

## From the City of Coral Springs To Our Citizens and Alarm User Customers:

From October 1, 2010 through September 30, 2011, the City of Coral Springs responded to 4,002 false alarms. This represents a cost to the City of \$300,150 (\$75 per call). Our citizens paid a total of \$63,700 in false alarm fees.

### Common Causes for False Alarms:

- System Users
- Physical Changes to Facility
- Displays and Decorations
- Malfunctioning Equipment
- Air Conditioning Vents
- Animals

### Prevent False Alarms by:

- Check that all exterior doors are closed and locked before leaving.
- Check that all motion sensor areas are clear of moving signs, displays, etc.
- Know how to cancel a false alarm quickly!
- All personnel should be periodically trained in proper alarm operating procedures and false alarm prevention.
- Report any arming or disarming problems to your alarm company immediately.

Information on this important issue and others will be posted online at [CoralSprings.org/alarms](http://CoralSprings.org/alarms).

## Coral Springs Alarm Fees

Residential/Business  
Registration - 1 Year \$25

Alarms should be registered on an annual basis by the alarm user. The initial alarm registration fee is \$25. Thereafter, the annual renewal fee, effective from January 1 through December 31, is \$25.

This renewal fee will be waived if there are no reports of a false alarm for the alarm user during the preceding calendar year.

*Instruct your alarm company not to dispatch the Police, and do not activate your alarm system, until you have received your Alarm Registration Identification Decal.*

Registrations are Non-transferable.

### Police False Alarm Fees

First and Second False Alarms	Free
Third False Alarm (Or the option to attend an Alarm School)	\$50
Fourth False Alarm	\$100
Fifth and Subsequent False Alarms	\$200 Per incident

Anyone interested in attending the City's **Alarm School** is welcome to come and learn how to correctly operate and maintain your home security system. Alarm Schools are held on a periodic basis, and are an optional way to avoid paying a fine after being cited for three false alarms.

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If you have any questions about false alarms, contact the City of Coral Springs Alarm Specialist at 954-346-1341 or e-mail [alarms@coralsprings.org](mailto:alarms@coralsprings.org).

[CoralSprings.org/alarms](http://CoralSprings.org/alarms)

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## False Alarms

2011-2012 Edition



**Tips for working  
with your  
alarm company**

## What should you expect from your alarm company?

1. Your alarm company must be licensed by the State of Florida.
2. Your alarm company must obtain a building permit before installing a new alarm system.
3. Your alarm company should not dispatch Police until your alarm system is registered with the City of Coral Springs.
4. Your alarm company should place a second verification call to another specified phone number, if there was no response on the first verification attempt. Both calls should take place prior to dispatching Police.
5. Your alarm company should be ready to proactively assist in eliminating the cause of each and every false alarm.
6. Your alarm company should provide assistance with registering your alarm system. Training on system operating procedures and a written instruction manual should also be provided.
7. Your alarm company should have emergency service available 24/7.

## Contact your alarm company to review the following services and practices in order to reduce or eliminate false alarms:

1. A complete review of the Coral Springs Alarm System Ordinance. New customers should have a clear understanding of "Limited Response" and how to avoid various penalties as they relate to unregistered alarm systems, expired alarm systems, multiple false alarms and past due alarm fees.
2. Assistance for all new customers to register their alarm systems with the City of Coral Springs.
3. User training for all new customers on alarm system operation.
4. A system operation manual for each new customer.
5. A complete system test for each new customer.
6. A contact list should be established with the alarm company whereby they can call all contacts to verify whether or not an actual alarm is taking place, prior to dispatching the police.
7. A maintenance program for periodic system inspection and testing, with prompt service response when required.
8. Existing systems should be programmed and upgraded to the newest SIA CP-01 standards. These "Control Panel Standards – Features for False Alarm Reduction" are periodically revised and upgraded by the Security Industry Association working in conjunction with the American National Standard Institute.
9. A review of the new standard for enhanced telephone verification.
10. A review of call cancellation procedures.
11. Periodic calls to the customer by the alarm company to update critical information.
12. Motion detector application and operation should be checked frequently by your alarm company.
13. All silent alarm devices should be double action (a deliberate two-step action is required to set off an alarm). Single-action devices should be replaced or eliminated.
14. Faulty alarm zones should be immediately bypassed until repairs can be performed.
15. The alarm company should not dispatch police while the system is being serviced or remains in an unstable condition prone to false alarms.
16. In accordance with Chapter 489, Part II of the Florida Statutes, the service technician should have been issued a certificate of completion from the Licensing Board approved Alarm System Training Course and should possess an alarm systems agent identification card while performing his/her duties at each service location. Each card should specify the name of the technician and the license number of the electrical or alarm system contractor.
17. During routine follow-up procedures, alarm companies should determine the cause of each and every false alarm and ensure a proper remedy to the problem.
18. If false alarm causes are not totally resolved within a twenty-four hour period, then the particular zone or system should be placed into test mode by the alarm company until a full resolve takes place. Police should not be dispatched during this period.

