



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: City-Monitored Silent Alarm System

MEETING DATE: August 19, 1992

PREPARED BY: City Manager

RECOMMENDED ACTION: That the City council direct staff to discontinue the City-monitored silent alarm service.

BACKGROUND INFORMATION: This item has appeared on previous city council agendas of March 4, 1992 and August 5, 1992. Copies of those council Communications and appropriate exhibits are attached (Exhibit A).

At its last regular meeting, the City Council reviewed the results of a survey of the business community conducted by the police Department. Mr. David Rice, owner of Bitterman's Jewelry, 10 N. School Street, who assisted in the development of the survey form, was present at that meeting and requested more time to personally contact those businesses that did not respond to the survey.

Police Captain Larry Hansen will be in attendance to assist in the presentation. Mr. Rice will be apprised that this item appears on this agenda.

FUNDING: Non required

Respectfully submitted,

Thomas A. Peterson
City Manager

TAP :br

Attachment

CCCOM575/TXTA.07A

APPROVED: _____

THOMAS A. PETERSON
City Manager



recycled paper

EXHIBIT A



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Discuss City-Monitored Silent Alarm Service

MEETING DATE: August 5, 1992

PREPARED BY: city Manager

RECOMMENDED ACTION: That the City Council direct staff to discontinue the City-monitored silent alarm service.

BACKGROUND INFORMATION: At its regular meeting of Wednesday, March 4, 1992 the City Council received a report from staff requesting that the Council concur in the action of staff to discontinue the silent alarm service monitored by the Police Department. Attached (Exhibit A) is a copy of the Council Communication of that date which addresses this matter. Nothing has occurred since then to alter the information and position presented in that report.

At the March 4 meeting, following a lengthy discussion, the City Council directed staff to survey the business community to determine the level of interest. The survey form was developed with the assistance of Mr. David Rice, owner of Bitterman's Jewelers, 10 N. School Street. Mr. Rice has been the leading proponent of the City of Lodi remaining in the business of monitoring a silent alarm service. The survey form was mailed, with a self-addressed return envelope, to 228 businesses. Of this number, only 25 indicated an interest in subscribing to such a service, although at this time we do not know the costs to individual businesses. It is interesting to note that not a single bank or savings and loan institution expressed an interest in such a service. Bitterman's Jewelers was the only jewelry store in the City expressing interest. Police Captain Larry Hansen coordinated the survey and a copy of his compilation of the results is also attached (Exhibit B). He will be in attendance at Wednesday night's meeting to answer my questions Councilmembers may have.

It is the staff's position that the City's remaining alarms can be adequately served by a private alarm company or by an alternate method thereby eliminating the need for the alarm panel as it presently exists or its replacement.

FUNDING: None required

Respectfully submitted,

Thomas A. Peterson
THOMAS A. PETERSON

City Manager

TAP:br

Attachments

CCCOM561/TXTA.07A

APPROVED _____

THOMAS A PETERSON
City Manager



recycled paper



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Discontinue Silent Alarm Service Monitored by Police Department

MEETING DATE: March 4 1992

PREPARED BY: City Manrger

RECOMMENDED ACTION: That the City Council concur in the actfon of staff to discontinue the silent alarm service monitored by the Police Department.

BACKGROUND INFORMATION: Last summer the City Council was ddvised via a memorandum that it was the City's intention to terminate the silent alarm service monitored by the Police Department. That memo advised that "unless I (City Manager) hear from Councilmembers to the contrary, we will move ahead with this effort...." A second memo was sent to the City Council last November referencing the earlier memo and stating that "we are now ready to do so (terminate) an6 will proceed as planned."

The Police Department, in a letter dated January 3, 1992, advised the 28 subscribers to this service that the department would no longer maintain the silent alarm board. The letter gave a disconnect deadline of February 6, 1992. with a provision for a 30-day extension from that date if the time frame created a hardship. This deadline was subsequently extended an additional 30 days to April 6, 1992. Two months have elapsed since the notification letter was mailed and as of this writing the Police Department has received just two calls of complaint. One complainant was unhappy initially, but understood the reasons for the action. He was granted a 30-day extension and advised the Police Department that he was moving ahead with addressing his silent alarm needs. The only other complaint was received from Nr. David Rice, owner of Bitterman's Jewelry. 10 N. School Street, who appeared before the City Council at its regular meeting of Wednesday, January 15, 1992, to present his protest in person.

There are a small number of City and County work stations and equipment rooms connected to the system and the dispatchers will continue to monitor those until the system completely "crashes." Over half of these are located in the Public Safety Building (Police Department) itself. These alarms are almost never activated and thus pose little, if any, additional load on the dispatchers. Upon the complete failure of the existing alarm system, the City will evaluate alarm system technologies at that time and recommend action as deemed appropriate.

APPROVED _____

THOMAS A PETERSON
City Manager



A

AGENDA TITLE: Discontinue Silent Alarm Service Monitored by Police Department
MEETING DATE: March 4 1992
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The reasons for the decision to terminate this service were enumerated in the original memo distributed to the City Council. They bear repeating:

- It has been determined that this silent alarm board operation is obsolete.
- The system has become periodically unreliable, and we are experiencing problems and an increasing difficulty in locating parts.
- We have created a false sense of security for those businesses currently tied into the system.
- There exists the potential of City liability and as a result, the majority of California cities no longer provide this service.
- There are a number of local alarm companies available to provide this service.

As a direct result of Mr. Rice's requests for additional information, proposals to install a replacement system were solicited from four private alarm companies. Two were Lodi firms; one in Stockton; and one in the Bay Area (San Mateo). The bids ranged widely from a low of \$14,800 to a high of 644,649. The range would lead one to logically conclude that the various equipment proposed also varied widely in capabilities.

The issue here is not whether a silent alarm system can be installed at a cost of \$14,000 or \$44,000. The issue is: should the City of Lodi remain in the silent alarm business? It is the recommendation of staff that the City should not. The Dispatch Center is already crowded with calls for service, many of which are of an emergency nature, and some of which bear directly on the life safety of the officers involved. In the midst of this activity, the City's dispatchers should not be saddled with the additional burden of having to prioritize responses to silent alarms. The department has always, and will continue to respond to silent alarms. But the screening of these alarms should be the responsibility of private alarm companies who are in the business of providing this kind of service. The fact that approximately 90%-95% of the silent alarm calls the Police Department receives are "false alarms" lends further support to the City's termination of this service. It is important to note that there remains in San Joaquin County not a single other law enforcement agency still in the silent alarm business.

AGENDA TITLE: Discontinue Silent Alarm Service Monitored by Police Department
MEETING DATE: March 4 1992
Page Three

Finally, there are significant numbers of previous subscribers to the service who have already made arrangements to convert their alarm systems to private alarm companies. They have done so at no small expense. It has cost them money. For example, all of the banks and savings and loan institutions are no longer connected to the City's silent alarm board. With the exception of Mr. Rice, the City has not heard from any of the remaining handful of businesses and residents who had previously subscribed to this service. Having received no inquiries from these individuals in the two months since the original contact regarding the termination of service was made. we can only assume that they have either made other arrangements or have concluded they have no continued need for alarm services.

To now renege on the City's prior announcement that it would be terminating this service would be most unfair to those businesses and residents who have taken the City at its word.

FUNDING: None required

Respectfully submitted,



Thomas A. Peterson
City Manager

TAP :br

L O D I P O L I C E D E P A R T M E N T

M e m o r a n d u m

EXHIBIT B

To: Thomas Peterson
City Manager

From: Captain Larry D. Hansen
Patrol Division Commander

Date: July 27, 1992

Subject: BUSINESS ALARM SURVEY

On June 24, 1992 the alarm monitoring survey was mailed to 228 city businesses. The following results were noted:

1. 37 surveys were returned (unopened) with no forwarding address
2. 191 surveys were assumed to be delivered
3. 57 (of 191) responses were completed and returned to Lodi Police Department
4. This is a survey return rate of 30%
5. Of the 191 businesses who received the survey, 25 (or 13%) indicated they would like to be connected to Lodi Police Department

Included with this memo are the business alarm survey results, with the following attachments:

- A. Businesses interested in connecting to the alarm system
- B. Businesses not interested in connecting to the alarm system
- C. Current alarm subscribers (a total of 9)
- D. City alarms

Based on the results of this survey, it is my recommendation that the City of Lodi discontinue the alarm monitoring service. I have consulted with a private alarm company and they have determined they could monitor all city alarms, thus relieving us of the alarm monitoring business. However, Lodi Police Department Dispatch could continue to monitor our existing "panic buttons".

I believe the results of the survey offer an interesting profile of the businesses in our community. I would refer you to the summary of the survey results for any further analysis.

Respectfully submitted,

Capt. Larry D. Hansen
Captain Larry D. Hansen
Patrol Division Commander

LDH: jh

BUSINESS ALARM SURVEY RESULTS

1. Business name: (Addresses listed on Attachments A & B):

<u>Interested in System (A)</u>	<u>Not Interested in System (B)</u>
Poser's TV and Radio	King Videocable
Apache Armory	Longs Drug Stores #48
Bitterman's Jewelers	Danz Jewelers
Nick's Gun Works	Burtons Shoes
Al's Wheel & Brake	Valley Ind.
Lodi Coin & Precious Metals	Plaza Liquors #2
Midas Muffler and Brake	Newman 6 Ramsey Insurance
Lodi Sporting Goods	Country Kitchen
Sak's TV and Home Furnishings	Lodi Video Station
Lodi Funeral Home	Doors Plus, Inc.
Robinsons Western Store	Christensens Fashions
Baumbach and Piazza	Cherokee Auto Body
Star Market #1	Lodi Fab Industries
Air Pacific Compressors, Inc.	Bello Cabinets
VariPro System	Lodi Fisco
Gannon Trucking	Stan's Business Machines
M 6 R Company	E & L Market
Radio Plus	Farmers 6 Merchants Bank
Jack in the Box	Dobler's Ski Cottage
Dependable Precision	Wright Insurance Agency
Lodi Warehouse Distributors	Michele's Antiques
Ag Industrial Mfg., Inc.	Hollywood Cafe
Guarantee Repair Service	Lodi Metal Tech., Inc.
Star Market #2	The Toggery
Ehler's Auto	Wallace Computer Services
	San Joaquin Vet. Clinic
	Allied Disc Grinding
	Ming's Smorgi Restaurant
	Radio Shack
	Great Adventures
	Lodi Tent & Awning
	Bank of Lodi

2. Type of business:

(See Attachments A and B)

3. Identify your risk concern:

High Risk:

Expensive inventory - easily carried away	17	30%
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Moderate Risk:

Moderate to expensive inventory - easy to difficult to carry away	27	47%
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Low Risk:

Low to medium price inventory - easy to difficult to carry away	13	23%
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	57	100%
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4. Describe your concerns for employee safety:

Four respondents expressed concern about employee safety.
Eleven respondents expressed concern about robbery.

5. Type of your existing alarm system:

A. Silent	3	5%
B. Audible	10	18%
C. Silent & Audible	43	75%
D. None	1	2%
	<hr/>	
	57	100%

6. Does anyone monitor your alarm system?

YES	53	93%
NO	4	7%
	<hr/>	
	57	100%

7. Please identify who monitors your system.

Bay Alarm	16	28%
American Alarm Electronics	12	21%
Alamo	5	9%
Lodi Police Dept.	4	
Sonitrol	3	
No Response	3	
Lodi Security System	3	
Valley Alarm	2	
ADT	2	3%
None	1	2%
The neighbors do	1	
Honeywell Protection	1	
Tandy Security System	1	2%
Centurion Alarm	1	2%
The System Alarm Co.	1	2%
Advanced Alarm Technology	1	2%
	<hr/>	
	57	100%

8. Do you own your alarm system?

YES	33	58%
NO	22	39%
NO RESPONSE	2	4%
	<hr/>	
	57	100%

9. Is your system serviced by an alarm company?

YES	50	88%
NO	6	10%
NO RESPONSE	1	2%
	<hr/>	
	57	100%

10. Do you have an alarm service contract with your alarm company?

YES	43	75%
NO	13	23%
NO RESPONSE	1	2%
	<hr/>	
	57	100%

11. Do you have a current monitoring/maintenance agreement with your alarm company?

YES	41	82%
NO	10	18%
NO RESPONSE	0	0%
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	51	100%

12. Do you have a current agreement for response time?

YES	14	24%
NO	42	74%
NO RESPONSE	1	2%
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	57	100%

13. Do you have an agreement with your alarm company to call you before the Lodi Police Department is called?

YES	21	37%
NO	32	56%
NO RESPONSE	2	3.5%
YES AND NO	2	3.5%
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	57	100%

Comments:

1. Police called first
2. We have good reason on several occasions
3. Call police first
4. They call both depending on extent of break in
5. When select zones are activated and during normal working hours

14. What is your estimate of how many "employee error" type alarms you have on a monthly basis?

a. None	32	56%
b. .5 a month	6	10%
c. 1 a month	6	10%
d. 1-2 per year	10	18%
e. 5 a month	1	2%
f. No Response	2	4%
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	57	100%

15. What is your estimate of how many "equipment malfunction" type alarms you have on a monthly basis?

a. None	33	58%
b. .5 a month	5	9%
c. 1 a month	4	7%
d. 1-2 per year	11	19%
e. 5 a month	1	2%
f. No Response	3	5%
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	57	100%

16. How many burglaries, unauthorized entries, and vandalism have you had in the past year?

a. None	41	72%
b. 1 Per Year	6	11%
c. 2-4	3	5%
d. 5-8	4	7%
e. 12-15	2	3%
f. No Response	1	2%
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	57	100%

17. Do you use special pass codes with your alarm company?

YES	43	76%
NO	11	19%
NO RESPONSE	3	5%
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	57	100%

18. Do you have an alarm permit issued by the City?

YES	40	70%
NO	10	18%
NO RESPONSE	7	12%
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	57	100%

19. Would you be interested in connecting to an alarm system monitored by the Lodi Police Department at a cost to be determined?

YES	25	44%
NO	29	51%
NO RESPONSE	3	5%
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	57	100%

Comments:

- 1) Mildly interested
- 2) If no other service is needed
- 3) If cost is reasonable
- 4) Perhaps, if more prompt response could be assured
- 5) Corporation would not sanction
- 6) Possibly, we're fairly happy with our current setup. Low cost = interest.
- 7) Not if I have to maintain a secondary system
- 8) Unless the cost is less than I pay now
- 9) Too many business costs now
- 10) Would be too much money
- 11) I feel that the private companies can and are doing a great job
- 12) I do not feel that our police department should have to service private businesses when other means are available

20. If it were possible for you to connect to an alarm system monitored by the Lodi Police Department, would you be willing to establish a system that is also simultaneously monitored by a private alarm company?

YES	24	42%
NO	24	42%
NO RESPONSE	8	14%
MAYBE	1	2%
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	57	100%

NOTE: Of the 25 respondents who said they would like to be connected to LPD, 3 said they were not willing to establish a separate system and 1 said maybe. Of the 29 respondents who said they would not like to be connected to LPD, 3 said they were willing to establish a separate system.

Comments:

- 1) Not unless you think it is necessary
- 2) Perhaps, if a more prompt response time could be assured
- 3) Already done
- 4) We currently have such a system

- 5) If confusion as to responsibility was eliminated between the two services
- 6) Maybe
- 7) If the cost was not too high, and the city police department recommended them as a reliable service
- 8) In existence at our business now
- 9) Possibly, depends on cost involved
- 10) Already monitored by private alarm company
- 11) Depends on cost
- 12) Perhaps, if it were a free service
- 13) I would not be willing to pay the additional cost involved as my private system has been adequate for 9 years
- 14) If no charges were incurred

21. Are you currently satisfied with your present alarm company?

YES	47	82%
NO	6	11%
NO RESPONSE	4	7%
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	57	100%

Comments:

- 1) Not completely - the time taken to notify police of alarm is not consistently fast enough
- 2) Lodi Police Department is solely responsible for our alarm monitoring
- 3) Not applicable, Lodi Police Department only monitors alarm
- 4) I would feel safer if we were monitored by our police department
- 5) Since I got rid of my other alarm company, I haven't had any problems, with the other company, I was robbed 3 times

22. Does your present alarm company offer guards or contract service personnel to secure your premises in the event of window smash/burglary at your business?

YES	7	12%
NO	40	70%
NO RESPONSE	10	18%
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	57	100%

Comments:

- 1) They will arrange to provide this service at additional cost
- 2) Not sure
- 3) Not sure
- 4) Not that I know of
- 5) very interested in direct police monitoring

Survey Results
Page 7

- 6) Not applicable
- 7) Not sure
- 8) Unknown
- 9) Not applicable
- 10) Damage is covered and repaired, and employee ; guard store
- 11) Unknown
- 12) Unknown
- 13) Unknown
- 14) Unknown
- 15) We are required to secure alarm after each alarm condition

BUSINESSES INTERESTED IN CONNECTING
TO AN ALARM SYSTEM MONITORED BY LPD
(Page 1 of 2)

Poser's TV and Radio
208 S. School Street

Apache Armory
920 S. Cherokee Lane WF

Bitterman's Jewelers
10 N. School Street

Nick's Gun Works
440 E. Lodi Avenue

Al's Wheel & Brake
334 E. Lockeford Street

Lodi Coin & Precious Metals
105 W. Walnut Street

Midas Muffler and Brake
325 E. Kettleman Lane

Lodi Sporting Goods
858 W. Kettleman Lane

Sak's TV and Home Furnishings
200 N. Sacramento - Service Dept.

Sak's TV and Home Furnishings
210 W. Pine Street - Sales Dept.

Lodi Funeral Home
725 S. Fairmont Avenue

Robinsons Western Store
101 E. Lodi Avenue

Baumbach and Piazza
323 W. Elm Street

Star Market #1
741 S. Cherokee Lane

Air Pacific Compressors, Inc.
826 N. Sacramento Street

VariPro System
711 N. Sacramento Street

BUSINESSES INTERESTED IN CONNECTING
TO AN ALARM SYSTEM MONITORED BY LPD

(Page 2 of 2)

Gannon Trucking
1123 E. Vine Street

M & R Company
33 E. Tokay Street

Radio Plus
335 E. Kettleman Lane

Jack in the Box
419 W. Lodi Avenue

Dependable Precision
1111 S. Stockton Street

Lodi Warehouse Distributors
320 E. Lockeford Street

Ag Industrial Manufacturing, Inc.
110 S. Beckman Road

Guarantee Repair Service
101 Commerce Street

Star Market #2
2525 S. Hutchins Street

Ehler's Auto
217 N. Sacramento Street

BUSINESSES NOT INTERESTED IN CONNECTING
TO AN ALARM SYSTEM MONITORED BY LPD
(Page 1 of 2)

King Videocable
1521 S. Stockton Street

Longs Drug Stores #48
100 W. Lodi Avenue

Danz Jewelers
220 S. School Street

Burtons Shoes
17 W. Pine Street

Valley Ind.
1313 S. Stockton Street

Plaza Liquors #2
2420 W. Turner Road

Newman & Ramsey Insurance
402 W. Pine Street

Country Kitchen
3327 W. Lockeford Street

Lodi Video Station
550 S. Cherokee Lane #A

Doors Plus, Inc.
314 N. Main Street

Christensens Fashions
5 N. School Street

Cherokee Auto Body
314 N. Cherokee Lane

Lodi Fab Industries
1029 S. Sacramento Street

Bello Cabinets
1109 Black Diamond Way

Lodi Fisco
1150 Victor Road

Stan's Quality Business Machines
469 Murray

BUSINESSES NOT INTERESTED IN CONNECTING
TO AN ALARM SYSTEM MONITORED BY LPD
(Page 2 of 2)

E & L Market
844 S. Central Avenue

Fanners & Merchants Bank
121 W. Pine Street

Dobler's Ski Cottage
545 W. Lockeford Street

Wright Insurance Agency
2100 W. Kettleman Lane

Michele's Antiques
15 N. Cherokee Lane

Hollywood Cafe
315 S. Cherokee Lane

Lodi Metal Tech., Inc.
213 S. Kelly Street

The Toggery
28 S. School Street

Wallace Computer Services
1831 S. Stockton Street

San Joaquin Veterinary Clinic
523 W. Harney Lane

Allied Disc Grinding, Inc.
1003 E. Vine Street

Ming's Smorgi Restaurant
1040 W. Kettleman Lane

Radio Shack
230 W. Kettleman Lane

Great Adventures Travel
605 W. Kettleman Lane

Lodi Tent & Awning Co., Inc.
1617 Ackerman

Bank of Lodi
701 S. Ham Lane

CURRENT ALARM SUBSCRIBERS

- 09 Posers TV and Radio
 208 S. School Street

- 10 Apache Gun Works
 920 S. Cherokee Lane

- 21 Bitterman's Jewelers
 10 N. School Street

- 36 Nick's Gun Shop
 440 E. Lodi Avenue

- 51 Al's Wheel & Brake
 334 E. Lockeford Street

- Lodi Coin & Precious Metals
 105 W. Walnut Street

- 13 Ehlers Garage
 217 N. Sacramento Street

- 28 Beckman Residence
 107 N. Avena

- 31 Big O Tires
 302 N. Cherokee Lane

- 38 Sorelli Jewelers
 9 N. School Street

ATTACHMENT D

CITY ALARMS

ZONE#	ALARM/LOCATION
01	Water Flow Alarm Police Basement
02	Smoke Alarm/Phone Computer Area
05	Heat Alarm Generator Room
07	Criminal Court
12	Boiler Room Diesel Police Department
14	Sewer Pit Pump Police Basement
15	Computer Room Alarm City Hall
22	Panic Alarm Carnegie Forum
24	Judge - LMC Department 1
26	City Hall Finance
27	City Manager Panic Button
40	Jail Smoke Alarm
48	Gasoline Sump Generator Room
52	Court - Department 2
54	Burglar Alarm Carnegie Forum
	District Attorney Lodi Office