



## SUFFOLK FALSE ALARM REDUCTION PROGRAM ALARM SYSTEMS ORDINANCE CHAPTER 30

Nationwide, 94% of the time or higher when police are dispatched for an alarm call, it is false. The City of Suffolk is no exception.

False alarms cost the City of Suffolk and its citizens thousands of dollars per year and can take officers away from actual emergencies. To prevent unnecessary emergency response to false alarms, an alarm ordinance was revised to encourage all alarm users to properly use their alarm equipment and maintain its mechanical reliability.

On July 1, 2008 the Suffolk City Council approved a revised alarm ordinance. Chapter 30 was amended and established business and residential alarm code requirements. Following a competitive procurement process, the City of Suffolk selected Alarm Tracking and Billing Services of Colorado Springs, Colorado to administer the Alarm Reduction Program. It would be cost prohibitive for the City of Suffolk to build, operate, and maintain a false alarm tracking and billing system. Therefore, the City of Suffolk has contracted with this firm, which has expertise in administering false alarm reduction programs. All owners of alarm systems will receive a registration notice on behalf of the City from Alarm Tracking and Billing Services.

<b>Commercial and residential alarm users must register their systems and pay an annual registration fee:</b>				
<b>Residential and Commercial</b>	<b>Initial Registration Fee</b>		<b>\$25.00</b>	
	<b>Renewal Fees</b>		<b>\$10.00</b>	
<b>Fees for false alarms will be assessed during each registration period as follows:</b>				
<b>False Burglar Alarms:</b>	<b>First - Free</b>	<b>Second- \$50</b>	<b>Third - \$100</b>	<b>Fourth or more - \$150</b>
<b>False panic/robbery alarms:</b>	<b>First - Free</b>	<b>Second - \$100</b>	<b>Third - \$150</b>	<b>Fourth or more - \$250</b>

**Police response to alarms may be suspended after FIVE (5) false alarms within a one year registration period.** Reinstatement is permitted for suspended alarm users.

**Failure to pay your registration fee may result in your account being turned over to collections. In addition, there is a \$100 fee if police respond to a false alarm at a location where an alarm is not registered. Additional information on other service fees can be found at [www.atbservices.com/Suffolk](http://www.atbservices.com/Suffolk).** Your monitoring company must meet the Enhanced Call Verification requirements, an industry wide standard in Virginia, prior to requesting an alarm dispatch on burglar alarms. Your alarm company is also required to attempt to notify you within 24 hours of a dispatch request to your alarm site. Information on this process can be obtained through the below listed contact.

Your right to appeal shall be provided if you are assessed a fee for which you believe was not a false alarm.

### **What Can You Do To Prevent False Alarms?**

- Instruct all alarm users on the proper operation of your alarm system
- Secure all windows & doors before activation
- Know and rehearse the process to cancel an accidental alarm
- Notify your alarm company of any changes in responsible parties or problems with your system immediately
- Have your system checked annually by your alarm company

### **Some Common Problems That Cause False Alarms:**

- Weak alarm system backup batteries
- Open, unlocked, or loose fitting doors and windows
- Wandering pets
- Improper application or installation of motion detectors
- Helium filled-balloons
- Failure to properly train other users.

Further information is available at [www.atbservices.com/suffolk](http://www.atbservices.com/suffolk) or at toll free 1-866-950-8185.

For Information Contact:  
Alarm Tracking and Billing Services  
Toll free 1-866-950-8185  
Fax 719-634-6325  
[www.atbservices.com/suffolk](http://www.atbservices.com/suffolk)