompany the application.

(3) There shall be a Twenty-five Dollar (\$25.00) fee for duplicate registration stickers.

(4) If an alarm user permit has been revoked or suspended, a reinstatement fee of One Hundred Dollars (\$100.00) must accompany a reinstatement application.

(5) There shall be no permit fee or renewal fee for a residential alarm permit.

(d) The information contained in an alarm user permit application required by this Section and other information received by the Chief of Police through correspondence or communications with an alarm user shall be securely maintained and restricted to inspection only by police officers or County employees specifically assigned the responsibility for handling and processing alarm user permits in the course of official duties. If any employee of the County is found to have knowingly or willfully revealed the information contained in an alarm user permit application or in correspondence or communications with an alarm user to any other person for any purpose not related to this Subtitle or official law enforcement matters and without the express written consent of the alarm user supplying such information, the County employee shall be guilty of a misdemeanor.

(e) Upon the issuance of a permit, the permittee shall be given a registration sticker with a registration number which shall be posted at the main entrance of the alarm site in such a manner as to be readily seen by police without entry.

(f) Any alarm user who operates an alarm system without first obtaining a permit as required by this Section, or who, after having a permit revoked or suspended, or is indebted to the County for false alarm fees and/or fines incurred by the alarm user under the current or a previous permit and after exhausting his rights to hearing and appeal, fails to disconnect the alarm system shall be in violation of this Division. (CB-122-1979; CB-120-1983; CB-49-1984; CB-92-1985; CB-41-1990; CB-29-1995; CB-102-1995)

**Sec. 9-135. False alarms.**

(a) For each false alarm from the alarm user's alarm system, an alarm user shall pay a false alarm response fee, as set forth in the following table:

<b>FALSE ALARM SIGNAL OCCURRENCE</b>	<b>FALSE ALARM RESPONSE FEE</b>
1st, 2nd, or 3rd	No fee
4th, 5th, or 6th	\$50.00
7th, 8th, or 9th	100.00
10th, 11th, or 12th	150.00
13th or greater	200.00

(b) False alarm response fees are payable within ten (10) days of the receipt of the notification that fees are due. The failure to pay the false alarm response fee within thirty (30) days of notification shall be grounds for revocation or suspension of such permit. Fees not paid within sixty (60) days shall be referred to the County Attorney for collection.

(c) After an alarm user's alarm system has six (6) or more false alarms in a 12-month period, the alarm user must have the alarm system recertified by a licensed burglar and holdup alarm contractor. This recertification, along with a Twenty-five Dollar (\$25.00) recertification fee, shall be submitted to the Chief within thirty (30) days after receipt of the notice that recertification is necessary. Failure to have an alarm system recertified as required by this Section shall be grounds to place the alarm user's system in a police non-response status or to revoke or suspend the alarm user's permit.

(d) After an alarm user's alarm system has twelve (12) or more false alarms in a 12-month period, the alarm user must have the system upgraded to meet current County standards or upgraded to a more reliable system technology, which shall include, but not be limited to, the installation of dual technology sensor devices. System upgrading must be accomplished within thirty (30) days after receipt of the notice that system upgrading is required. The system upgrade must be accomplished by a licensed burglar and holdup alarm contractor. The alarm system user shall submit a certification of the system upgrade, along with a Fifty Dollar (\$50.00) certification fee, to the Chief. Failure to have a system upgraded as required by this Section shall be grounds to place the alarm user's system in a police non-response status or to revoke or suspend the alarm user's permit.

(e) False alarm response fee waiver.

(1) A false alarm response fee may be waived if the alarm system was activated by an act of God, including violent conditions of nature, such as blizzards, earthquakes, high intensity winds, extreme thunderstorms, lightning, electrical surges, or other extraordinary circumstances not reasonably subject to the control of the alarm system or alarm user. The request for a waiver of the false alarm fee shall be made in writing and shall include a statement which details the reason, if known, for the false alarm.

(2) If it is determined by the Chief that a false alarm signal was due to an event beyond the reasonable control of the alarm user, the alarm signal event shall not be considered a false alarm and the fee shall be waived.

(3) If alarm signals were caused by a malfunctioning alarm system which caused two or more false alarms in a twelve-hour period and the alarm user and the alarm monitoring business exercised their best efforts to limit alarm signals caused by the malfunction, all false alarms within a single twelve-hour period will be counted as one false alarm.

(f) False alarm appeal process and filing fee.

(1) An alarm user may appeal the determination by a police officer that an alarm signal was a false alarm to the Chief within ten (10) days after a notice of a false alarm is received by the alarm user.

(2) The appeal must be in writing and contain sufficient information to determine whether the responding police officer's determination that the alarm signal was a false alarm was correct. Any appeal must be accompanied by a Twenty-five Dollar (\$25.00) filing fee which shall be returned to the alarm user if the alarm signal is not determined to be a false alarm or if the false alarm fee is waived.

(3) The Chief shall review the appeal and render a written decision based on the facts presented by the appeal. The Police Department's daily alarm records shall be prima facie evidence that a false alarm has occurred and shall constitute a presumption which may be rebutted by the alarm user. The appeal shall be resolved in favor of the alarm user unless a preponderance of evidence indicates that the alarm signal was a false alarm.

(4) Any appeal of the Chief's decision of the Chief to uphold the determination of a false alarm shall be made to the Prince George's County Board of Administrative Appeals. The appeal shall be based on the record developed by the Chief, consisting of the Police Department's reports, the alarm user's written appeal and any documentation submitted therewith, and the Chief's determination.

(5) The amount of the false alarm response fee is not appealable.

(6) The alarm user must pay the false alarm response fee for a false alarm within thirty (30) days after receipt of the Chief's decision upholding the determination that a false alarm has occurred unless the alarm user appeals the determination to the Board of Administrative Appeals.

(7) The Chief shall not hear any appeal regarding a dispute between an alarm user and an alarm monitoring business concerning responsibility for a false alarm or a series of false alarms.

(g) Upon receipt of a notice of intent to revoke or suspend an alarm user's permit pursuant to Subsections (e) and (f) of this Section, the alarm permit holder may within ten (10) days of such receipt submit a written request by first class mail, return receipt requested, for a hearing before the Chief of Police setting forth the reasons that his permit should not be revoked or suspended. Written notice of the time and place of the hearing shall be served on the holder of the permit by the Chief of Police by certified mail at least ten (10) days prior to the date set for the hearing.

(h) At the hearing before the Chief of Police, the alarm user, or his authorized representative, shall have the right to confront and examine witnesses, and to present evidence on his own behalf. After the hearing, the Chief of Police may either issue an order of revocation, withdraw the notice of revocation, or suspend the permit until reimbursement or such time that he is satisfied that the cause or causes of the false alarms have been eliminated.

(i) Any alarm user whose permit has been revoked or suspended pursuant to this Section shall have the right, within ten (10) days after receiving notice of revocation from the Chief of Police, to file a written appeal by first class mail or hand delivery with the Board of Appeals; and no alarm user shall be required to discontinue use of his alarm system prior to the expiration of such ten (10) day period. Such appeal shall set forth the specific ground or grounds on which it is based. The Board of Appeals shall hold a hearing on the appeal within thirty (30) days after its receipt, and shall cause the appellant to be given at least ten (10) days written notice of such hearing. At the hearing, the appellant or his designated representative shall have the right to present written or oral argument, or both, in support of his appeal. The Board of Appeals shall issue its decision within ten (10) days after the hearing.

(j) If an alarm user files an appeal pursuant to Subsection (i) of this Section, he shall not be required to discontinue the alarm system until a final decision is made on his appeal.

(k) If a monitored alarm system user permit is revoked or suspended, the alarm user's alarm business or monitoring company will be notified by the Chief to not request police dispatch on any alarm signal to the alarm user's location until the alarm user permit is reissued or the suspension is lifted.

(CB-122-1979; CB-25-1983; CB-49-1984; CB-80-1985; CB-29-1995; CB-102-1995)

#### **Sec. 9-136. Reserved.**

#### **Sec. 9-137. Enforcement and penalty.**

(a) The failure of any person to obtain an alarm user permit as required in Sections 9-132 and 9-134 or obey any order of the Chief of Police of suspension or revocation of an alarm user permit after such person has exhausted his rights to hearings or appeals constitutes a misdemeanor punishable by a court of competent jurisdiction by a fine of up to Five Hundred Dollars (\$500.00) and/or 60 days in jail. Each day that such violation continues after the expiration of the period allowed for compliance under the provisions of this Subtitle shall constitute a separate offense.

(b) In lieu of a violation notice, the Chief of Police may issue a citation pursuant to Subtitle 28, Division 3, to any person or persons who operate, monitor, install, modify, certify, sell, or use a burglar or holdup alarm system in violation of this Division or Subtitle 9, Division 2. The citation shall serve as notification to the person that he has committed a civil violation and must pay to the County a monetary fine, subject to the person's right to trial under Section 28-257 of the County Code.

(c) The person issued the civil citation shall be subject to a monetary fine of Two Hundred Fifty Dollars (\$250.00) for each violation of this Division and/or Subtitle 9, Division 2.

(d) Each day a violation continues is deemed a separate offense and is subject to an additional citation and fine.

(e) In addition to the other remedies provided herein, the County Attorney, on behalf of the County, may institute an injunction, mandamus, or other appropriate action or proceeding to enforce the provisions of this Division or Subtitle 9, Division 2.

(CB-122-1979; CB-102-1995)

#### **Sec. 9-138. Exemptions within Municipalities.**

(a) Any municipality within Prince George's County may, by the adoption of an Ordinance or Resolution, exempt burglar alarm users within the municipal boundaries from the licensing requirements of Division 3 provided that such municipality provides 24-hour per day, 7-day per week on-duty police coverage, and meets such other standards insuring adequate municipal police coverage as the Chief of Police may establish by regulation.

(b) The exemption shall be effective upon delivery of a copy of such Ordinance or Resolution to the Chief of Police.

(c) When a municipality has exempted burglar alarm users from the application of Division 3, the County Police shall not be required to respond to burglar alarms within the municipal limits, but may do so at their discretion.

(CB-38-1982; CB-49-1984; CB-29-1995; CB-102-1995)

#### **DIVISION 4. ALARM BUSINESS LICENSE.**

##### **Sec. 9-139. Alarm business license requirements.**

(a) Any person engaging in an alarm business in Prince George's County must apply to the Chief of Police for a license to operate as an alarm business. Such application must be signed by either the owner of the business for a sole proprietorship, one partner for a partnership, or a corporate officer for a corporation, and must be approved by the Chief.

(b) The license application must include:

(1) The name, address, Fax and telephone number of the alarm business, its business organization (Sole Proprietorship, Partnership, or Corporation), and Employer ID number (EIN);

(2) The number of active residential and nonresidential alarm customers in Prince George's County with which the alarm business conducts business;

(3) The name, address, and telephone number of the official responsible for the operation of the alarm business in Prince George's County;

(4) Background criminal history information;

(5) Complete list of associated (contracted) alarm businesses, including name, address, telephone number, and alarm business license number, that may alter, install, lease, maintain, monitor, repair, replace, sell at retail, service, or respond to an alarm system in Prince George's County;

(6) An alarm business that is incorporated in a state other than Maryland, must include on the alarm business license application form the name and address of the Resident Agent located in Maryland.

(c) License applications must be accompanied by a biennial, nonrefundable processing fee of Three Hundred Dollars (\$300.00), which will be due and payable biennially on the anniversary of the issuance of the alarm business license. If the alarm business license has been revoked or suspended, a reinstatement fee of One Hundred Dollars (\$100.00) plus the regular fee must accompany a reinstatement application.

(1) An applicant must not conduct business in Prince George's County until the alarm business license is approved.

(2) An applicant must give written notice of any changes to the information contained in the application to the Chief within ten (10) days of the change.

(d) Should an alarm business license be suspended, revoked, or refused, the alarm business must notify, by first class mail, within five (5) days, each of its alarm users that the alarm business is unable to request Prince George's County Police dispatch to the user's alarm system for the duration of the suspension, revocation, or refusal. The alarm business must also provide the Chief, by first class mail, within five (5) days, a list containing the name and complete address of the alarm business's registered alarm users.

(e) A licensed alarm business must not enter into a contract regarding their business in the County with an alarm business that does not have a valid County alarm business license.

(f) The owner, partner, or corporate officer of an alarm business must conduct a criminal history background check on all employees of the alarm business involved in the sale, installation, monitoring, or maintenance of an alarm system. The background check must cover the past seven (7) years.

(g) Any licensee or applicant who requests a hearing before the Chief to show cause why an alarm business license should not be revoked or suspended or the license application should be granted or renewed must include an appeal filing fee of \$150.00.

(h) An alarm business without a current County license must not request a police response to an alarm signal from an alarm system in the County.

(CB-102-1995)

**Sec. 9-140. Alarm business license revocation and appeals.**

(a) The Chief of Police may refuse to grant a license under this Division to an alarm business, and may suspend, revoke, or refuse to renew the license of an alarm business, if he finds that the alarm business:

- (1) Fails to perform installation, repairs, maintenance, or other work in a workmanlike manner;
- (2) Regularly provides customers with faulty, defective, or malfunctioning equipment;
- (3) Requests a police response to an alarm signal when the alarm user has not authorized the alarm business to make the request;
- (4) Requests a police response to an alarm signal when the alarm business has been notified that the alarm user has not:
  - (A) Registered the user's alarm system as required under Section 9-134;
  - (B) Paid an alarm response fee due under Section 9-135 or appealed the false alarm;
  - (C) Conformed their alarm system to County installation standards under Section 9-132;
- (5) Does not comply with procedures for requesting a police response to an alarm signal established under Section 9-141;
- (6) Submits false information on an alarm business license application;
- (7) Enters into a contract regarding their business in the County with an alarm business that does not have a valid alarm business license;
- (8) Had a similar license suspended, revoked, or refused in another jurisdiction;
- (9) Knowingly, after reasonable inquiry, has an officer, manager, agent, or employee involved in the sale, installation, monitoring, or maintenance of alarm systems who has been convicted of a felony, or a misdemeanor involving theft, within the past seven (7) years; or
- (10) Violates any other provision of this Division; Subtitle 9, Division 3; or any other law or regulation relating to the sale installation, monitoring, or maintenance of alarm systems.

(b) Before revoking, suspending, or refusing to grant or renew a license under this Section, the Chief must give the licensee an opportunity for a hearing to show cause why the license should not be revoked or suspended, or the license application should be granted or renewed. The licensee or applicant must be given 15 days written notice of the hearing, by personal service or certified mail delivered to the last address provided by the licensee or applicant. The notice must specify the time, date, and place of the hearing, and must contain sufficient information to give the licensee or applicant notice of the nature of the complaint. The notice must specify that the licensee or applicant has a right to representation by counsel and that the licensee's license may be suspended or revoked or the applicant's license may not be granted or renewed by the County.

(c) Any appeal of a decision of the Chief to suspend, revoke, or deny an alarm business license must be made to the Prince George's County Board of Administrative Appeals within ten (10) days after notification of the Chief's decision.

(CB-102-1995)

**Sec. 9-141. Alarm business responsibilities.**

(a) An alarm business that installs, causes to be installed, permits to be installed, alters, maintains, repairs, replaces, services, or monitors any alarm system must ensure that an alarm user has obtained a permit for the alarm system before the alarm system is activated or placed into service.

(b) The alarm business must provide a certification to the alarm user that the system has been installed or currently meets the alarm system requirements of Divisions 2 and 3 of this Subtitle. This certification, which must be submitted with the permit application, must also state that the person designated by the alarm user as responsible for alarm system operation has received training sufficient to prepare the alarm user to operate the system without false alarms caused by improper operation and that the alarm user has been informed that they must obtain a permit from the Chief of Police before police dispatch may be requested by an alarm monitoring business.

(c) An alarm business that sells at retail any alarm system or equipment to an alarm user must provide the purchaser the proper alarm user permit information, including, but not limited to, a summary of the alarm user law, the application form and fee information, and the requirement that a certification from a licensed burglar and holdup alarm contractor must accompany the permit application.

(d) Procedures to request police response.

(1) Before requesting a police response to an alarm signal, an alarm business must attempt to verify every alarm signal, except a duress alarm activation, by a telephone call to the alarm user or other person(s) designated by the alarm user.

(2) An alarm business must not request a police response to an alarm signal until the alarm system has been properly licensed.

(3) An alarm business must provide the following information when contacting the Police Emergency Communications Center (ECC), to report an activated alarm signal and to request a police response:

(A) Name of the alarm business reporting the activated alarm, name or employee number of the alarm business employee making the report, and a toll-free callback telephone number;

(B) Registration number issued to the alarm user;

(C) Location of the activated alarm, including complete business or homeowner's name, street address, and telephone number;

(D) Type of alarm (such as audible or silent, robbery, hold-up, duress, panic, burglary). If the alarm system is zoned, give the specific location of the alarm activation (such as interior, perimeter, vault, motion detection);

(E) Any available information about the nonresidential site (such as if the business is open or closed, guards on site, guard dogs, dangerous or special conditions within the location);

(F) Any available information about the residential site (such as if the homeowner is present or out of town, presence of pets, handicapped individuals, etc.);

(G) If a representative of the alarm user or alarm monitoring company is responding and their estimated time of arrival.

(4) An alarm monitoring business shall not request a police response to an alarm signal if the alarm business has been notified by the Chief that the alarm user has an unpaid alarm response fee due and has not appealed the false alarm, or if the alarm user has been notified that the alarm system does not conform to the installation standards under this Subtitle.

(5) An alarm monitoring business must cancel any request for police response immediately when the alarm business determines that the alarm signal is a false alarm.

(e) An alarm monitoring business must notify the alarm user or his designee in writing within seventy-two (72) hours after the alarm business requests police response to a signal from the user's alarm system.

(f) The alarm monitoring business must keep a record of the date and time for each alarm signal which required a police response and the date, time, and method by which the registered alarm user or designee was notified. Such records must be retained for at least one (1) year and must be made available for inspection within five (5) days, upon request by the Chief or a representative designated to inspect such records.

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