



FIRE PREVENTION DIVISION  
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## Policy for Malicious or Negligent False Alarms

### GOALS:

- To reduce or eliminate recurring false alarms in fire alarm and fire sprinkler monitoring systems.
- To encourage on-going maintenance and employee training relating to fire alarm and fire sprinkler monitoring systems.
- To ensure proper performance of monitoring services by holding alarm system owners and monitoring companies accountable for incorrectly reported alarms.

### POLICY:

- Malicious or negligent false alarm incidents will be monitored by the Fire Prevention Bureau.
- One malicious or three negligent false alarms at the same address within a six-month period shall result in a billing for Fire Department cost recovery.

### DEFINITIONS:

1. **Malicious false alarm** is the deliberate sending or reporting of an alarm for which no such fire or emergency exists.
2. **Negligent false alarm** is an alarm signal for which no fire or emergency exists, that is caused by system malfunction, employee error, failure to notify when testing, incorrect reporting by monitoring service or other such circumstance causing an alarm that, in the judgment of the Fire Marshal, is under the control or influence of the system owner.

## **PROCEDURE:**

### **First False Alarm:**

A letter is sent by Fire Prevention to the owner/manager explaining the policy regarding false alarms in a six-month period beginning with the first false alarm.

### **Second False Alarm:**

A letter is sent by Fire Prevention to the owner/manager notifying them of impending charges for the cost of our response to any additional false alarms through the end of a six-month period commencing with the first false alarm.

### **Third or More False Alarms:**

The building owner is sent a bill for costs associated with each and every false alarm until a full six-month period of non-false alarm activity has been re-established.

### **Normal Status:**

Once a six-month period of time is established where Fire Department does not respond to any false alarms, the facility is placed back on normal status and the above procedure is repeated for future false alarms.

### **Invoicing:**

All invoicing for cost recovery shall be performed by Fire Prevention.

Included with each billing invoice will be a copy of appropriate incident report, and a letter of explanation.

### **Authority to Recover Costs:**

Authority to recover costs associated with malicious or negligent false alarms if per City of Napa Policy Resolution No. 16.

### **Modification and Interpretation of This Policy:**

When, in the opinion of the investigating Fire Prevention Officer, special circumstances exist that are beyond the control of the building owner, this policy may be modified to meet the intent of this policy.

**Policy Supervision:**

The Fire Marshal shall supervise the application of this policy and approve any modifications where special circumstances may exist.

**Schools:**

Student-generated malicious false alarms may be billed to the parents of the offender for first events, provided that a Fire Department response is generated, and an incident report is filed.

**Records:**

A file shall be kept in the Fire Prevention Office for each offending address having false alarms.

Files shall be continually updated and shall contain all written correspondence with the building owner.