

# False Alarm Ordinance Update

April 18, 2018



SANDY SPRINGS  
GEORGIA



## Statistics

- Week ending March 30:
  - Police
    - 135 total alarms
    - 135 of those false alarms (100%)
  - Fire
    - 20 false alarms
- Continuing national trend: 98-100% of alarm calls are false

## Alarm Ordinance

- Alarm companies fined for failure to register, failure to provide enhanced verification, or false alarm have 30 days to pay those fines
  - Fines under appeal are not included
  - To date: granted 135 appeals, denied 117 appeals
- To date, alarm companies have been fined approximately \$475,000 for violations with only \$156,000 of those fees collected by the city
  - 39 alarm companies are past due 90 days
  - 14 alarm companies are past due 120 days or more
- Staff, on behalf of the city, has been relaxed in enforcement of collections to allow time for alarm companies to adjust and reach minimum required standards

## At Issue

- Purpose of the false alarm ordinance is to reduce the number of improper (false) alarm calls to our 911 center.
  - False alarm calls tie up 911 operators from answering actual 911 emergency calls
  - False alarm calls tie up police and fire personnel from responding to actual emergencies and conducting proactive patrols
  - False alarm calls present a danger to fire personnel and residents, and subject the city to liability, when fire apparatus must respond with red lights and sirens
- Currently, fines for failure to meet the ordinance has been the city's only enforcement mechanism

## Solving the Issue

- I. No Response for any alarm company with past due amounts over 90 days
  - Alarm companies will receive written notification, with 5 business days to bring accounts into compliance
  - The city will post on its website ([sandyspringsga.gov/alarm](http://sandyspringsga.gov/alarm)) the names of companies which fail to remit and are placed on non response status
- II. Amend the Ordinance to require monitoring companies to notify their customers of any non response status.
- III. Update the Ordinance to require full, enhanced verification
  - Intrusion alarm calls must be verified by audio, video, or in person verification

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## Questions & Discussion

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