



**SANDY SPRINGS**

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## **Alarm Monitoring Company Alarm Dispatch Guidelines for City of Sandy Springs, GA**

### **GENERAL PROCEDURES:**

- If the alarm signal received is a Panic, Duress, Hold-up, Medical, CO, Elevator, or Residential Fire Alarm:
  - Call ChatComm directly at 404-843-6680 and request dispatch
  - No verification is required
  - False Alarm fees will apply when no evidence of criminal activity or other emergency is present
  
- If the alarm signal is an intrusion/burglar alarm and an alarm site representative cannot be reached:
  - Verify the validity to the activation (is there evidence of criminal activity or other emergency?)
    - Verification is made by audio, video, or private guard response
      - Video verification may be made by either:
        - Video monitoring at a professional monitoring center, or
        - Self-Monitored by the alarm user
    - If there is no verification and no evidence that a person (suspect or victim) is at the alarm site, the alarm is not eligible for dispatch. Do not call and request dispatch on an unverified alarm.
  - Once verified, call the Sandy Springs Call Center at 770-730-5600
    - Provide the required information to the call taker (verification method, address, permit numbers, etc.)
    - If the requirements are met the call will be transferred to ChatComm for dispatch
  
- If the alarm signal is an intrusion/burglar alarm and contact is made with an alarm site representative:
  - Attempt to verify the validity of the activation
  - If the representative is not at the alarm site, verification of criminal activity or other emergency must be made prior to requesting public safety dispatch. Do not call and request dispatch on an unverified alarm.



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- If the representative is at the alarm site and requests public safety dispatch, call the Sandy Springs Call Center at 770-730-5600 and:
  - Provide the required information to the call taker
  - The call will be transferred to ChatComm for dispatch
  - False Alarm fees may apply when no evidence of criminal activity or other emergency is present
- If the representative is at the alarm site and states it is a false alarm but cannot provide a proper cancellation code, dispatch may be requested. Call the Sandy Springs Call Center at 770-730-5600 and:
  - Provide the required information to the call taker
  - The call will be transferred to ChatComm for dispatch
  - False Alarm fees may apply when no evidence of criminal activity or other emergency is found

**DO NOT CALL AND REQUEST DISPATCH ON UNVERIFIED INTRUSION/BURGLAR ALARMS IF THERE IS NO EVIDENCE OF A PERSON EITHER IN NEED OR UNAUTHORIZED AT THE ALARM SITE**

### GENERAL AUDIO/VIDEO/GUARD RESPONSE VERIFICATION GUIDELINES

- Audio verification
  - Complete silence at the alarm site will not be considered verification of possible criminal activity
  - Reasonable, articulable sounds heard at the alarm site will be considered verification of possible criminal activity and will qualify the alarm signal for dispatch
    - Qualifying sounds include but are not limited to:
      - Footsteps
      - Whispering
      - Rummaging sounds (thumping, bumping, dropping, etc.)
      - Voices with no proper response to monitoring company challenges
- Video verification
  - Reasonable, articulable evidence that an unauthorized person is seen at the alarm site
  - The monitoring service should explain to the call-taker what was seen including a description of the person, direction of travel, etc.



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- Guard response verification
  - Reasonable, articulable suspicion that criminal activity was attempted or has occurred
    - Examples include but are not limited to:
      - Broken windows
      - Breached doors
      - Pry marks on windows or doors
      - Damaged window or door screens
      - Personal property stashed outside the alarm site

### AUDIO/VIDEO CLIP SHARING REQUIREMENTS AND PROCEDURES:

When an alarm activation is verified by audio or video, dispatch will be made based on the testimony of the alarm company. However a short media clip *must* be provided to ChatComm within 24 hours of requesting dispatch to the alarm.

- Professionally monitored audio/video:
  - Media clips should be sent as soon as possible, but no later than 24 hours after requesting dispatch
    - Clips must have reasonable evidence of suspected criminal activity as described by the monitoring company at the time dispatch is requested
  - The alarm company should advise ChatComm when to expect the clip
  - Media clips may be sent to [alarms@chatcomm.org](mailto:alarms@chatcomm.org)
    - [Please include in the subject line the date of the activation and property address](#)
    - [Please include in the body of the email, contact information of the sender](#)
      - [Alarm company name, phone # and contact name](#)
      - [Property owner name, phone # - and time of alarm activation](#)
  - Clips may have a maximum file size of 25MB
  - Clips should be in standard, easily played formats such as .mpg, .wav, etc.
  - Clips that require a proprietary video player will not be acceptable
- Self-monitored video (when user asks alarm company to request public safety dispatch on their behalf)
  - Alarm company should ask what the user heard/saw and explain that to ChatComm
  - Alarm company should advise the user of need to provide a media clip
  - Alarm company should assist the user in emailing the clip to ChatComm when possible



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- User may send clip directly to ChatComm, or
- User may send the clip to the alarm company who will forward it to ChatComm
- If no media clip will be available, alarm company should explain that to ChatComm as soon as possible and explain why

**Failure to provide the required media clip may result in additional fines as outlined in the ordinance.**