

False Alarm Appeal Procedure

An alarm system owner who receives a notice of a false alarm and believes that notice was improperly issued may appeal the notice in writing to ATB Services, LLC and submit an appeal fee of \$25.00 within 20 business days of receiving the notice. Along with the request for appeal, the alarm system owner may communicate factual information to support the assertion that the false alarm charge should not be assessed. The burden of proving that an alarm was not a false alarm shall be on the alarm system owner. The Sparks Police Department Appeal Board will determine if the false alarm should be chargeable or non-chargeable against the alarm system owner. If the false alarm is determined to be chargeable, the service fee shall be paid in full within thirty days of the date of the decision of the appeal. If the false alarm is determined to be non-chargeable, appeal fees will be returned, the false alarm will be removed from the alarm system owner's false alarm record and no payment will be required.

BEFORE FILING AN APPEAL, PLEASE READ THOROUGHLY

False Alarm Defined: A false alarm is any alarm that is activated on purpose or by accident or by system malfunction when there is no intrusion, fire, smoke or medical emergency. The City shall have full authority and discretion to determine those situations and/or circumstances that may constitute a false alarm but which are not defined below.

- A. Error or Mistake: Any action by any person, firm, corporation or other entity owning or operating any dwelling, building, or place, or any action by an agent or employee of said person, firm, corporation, or any other entity which results in the activation of an alarm system when no emergency exists.
- B. Malfunction: Any unintentional activation of any alarm system caused by a mechanical malfunction, flaw in the design, installation, or maintenance of the system. This shall not include any activation caused by extraordinary violent conditions of nature such as tornadoes, floods and earthquakes.
- C. Intentional Misuses: Any intentional activation of an alarm system when no burglary, hold-up, fire or other emergency exists or is in progress.
- D. Alarms that are cancelled by the alarm company before the police officer arrives will not be classified as false.
- E. Normal weather conditions or animals of any kind are not a valid excuse for false alarms.

