



Sandy Springs False Alarm Reduction Program Q & A

1. Do I need to register my Life Alert system?

No. Medical Response alarms do not need to be registered. Only monitored facility alarm systems are required to be registered. They are defined as:

Any single device or assembly of equipment designed to signal the occurrence of a fire, illegal or unauthorized entry or other activity requiring immediate attention and to which a Public Safety Department will be requested to respond, but does not include alarms installed in motor vehicles, domestic violence alarms, or alarms designed to elicit a medical response.

2. How many false alarms can I have before being fined?

Three (3) or more False Alarms to summon the Police Department within a Permit Year may be assessed against an Alarm User in amounts established in the ordinance adopted by the City Council. The second False Alarm for the Fire Department will be fined based on the City ordinance. A Permit Year begins with the issuance of the alarm permit, and continues for one year.

3. When did this ordinance take place?

The City Council adopted the new Alarm Ordinance in late 2012. Beginning October 1, 2013, all monitored alarm systems must be registered to be in compliance with the City's alarm ordinance.

4. Is there a permit fee (fee to register)?

No – registration is free

5. Can the same permit be used for both police and fire?

Yes

6. Are permits transferrable?

Permits are Non-transferable; new registration is required.

"Upon transfer of the possession of Premises at which an Alarm System is maintained, the new Alarm User shall register for an Alarm Permit within fifteen (15) days of obtaining possession of the Premises."

7. Is there a fine for not registering the alarm system?

A penalty of \$100 is imposed for not registering should police or fire have to respond to an alarm activation to a non-registered alarm. The fine is waived if you register within 30 days of receiving the 'failure to register' notice.

8. If there is no permit number given at the time of dispatch of public safety units, will the police (fire) department respond?

Yes; however, the alarm user or owner will be assessed a \$100 penalty for failing to register the alarm.

9. Are two contact persons required for an alarm registration?

Yes. You must have a second response contact when registering. This can be a neighbor, co-worker, anyone you would feel would make a qualified back up contact person.



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10. Are any locations exempt from the program?

No

11. Do you charge for multiple alarms in a day?

Yes. Each alarm is treated as separate activation subject to all provisions of the Ordinance.

12. What happens if there are no keys for a Knox Entry?

Police or Fire may or may not be able to gain access to the alarm location depending upon the physical access restrictions of the property.

13. I received a fine. Are invoices due in 30 days?

Civil penalties shall be paid within (30) days from the date of the invoice from the City.

14. Consequences for non-payment:

The failure of an Alarm User to make payment of any civil penalties assessed under this ordinance within thirty (30) days from the date of the invoice will be cause for the Police Department to suspend response to alarm calls at that location unless there is verifiable evidence of criminal activity other than merely an alarm activation. 911 calls other than unverified alarm activations to that location will be responded to normally by the Police Department. Once the Alarm User's payment has been received, police response to unverified alarm activations will resume.

Fire Watch. The Fire Department Enforcement Official has the authority to order a Fire Watch in accordance with Adopted Codes, due to repetitive False Fire Alarms, until corrective action is taken, for any of the following Reasons:

- a. Failure to meet all requirements or pay the Fees provided for in this ordinance within fifteen (15) days after notice is mailed to the Owner;
- b. Failure of the Owner to provide a written Report of Service/Repair required by this ordinance;
- c. Occurrence of a fourth False Fire Alarm at a Premises pursuant to this ordinance as a result of the failure of the Owner to take corrective action to eliminate the cause of the False Fire Alarm; or
- d. The failure of a person notified pursuant to Sec. 18-37(c) of this ordinance to appear within thirty (30) minutes of notification occurs four (4) or more times within a calendar year.

Fire Watch means a person or persons approved by the Fire Department Enforcement Official who is assigned to the Premises for the purpose of protecting the occupants from fire or similar emergencies. A Fire Watch may involve at least some special action beyond normal staffing, such as assigning an additional security guard(s) to walk the Premises, who has been specially trained in fire prevention and in the use of fire extinguishers, in notifying the Fire Department, in sounding the fire Alarm System located on the Premises.



Sandy Springs False Alarm Reduction Program Q & A

15. Is there a fee to appeal?

No

The Alarm User may appeal an assessment of a false alarm fine or permit suspension to the Alarm Administrator by setting forth in writing the reasons for the appeal within ten (10) days of the date of the notice sent. The Alarm User will be notified in writing of the decision of the Alarm Administrator. If the request is denied, payment shall be due 15 days after the date of mailing of the notification.

When submitting an appeal, be sure to include:

- Your name
- Your email address (if applicable)
- The alarm location
- Date of the false alarm
- Your permit number
- Reasons for the appeal
- Any supporting documents

You also have the right to appeal the Alarm Administrator's decision to the respective Police or Fire Chief. The respective Chief will have the final decision in the matter. Any notice of appeal must be in writing and filed within 10 days and mailed to the Respective Chief at Sandy Springs City Hall, 7840 Roswell Road, Building 500, Sandy Springs, GA 30350.

Responsibility for Fees/Costs. In the event the appeal is not upheld, the Owner or fire Alarm Business shall also be responsible for any Fee assessed to reimburse the City for any costs incurred by the hearing officer in enforcing this Ordinance.

16. Will a location's police/fire response ever be suspended?

The failure of an Alarm User to make payment of any civil penalties assessed under this ordinance within thirty (30) days from the date of the invoice will be cause for the Police Department to respond only to alarm calls at that location when the Alarm System has been verifiably set off due to an actual emergency. All other calls to that location will be responded to normally by the Police Department. All Alarm Signals will be responded to pursuant to this ordinance after the Alarm User's payment has been received.

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- b. Failure of the Owner to provide a written Report of Service/Repair required by this ordinance;
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