

# False Alarm Ordinance Revision

March 2021

# Alarm Company Engagement

- 11/2/20- Southeastern Alarms
- 11/12/20- ADT Alarms- Government Relation Advisors
- 11/17/20- SIAC- Stan Martin & Glen Mowrey
- 11/19/20- SCESA- Peter Norman, Adrienne Graham, Annie Wilson-
- 12/9/20- SCESA & Alarm Companies- CPI, Southern Burglar, Priority One, Anvis Alarm, and The Connection Xchange (monitoring company)
- Subsequent follow-up on: 1/29, 2/18, 2/28, and 3/1

# Revisions

# Alarm Management

- Alarmed locations are allowed 2 false burglar alarms in a permit year (with a graduated alarm penalty schedule)
  - After 2nd false alarm, the location is placed in a Verified response status to burglar alarms.
  - This places additional responsibilities only on those top offenders.
- Alarmed location in Verified response status with an additional false activation will be placed into a Suspended (no response) status for a period of 6 months for burglar alarms.
  - Can be removed from suspended response status by:
    - Obtaining alarm training for people at alarmed location, and
    - Verifying faulty alarm equipment is repaired.
  - Alarm dispatch requests with video or audio indication of a crime will be dispatched for service.

# Fine Schedule

- Keep current alarm fine schedule.
  - Incentivizes need to register and manage alarms.
  - Increase false fire alarm schedule to match police alarm schedule.
- Add fines for alarm companies into schedule.
- Billing Responsibilities
  - Alarmed location to be billed for false alarm activations
  - Alarm companies to be billed for failure to comply with administrative requirements of alarm ordinance

# Alarm Company- Updates

- Provide annual list of alarmed locations in City of Greenville
  - New alarmed locations are added as installed throughout the year
- Provide new alarm users information about the alarm ordinance and registration requirements
- Provide alarm permit # upon request for alarm dispatch
- If alarmed location is placed in Verified Response status; provide audio/visual evidence to 911 Center within 24 hours of dispatch request
- Work with City on Top Offenders and rectifying issues with location personnel and/or equipment

# City Internal Processes- Updates

- Provide monthly Top Offender reports to alarm companies for their monitored/installed accounts so they can assist in management.
- Implement 3<sup>rd</sup> party vendor to manage alarm billing
  - Manages citizen and alarm company permitting, community outreach, false alarm tracking and invoicing, appeals, and collections.
  - The 3<sup>rd</sup> party process provides more management of the alarm process than our one FT position can accomplish.

# Questions?