

Save Money. Prevent False Alarms.



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



1. A maintenance program for periodic system inspection and testing, with prompt service response when required.
2. Motion detector application and operation should be checked frequently by your alarm company.
3. Faulty alarm zones should be immediately bypassed until repairs can be performed.
4. The alarm company should not dispatch police while the system is being serviced or remains in an unstable condition prone to false alarms.
5. 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.
6. 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.**

Contact the City of Coral Springs Alarm Specialist if you have an alarm monitoring service or name change.



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. The City of Coral Springs Municipal Ordinance 11.1 can be viewed at:

CoralSprings.org/alarms



False Alarm Prevention



Tips for working with your alarm company

NAME _____
PHONE _____

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.



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.

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