



Alarm Monitoring  
Information Packet  
for  
The City of Millbrae



Dear Millbrae Resident or Business Owner,

As you know, it is imperative that the police department receives as much information as possible very quickly when dealing with an alarm activation. To provide this service, the City of Millbrae invested considerable time in finding a system which is effective, contemporary and affordable. After extensive research, we decided on an alarm monitoring system which is already being used by many private alarm companies and we can now offer you the same service at a competitive price.

The City of Millbrae can monitor many types of alarms including burglar, hold-up, panic and fire alarms. This is the only way your alarm system can have a direct connection to the San Mateo County Sheriff's Office - Millbrae Police Bureau. Without the direct connection, your alarm signals are directed to a private alarm company which then relays the information to the police department by telephone. This takes time and it is one of the many reasons why we encourage the direct connection. In an emergency situation, there is no time to waste.

Thus far, we are pleased to report that the new alarm monitoring system is keeping emergency response times at a minimum and the amount of false alarms are also declining. We are hoping to see a continual reduction in the number of false alarm calls.

If you sign up now for the City of Millbrae's alarm monitoring service, your first two months of monitoring will be free. In addition, we will be happy to meet with you at the Millbrae Police Bureau to discuss converting your alarm system if you are already contracted with another alarm company.

If you would like to be monitored by the police department or if you have any questions about the alarm monitoring system, please contact Paola Gleeson between the hours of 9:00 a.m. to 4:00 p.m. The phone number is 259-2309.

Thank you for your time and consideration.

Sincerely,

Paola Gleeson  
Permit Officer  
City of Millbrae



## CHECKLIST

Enclosed you will find a referral list of private alarm companies who will provide you with a free estimate for the cost of hooking up your alarm system with the City of Millbrae. You will also find a copy of the alarm monitoring contract. The following is a checklist to help you with the planning of your alarm system:

- 1. Cancel your existing monitoring service with your alarm company. Determine your last day of monitoring service with your alarm company:  
Date \_\_\_\_\_ . (Disregard if you are not currently monitored).
- 2. Make an appointment with the alarm company you have chosen from the referral list.  
Alarm Company: \_\_\_\_\_  
Phone number: \_\_\_\_\_  
Date of appointment: \_\_\_\_\_
- 3. Complete the enclosed data sheet for the police department.
- 4. Call 259-2309 to make an appointment with Paola Gleeson. Please bring this letter and the completed data sheet. You will be issued an account number and an alarm monitoring contract.

Please note: It is important that your completed forms are turned in before the installation date.

If you have any questions about the enclosed forms, please contact Paola Gleeson at 259-2309.

# CITY OF MILLBRAE

## ALARM MONITORING SERVICE

Thank you for choosing the City of Millbrae to monitor your alarm system. We are pleased to provide you with this service.

The following are instructions for you to follow in case of a false alarm or a malfunctioning alarm system. Please note that we have listed the instructions in the order that they must be followed. We suggest that you file this information in a place where it can be easily located by all family members or employees.

### FALSE ALARM ACTIVATION

If your alarm is activated and you are certain that it is a false alarm:

1. Immediately call the Millbrae Police Bureau and tell the dispatcher that you have activated a false alarm.
2. Give the dispatcher your name and password/code.
3. Re-set the alarm.

Note: You will not be charged for a false alarm activation if you call the Police Department before police personnel arrive at your home or business.

### ALARM MALFUNCTION / ALARM TESTING

\* We recommend that you test your alarm system periodically. Please follow the instructions accordingly.

1. If your alarm system malfunctions or you want to test your alarm system, call the Millbrae Police Bureau and give the dispatcher your name and password/code. We will disregard any incoming signals during the maintenance or testing of your alarm system.
2. If your alarm system malfunctions, call your private alarm company for maintenance.
3. When your alarm system is functioning properly or you are done testing, call the police department once again so we will resume monitoring your alarm signals.

### VACATION

If you are planning a vacation, you may want to notify the police department ahead of time. The dispatcher will log the information into the computer and sign you up for a house watch upon request. Please let the dispatcher know that you are a subscriber of the monitoring service.

### PHONE NUMBERS

1. Millbrae Police Bureau.: 259-2300 or 697-1212
2. Alarm Co. name:
3. Alarm Co. phone #:

## **ALARM COMPANY REFERRAL LIST**

California Security Alarms  
1009 So. Claremont Street  
San Mateo, CA 94402

(650) 570-6500

Associated Security Alarm Company/Alarm Specialist  
1325 Howard Avenue, #504  
Burlingame, CA 94010

(650) 347-5551  
"Gary"

## INFORMATION FOR PRIVATE ALARM COMPANIES

RECEIVER PHONE NUMBER: PRIMARY 259-7755 & 259-8017

**ZONE NUMBERS:**

- 1 - BURGLAR
- 2 - FIRE
- 3 - PANIC (RESIDENCE) OR HOLD-UP (BUSINESS)
- 4 - MEDICAL
- 5 - DURESS
- 6 - TROUBLE
- 8 - DO NOT ACCEPT
- 9 - RESET/TEST

<p><b>PROGRAM: RADIONICS 6500, RECEIVES MULTI-FORMAT 2800 HERTZ HANDSHAKE 1800 HERTZ TALK PATH ACCEPTS: 3X1 AND 4X2 NO PARITY OR SUM CHECK ADEMCO, "SESCOA" &amp; "RADIONICS", MODEM, BFSK, 20-40 PPS</b></p>
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**\*\*ACCOUNT NUMBERS CAN BE FOUND ON THE CUSTOMER'S DATA SHEET. IF NOT, CALL THE CITY OF MILLBRAE at 650-259-2309.**

# MILLBRAE POLICE DEPARTMENT

## Alarm Data Sheet

### CUSTOMER INFORMATION

Residential     
  Business     
  Method of Payment: \_\_\_\_\_ Account #: \_\_\_\_\_  
   
 \_\_\_ Annually \_\_\_ Quarterly

ALARM LOCATION:

Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Cross Street: \_\_\_\_\_ Site Phone #: \_\_\_\_\_

OWNER INFORMATION:

Name: \_\_\_\_\_ Business Name (if applicable): \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone # \_\_\_\_\_ Work Phone # \_\_\_\_\_ Other Phones # \_\_\_\_\_

### RESPONSIBLE'S INFORMATION

If unable to reach owner, call:

<b>1. Name:</b>	<b>Password:</b>
<b>Street Address:</b>	<b>City:</b>
<b>Phone Number:</b>	<b>Zip:</b>
<b>2. Name:</b>	<b>Password:</b>
<b>Street Address:</b>	<b>City:</b>
<b>Phone Number:</b>	<b>Zip:</b>
<b>3. Name:</b>	<b>Password:</b>
<b>Street Address:</b>	<b>City:</b>
<b>Phone Number:</b>	<b>Zip:</b>
<b>4. Name:</b>	<b>Password:</b>
<b>Street Address:</b>	<b>City:</b>
<b>Phone Number:</b>	<b>Zip:</b>
<b>5. Name:</b>	<b>Password:</b>
<b>Street Address:</b>	<b>City:</b>
<b>Phone Number:</b>	<b>Zip:</b>

\*\*\* All Responsibles must have a key to the business and know how to reset the alarm. \*\*\*

**Please list names of all residents or employees of alarm location:**

NAME	PASSWORD

TYPE OF ALARM (circle all that apply)	
Burglary	Medical
Panic	Fire
Holdup	
Other (explain):	

ALARM SIGNAL (circle one)
Audible
Silent
Combination
Other (explain):

SPECIAL NOTES (circle all that apply)		
Call premise first?	Yes	No
Call owner first?	Yes	No
Weapon(s) on premise?	Yes	No
Dog(s) on premise?	Yes	No
Other (explain):		

ALARM COMPANY INFORMATION	
Alarm Company Name:	Phone Number:
Street Address:	City/Zip:

**ADDITIONAL INSTRUCTIONS**

<p>I, as subscriber, certify that all of the information contained within this form is true and correct. The subscriber agrees to notify the City of Millbrae immediately, in writing, if any or all of the above information changes.</p>	
<p>_____</p> <p style="text-align: center;">Signature</p>	<p>_____</p> <p style="text-align: center;">Date</p>