



CITY OF SUFFOLK

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TO: ALL ALARM INSTALLATION AND MONITORING COMPANIES PROVIDING SERVICES IN THE CITY OF SUFFOLK, VA.

The Suffolk Police Department wants to drastically reduce false alarms within the City of Suffolk. On July 1, 2008 the Suffolk City Council approved a revised alarm ordinance, Chapter 30 (Alarm Systems -Police) of the Suffolk Municipal Code. The City of Suffolk subsequently entered into an agreement with ATB Services, with expertise in the area of false alarm reduction, to administer the City of Suffolk's Alarm Ordinance on our behalf.

I am contacting you because I need your help in reducing false alarms within our community. I also would like you to cooperate with the Suffolk Police Department and ATB Services to ensure that all alarm users within Suffolk properly register their alarms. We also need your assistance with "problem" alarm owners who have excessive false alarms, by improving their alarm system or providing training to the alarm owners as to how they should properly use their system.

Please provide ATB Services with a list of all existing alarm owners and their respective addresses you serve in the City of Suffolk **within 30 days** upon ATB's request. ATB Services will be contacting you in conjunction with this letter to provide specific instructions on how to make this process as easy as possible for all involved.

I appreciate the alarm industry working with the Suffolk Police Department and ATB Services to significantly reduce false alarms. With all of us working together, I hope that we can achieve a 40-50% reduction in false alarms within the next two years.

Thank you in advance for your cooperation.

Sincerely,

Tom Townsend
Chief of Police