



FALSE ALARM REDUCTION PROGRAM SUMMARY ALARM SYSTEMS ORDINANCE NO. 2557, CHAPTER 5.50

False alarms cost the City of Issaquah and its citizens thousands of dollars per year and can take officers away from actual emergencies. To prevent unnecessary emergency response to false alarms, an ordinance was adopted to encourage all alarm users to properly use their alarm system and maintain its mechanical reliability.

On July 20, 2009 the Issaquah City Council approved a revised alarm ordinance, which became effective August 3, 2009. Chapter 5.50 was adopted and established alarm code requirements within the City.

Biannual (Two years) Permit Fee

- ▶ Commercial and Residential -\$24
- ▶ Senior (62) or older - \$12.00 (Applies to residential only, must be owner or lessee or property)
- ▶ Permanent Disabled - \$12.00 (Proof required)
- ▶ The City of Issaquah has established a policy for permits to be valid for two (2) years. Alarm users without a false alarm during their two (2) year permit period will be provided the opportunity to renew their permit without a fee charge.

Permit Process

- ▶ Existing Alarm Systems – Your alarm company is required to register all their customers and collect the permit fee.
- ▶ New Alarm Installations – Are to be registered by the installation alarm company. Your alarm company is required to notify the City of Issaquah of your installation, collect and forward your permit application and permit fee, within 7 days of installation.
- ▶ Alarm user will be contacted by ATB Services to renew their permit and collect the renewal fee.

False Alarm Service Fees

- ▶ Each False Burglar Alarm - \$100
- ▶ Each False Robbery or Panic Alarm - \$200
- ▶ Cancellation of a burglar alarm response prior to an officer's arrival at the alarm site will not count as a false alarm and no service fee will be assessed.
- ▶ Do not call 9-1-1 to cancel your alarm, only your monitoring center can cancel the alarm dispatch request once made.
- ▶ Your right to appeal shall be provided if you are assessed a fee for which you believe an exception should be made.

Police response to burglar alarms may be suspended after five (5) false alarms within a one year permit period. A \$200.00 fee is charged if the alarm site does not have a valid permit for each police response.

Monitoring companies prior to a burglar alarm dispatch are required to comply with Verified Confirmation. Your alarm company can verify that your alarm system configuration meets this standard. Information on this process can be obtained through the below listed contact.

For Information Contact:
Alarm Tracking and Billing Services
1-866-950-9901
Fax 719-634-6325
www.atbservices.com/issaquah



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What Can You Do To Prevent False Alarms?

- Instruct all alarm users on the proper operation of your alarm system
- Secure all windows & doors before activation
- Know and rehearse the process to cancel an accidental alarm
- Notify your alarm company of any changes in responsible parties or problems with your system immediately
- Have your system checked annually by your alarm company

Some Common Problems That Cause False Alarms:

- Weak alarm system backup batteries
- Open, unlocked, or loose fitting doors and windows
- Helium-filled balloons
- Wandering pets
- Improper application or installation of motion detectors
- Failure to properly train other users

The City of Issaquah has contracted with Alarm Tracking and Billing Services which has expertise in administering false alarm reduction programs. It would be cost prohibitive for the City to build, operate, and maintain a false alarm tracking and billing system.

Alarm Tracking and Billing Services Duties

They are to track and bill for an estimated 1035 yearly false alarms; coordinate with approximately 60 alarm companies and monitoring centers in and out of State; process over 1,000 permits; provide all the computer software and upgrades required; create online sites for City officials, alarm users and alarm companies to review their respective alarm information; handle all alarm suspensions and reinstatements; process all remittances paid; assist with the appeal filing; provide for online payment ability; accommodate alarm users with a toll-free customer service support; and develop an educational online alarm school to help reduce the number of false alarms that requires a police response.

When you purchase a private security alarm system or contract to have a private security system monitored by a security alarm business licensed by the City you are entering into a private contract with that business only. Your security alarm purchase and/or monitoring contract is not a contract with the City of Issaquah, its Police Department or with any other law enforcement agency.