



City of Arts & Innovation

PRESS RELEASE

Police Department
SERGIO G. DIAZ
Chief of Police

FOR IMMEDIATE RELEASE

September 16, 2018

CONTACT:

Officer Ryan J. Railsback
Public Information Officer
Community Services Bureau
railsback@riversideca.gov
(951) 373-6032 *(Media Contact)*

RIVERSIDE POLICE UNVEIL NEW ALARM ENFORCEMENT WEBSITE

Riverside, CA – The Riverside Police Department has launched a new Police Alarm Management System, coordinated by our Alarm Enforcement Unit. This online system will enable home and business security alarm users within the city of Riverside to purchase and pay for the required alarm permit, and/or pay any penalty fees incurred for excessive false alarm activations.

Alarm permits are currently a one-time fee of \$16.00. Through the new online system, you will be able to update your permit with “Responsible Party” or “Contact Information.” Business owners can link all of their accounts together under one for efficiency and convenience. Also, an alarm permit customer will be able to easily view their yearly alarm activation counts and invoices.

As per Riverside Municipal Code Chapter 5.58, alarm user permits are required on premises owned, rented, or leased if an alarm system is to be installed. Alarm activations are one of the more frequent calls our dispatch center gets with over 13,000 received last year. On average, 97 percent of alarm activation calls are deemed false, so it is very important for people to make sure their systems are functioning properly to avoid potential fees for multiple police responses. But when the police need to contact an alarm system owner due to an emergency or actual

4102 Orange Street, Riverside, CA 92501 | Phone: (951) 826-5700 | RiversideCA.gov

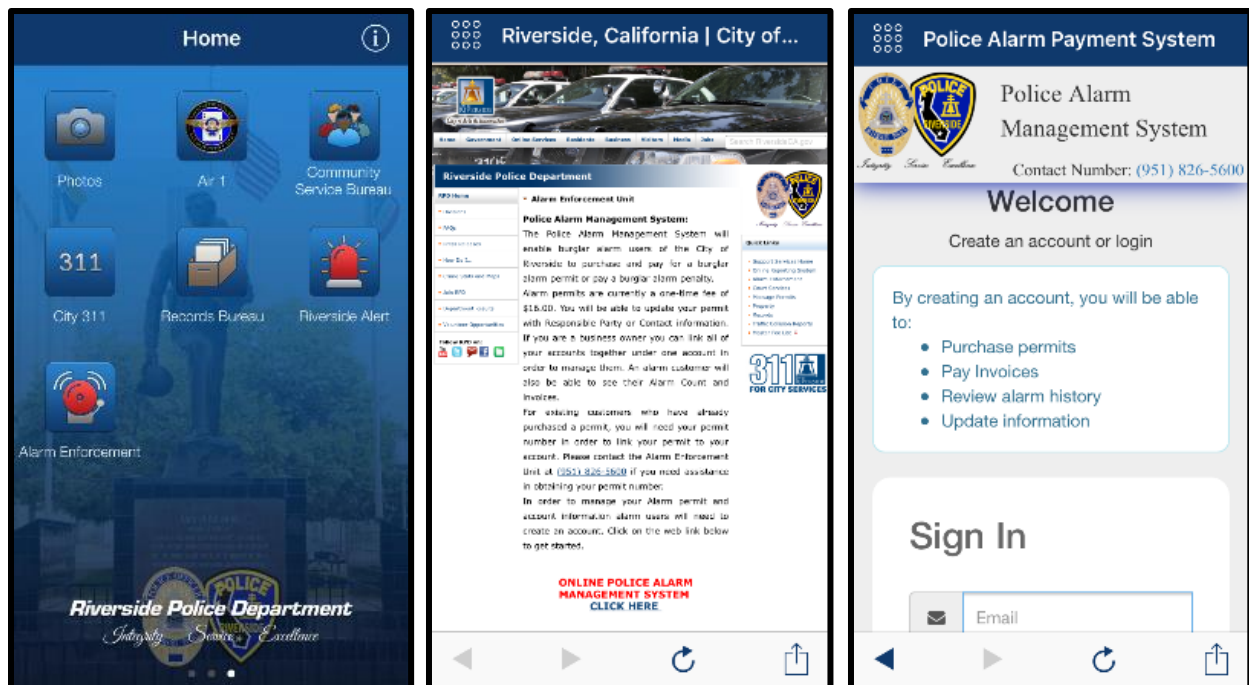


burglary, it is just as important to have the most updated contact information. Our new website allows alarm permit users to keep that information current.

Go to <https://www.riversideca.gov/rpd/support/records/alarm/aldefault.asp> to access the new Alarm Management System. New users can create a new account to purchase an alarm permit. Existing permit holders will use your permit number to link to your account. Please contact the Alarm Enforcement Unit at (951) 826-5600 if you need assistance in obtaining your permit number.

With today's technology, the Riverside Police Department is ready to meet the needs of our community members who will have the capability of managing their accounts and making payments quickly and easily. Additionally, access to the new website will be available through our mobile application, which can be downloaded for free on Apple and Android smartphones under "Riverside Police Department."

For more information about this new system, as well as other helpful links to avoid false alarm response fees and better protect your home or business, visit <https://www.riversideca.gov/rpd/support/records/alarm/aldefault.asp>. You can also contact the Alarm Enforcement Unit at (951) 826-5600 or email rpdalarms@riversideca.gov.



Police Alarm Management System
Contact Number: (951) 826-5600

Apply for Permit
View Permits
Link Permit
View Invoices
Logout

If a permit already exists, by linking a permit by clicking Link Permit on the left navigation bar.

Welcome to the Alarm Management System

Here you can apply for a permit for your business or home.

New Customer:
Wait! If you have previously been issued a permit for this address, contact the alarm unit prior to purchasing a new permit. Once you are assigned your alarm permit number, you can link your permit.

Existing Customer:
If you already have a permit, click Link Permit. You will need your permit number.

For assistance, contact the Alarm Unit at (951) 826-5600

Apply for Permit Link Existing Permit

Police Alarm Management System
Contact Number: (951) 826-5600

Apply for Permit
View Permits
Link Permit
View Invoices
Logout

Alarm Permit Application

By providing your email address below, all correspondences, including invoices, will be emailed. A temporary permit number (TPA) will be assigned. A permanent number will be assigned once the address has been validated. If you already have a permit, call the Alarm Unit at (951) 826-5600 before applying. Permit fee: \$46.00

Alarmed Location

Resident/Business Name *

Address * Suite Zip *

Please enter the full portion of your address and select from one of the verified addresses. If successful you should see a green check mark (example below).

City * State * Zip *

Things not to do:
- Add any additional information like city, zip, etc.
- Do not add any additional characters.

Phone 1 Extension Phone 2 Extension
(000) 000-0000 Optional (000) 000-0000 Optional

Residential/Commercial *
Select One

Police Alarm Management System
Contact Number: (951) 826-5600

Residential/Commercial *
Select One

Apply for Permit
View Permits
Link Permit
View Invoices
Logout

Responsible Party

Copy values from Alarmed Location

Name * Phone 1 * Extension
Name (000) 000-0000 Optional

Address * Suite Phone 2 Extension
Address Suite/Apt (000) 000-0000 Optional

City * State * Zip *

Please provide your email address if you would like all correspondences, including invoices, emailed.

Contact Names

Name Phone 1 Extension
Name (000) 000-0000 Optional

Name Phone 2 Extension
Name (000) 000-0000 Optional

Police Alarm Management System
Contact Number: (951) 826-5600

Apply for Permit
View Permits
Link Permit
View Invoices
Logout

Please provide your email address if you would like all correspondences, including invoices, emailed.

Contact Names

Name Phone 1 Extension
Name (000) 000-0000 Optional

Name Phone 2 Extension
Name (000) 000-0000 Optional

Alarm Companies

Installed By
Select One

Monitored By
Select One

Cancel Submit Application