

# GLENDALE'S ALARM ORDINANCE FACT SHEET & FAQ'S

---



---

Glendale Police Dept.  
Alarm Program

w: [glendaleaz.com/police](http://glendaleaz.com/police)

t: 623-930-2466

e: [AlarmCoordinator@glendaleaz.com](mailto:AlarmCoordinator@glendaleaz.com)

---

Page 1

## WHY DOES GLENDALE NEED AN ALARM ORDINANCE?

Glendale city officials determined an ordinance was needed due to an increasing number of false alarms. In 2009, police responded to nearly 10,000 alarm calls in which 98% were false calls. When officers respond to false alarms, it removes them from their normal routine patrols and also delays their availability to legitimate police emergencies.

## WHAT IS THE PURPOSE OF THE ALARM ORDINANCE?

The purpose of the alarm ordinance is to minimize or even eliminate false alarms in Glendale for both residences and businesses.

## WHAT DOES THE ORDINANCE REQUIRE ME TO DO?

The ordinance requires all alarm system owners or operators to obtain a free Glendale Alarm Permit. You then must maintain and operate your alarm system in such a way as to eliminate false alarms.

## WHY DO I NEED A PERMIT? WHAT HAPPENS IF I DO NOT GET ONE?

To implement the provisions of the ordinance, the police department needs to know where alarm systems are being operated and who is responsible for their use. Information provided in your permit application will be kept confidential. This information will help police officers to contact you if your property is broken into or damaged by criminals. Failure to obtain a free permit is a violation of the ordinance and may result in a \$100 fee if police respond to an alarm at your system address.

## HOW MUCH DOES A GLENDALE ALARM PERMIT COST?

Glendale Alarm Permits are FREE! Do not include any money with your application and do not pay any person or company to obtain your permit for you.

## HOW DO I OBTAIN A GLENDALE ALARM PERMIT?

To obtain a Glendale Alarm Permit, you need to complete an application. Applications are available online at [www.glendaleaz.com/police](http://www.glendaleaz.com/police) and printed applications are available at each of our police facilities:

**Main Headquarters Building – 6835 N. 57th Drive**

**Gateway Substation – 6261 N. 83rd Avenue**

**Foothills Substation – 6255 W. Union Hills Drive**

Completed applications may be dropped off at each of these 3 police facilities or mailed to:

**Glendale Police Department  
Alarm Ordinance Coordinator  
6835 N. 57th Drive  
Glendale, AZ 85301**

## HOW OFTEN DO I HAVE TO RENEW MY PERMIT AND IS THERE A COST TO RENEW MY PERMIT?

Alarm permits must be renewed annually. All alarm permits expire on December 31st each year. You will receive a notice when your alarm permit is about to expire. Renewal of your Glendale alarm permit is also free.

# GLENDALE'S ALARM ORDINANCE FACT SHEET & FAQ'S

---



---

Glendale Police Dept.  
Alarm Program

w: [glendaleaz.com/police](http://glendaleaz.com/police)

t: 623-930-2466

e: [AlarmCoordinator@glendaleaz.com](mailto:AlarmCoordinator@glendaleaz.com)

---

Page 2

## WHAT IS THE DEFINITION OF A “FALSE ALARM”?

Glendale City Ordinance Section 3-2 defines a false alarm as, “Any activation of an alarm not caused by or as a result of a criminal act or unauthorized entry, except for activation for testing purposes when the Police Department has been given advance notice of such testing or activation caused by the Police Department.” Any activation of an alarm system that results in a police response must be the result of criminal or attempted criminal activity. Otherwise it will be considered a false alarm.

## HOW CAN FALSE ALARMS BE AVOIDED?

The best way to avoid a false alarm is to become familiar with the operation of your alarm system and educate your family members or employees as to how it is armed and disarmed. Program your alarm system with realistic delays so you will have time to leave the residence or business after arming the alarm system. Work with your alarm company if you believe your alarm system equipment is faulty or malfunctioning. If your alarm is inadvertently activated, contact your alarm company immediately to cancel the alarm. Make sure everyone who uses your alarm system knows the access and cancellation codes.

## WHAT ABOUT FALSE ALARMS CAUSED BY THE WEATHER?

False alarms caused by, “An unusual, extraordinary, sudden and unexpected manifestation of the forces of nature, which cannot be prevented by reasonable human care, skill or foresight...” are defined as an Act of God and will not be counted as a false alarm (Glendale City Code Sec. 3-2). This would include major storms.

## WHAT IF I DO NOT AGREE THAT I AM RESPONSIBLE FOR A FALSE ALARM?

If you disagree with the assessment of a fee for a false alarm, you may appeal the assessment by writing a letter to the Glendale Police Alarm Coordinator explaining why you believe the fee should not be assessed. If the matter is not decided to your satisfaction, you may appeal the decision to a 3rd party hearing officer.

## WILL THE POLICE DEPARTMENT STOP RESPONDING TO MY ALARM?

The Glendale Police Department will continue to respond to alarms from your residence or business no matter what the status of your permit or status of your fee account. You will, however continue to be assessed increasing fees for every false alarm attributed to your alarm system.

## WHAT WILL HAPPEN IF I DO NOT PAY MY FEES FOR FALSE ALARMS?

Failure to pay assessed fees in a timely manner is a violation of the alarm ordinance. Additional fees may be accrued and ultimately you may be charged with a Class 1 Misdemeanor. Any individual responsible for an alarm system who persists in failing to obtain an alarm permit and/or fails to pay fees assessed in accordance with this ordinance will be charged with a Class 1 Misdemeanor in Glendale City Court.

## WHAT ABOUT MY MEDIC ALERT DEVICE?

Medical alert devices, audible alarms affixed to automobiles, audible fire alarms, and residential panic alarms are not subject to the provisions of this ordinance.