

Frequently Asked Questions Alarms

- **No. CITY ORDINANCE 1574 allows the suspension of responses to alarms for various reasons.**

- **Yes. CITY ORDINANCE 1574 states that an Alarm User Shall:**
 - 1. Maintain the premises and the Alarm System in a manner that will minimize or eliminate False alarms, and**
 - 2. Make every reasonable effort to respond or cause a representative to respond to the Alarm location within 20 minutes when notified.**
 - 3. Not manually activate an alarm for any reason other than an occurrence of an event that the Alarm System was intended to report.**
 - 4. An Alarm User shall adjust the alarm so that an exterior signal will not sound for longer than fifteen (15) minutes UL standards 365 or 609.**
 - 5. An Alarm User shall have a properly Licensed Alarm Company inspect the Alarm System after three (3) false alarms in one (1) month period.**
 - 6. An Alarm User shall not use Automatic Voice Dialers.**
 - 7. An Alarm User shall maintain at each Alarm site, a set of written operating instructions for each Alarm System.**

- **Yes, an Alarm Company performing Monitoring services shall:**
 - 1. Offer training without causing false alarms**
 - 2. Attempt to verify every alarm signal, except Duress and Holdup Alarm activation before requesting a response.**
 - 3. Communicate cancellations to the emergency services.**
 - 4. Provide adequate training as to proper use of Duress or Holdup Alarms.**
 - 5. Communicate the area of activation**
 - 6. Attempt to contact the Alarm User when a dispatch request is made.**
 - 7. Maintain Dispatch Request Records for one (1) year,**

- **Yes there is a fine. Alarm users are allowed 3 false alarms in a 30 day period after which they can be fined: 4th \$25, 5th \$50, 6th \$75, more than 6 \$100. However the department will most likely just suspend the response to your alarm activations until such time as the alarm is made reliable by the owner.**