

False Alarm Ordinance Revision

May 2021

False Alarm Management

- Alarmed locations are allowed 2 false burglar alarms in a permit year (with a graduated alarm penalty schedule)
 - After 3rd false alarm, the location is placed in a Verified response status to burglar alarms.
 - This places additional responsibilities only on those top offenders.
- Verified Response- requires audio or video indication of a crime or a witness calling the incident in for service
- Alarmed locations 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.

City/Alarm Company Communication

- Alarm companies will provide an annual list of alarmed locations in City of Greenville. New alarmed locations will be added as installed throughout the year
- 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

Questions?