



CITY OF PALM BAY
ALARM USER PERMIT/REGISTRATION
120 Malabar Rd., SE, Palm Bay, FL 32907
Tel. (321) 733-3024

Permit/ Registration
No.

A NON-REFUNDABLE \$20.00 PERMIT/REGISTRATION FEE MUST BE SUBMITTED WITH EACH PERMIT/REGISTRATION FORM. MAKE CHECK OR MONEY ORDER PAYABLE TO "CITY OF PALM BAY"

A.) Residential Alarm User Information: (Residential alarm users, please complete Sections A, B and D through H.)

Alarm User Name: _____
First Name Last Name

Alarm Location: _____
Street Number Street Prefix Street Name Street Suffix Suite/Apt. No.

City State Zip Code Gate Code

(_____) (_____) (_____) _____
Home Phone Work Phone Cell Phone or Pager Email Address

B.) Residential and Commercial alarm users must complete:

Type of Alarm (check all that apply): Intrusion Panic Medical Robbery Audible Fire/Smoke

C.) Commercial Alarm User Information: (Commercial alarm users, please complete Sections B through H.)

Name of Corporation, Sole Proprietor or Partners _____

Trade Name(s) Used by Business _____

Alarm Location: _____
Street Number Street Prefix Street Name Street Suffix Suite/Apt. No.

City State Zip Code (_____) Business Phone Number

Local Manager: _____
First Name Last Name

(_____) (_____) (_____) _____
Home Phone Work Phone Cell Phone or Pager Email Address

D.) Mailing Address: (If different from Location of Alarm System)

E.) Contact Information: (List two people, other than the owner, who can respond to an alarm activation.)

1st Contact Name: _____
First Name Last Name

(_____) (_____) (_____) _____
Home Phone Work Phone Cell Phone or Pager Email Address

2nd Contact Name: _____
First Name Last Name

(_____) (_____) (_____) _____
Home Phone Work Phone Cell Phone or Pager Email Address

F.) Alarm Install/Service Company: FrontPoint Security
License No. EG13000491 Contact Person: Peter Rogers Phone (703) 776-9100

G.) Alarm Monitoring Company: Rapid Response
License No. EF0000964 Contact Person: Amanda Hayden Phone (800) 932-3822

H.) Special Conditions: (List hazardous conditions/materials, guard dogs, security personnel, weapons, directions to alarm site, etc.)

I have read the completed application and know the same is true and correct and hereby agree that if a permit is issued, I will comply with all the provisions of the City of Palm Bay Code and with applicable State Laws. I accept responsibility for payment of all fines and fees that may result from the operation of the alarm system serving the above premise. I have read the information on Palm Bay's False Alarm Reduction Program. Permit/registration of an alarm system is not intended to, nor will it, create a contract, duty or obligation, either expressed or implied, of response. Any and all liability and consequential damage resulting from the failure to respond to a notification is hereby disclaimed and governmental immunity as provided by law is retained. By permitting/registering an alarm system, the alarm user acknowledges that police response may be based on factors such as availability of police units, priority of calls, weather conditions, traffic conditions, emergency situations and staffing levels.

Date: _____ Signature: _____

www.palmbayflorida.org

FOR DEPARTMENT USE ONLY
CK# _____
MO# _____
EFT# _____
AMT \$ _____
DATE _____

* **Instructions for completion of form on back page**

HOW THE ORDINANCE WORKS

Beginning October 1, 2013 all alarm systems that will elicit a response from the Police Department must have a permit. This does not include motor vehicle, boat, fire, domestic violence alarms, or any alarm designed to elicit a medical response. The registration number must be given to PBDP dispatcher when Police response is requested.

The permit registration fee is \$20. Unregistered alarm systems will be fined and placed on the Police Non-Response list. An alarm user, in lieu of paying the fine for failure to register an alarm system, may pay instead the initial registration fee if they register the system within the first 30 days of the invoice. **The alarm user is responsible for providing their registration number to their monitoring company.**

Permit registration forms are available from your alarm company, City Hall, the Police Department and at www.palmbayflorida.org/police/public.

Permits are renewed annually on the anniversary date of your initial registration.* The False Alarm Reduction Office must be notified of any changes of information on your original permit within 30 days of the change. Also, we must be notified when your alarm system is disconnected or if you move.

You will be asked to provide the name and phone number of someone who can secure your premises if you are unavailable and officers need someone to respond to the alarm site.

It would be great if alarm users did not have any false alarms but, accidents happen, so the ordinance allows two "free" false alarms in a 12-month period. The On-Line Alarm User Awareness Class can be used once every two years to have one alarm fee up to \$100 waived.

After 6 false alarms, you will be placed on the Police non-response list until corrective action has been taken and/or all fines and fees have been paid.

You may submit a written appeal about the assessment of a fee, fine, permit suspension, or the determination of a false alarm to the Alarm Administrator within 10 days of notice or alarm activation.

FINES AND FEES

Below are fees billable to alarm users for response to false alarms. Remember, fees apply ONLY if police units are: dispatched to the alarm site, arrive on the scene and the alarm is found to be false.

<u>Alarm #</u>	<u>Fine Amount</u>
1	\$ 0
2	\$ 0
3	\$ 50
4	\$100
5	\$150
6 or more	\$200 each

Other fines and fees:

Initial permit registration fee	\$ 20
Renewal of registration fee *	\$ 20

Non-permitted systems will be fined according to resolution 2013-12 unless registered within first 30 days of invoice.

*If you were "false alarm free" the previous twelve months, the renewal fee will be waived.

This brochure contains only a brief summary of the alarm system ordinance. The full document is available for reference at the Palm Bay City Hall or can be found through the City's website

www.palmbayflorida.org/police/public



CITY OF PALM BAY FALSE ALARM ORDINANCE INFORMATION



False Alarm Reduction Office
120 Malabar Rd SE
Palm Bay, FL 32907
Phone: (321) 733-3024
Fax: (321) 726-8446
E-mail: pbalarms@palmbayflorida.org

Elaine Revis
Alarm Administrator

THE PURPOSE OF THE ORDINANCE

The ordinance was adopted to deal with the growing problem of false alarms. In 2000, Palm Bay police and firefighters responded to over 6,000 false alarms. This caused concern for citizen and police safety, decreased public safety personnel the ability to respond to true emergencies, and diverted police officers from crime prevention efforts. The ordinance allows for the issuance of permits, establishes fees and fines, provides penalties for violations, establishes an education program, and sets conditions for suspension of police response to alarms.

WHAT IS A FALSE ALARM?

The ordinance defines a false alarm as: “the activation of any alarm system that results in a response by a member of the Police Department where no evidence of a crime or attempted crime is found after an investigation at the alarm site. An alarm dispatch request cancelled by the alarm company prior to the time the responding police officer reaches the alarm site shall not be considered a false alarm dispatch.”

FALSE ALARM REDUCTION OFFICE

The False Alarm Reduction Office was created to administer the City’s Alarm Ordinance. Its’ main function is to work with alarm companies and alarm users to reduce false alarms. Please contact us at 733-3024 if you have any questions about the ordinance or how to prevent false alarms.

YOUR ALARM COMPANY’S RESPONSIBILITIES

In an effort to reduce false alarms, your alarm company is required by the ordinance to take certain measures:

1. Your monitoring company must attempt to verify alarms by practicing Enhanced Call Verification. This means that the alarm monitoring company must make a second attempt at verifying the alarm if there is no answer at the alarm site before requesting police dispatch
2. If your monitoring company determines during verification that the alarm is false, they must attempt to cancel police dispatch. For your safety, the police will not accept a cancellation from you.
3. When you have an alarm system installed or you takeover an existing one, your alarm company must inform you of our Alarm Ordinance and provide you with an alarm registration form.

HOW TO PREVENT FALSE ALARMS

- **Make sure that anyone who has a key to your premises is fully trained to use the system** (children, employees, neighbors, caretakers, domestic or cleaning crews, delivery personnel, realtors, and all temporary staff). This means that they know how to arm and disarm the system.

Know your pass code/ password. This is important and it is one of the major causes of false alarm dispatches. The alarm company cannot cancel a false alarm dispatch unless you give them the correct password. **In addition, make sure that everyone that enters the alarm site while the alarm is armed has the proper pass code /password.**

- **CLOSE and LOCK your doors and windows** before activating your alarm. This reduces the chance that the alarm will activate if friends, neighbors, or customers enter or if wind blows a door or window open.
- **Restrict your pets to areas without motion detectors.** Pets often jump or climb into the view of motion detector sensors. Consider whether you want a motion detector if your pets have free run of the house when the alarm is on. Know that motion detectors can be activated by drafts from fans and air conditioners helium balloons, decorations, or curtains. Move these items away from drafts or secure them.
- **Check your system’s batteries.** If the batteries don’t work properly, neither will your system. Batteries should be replaced every 3-4 years. Have your system serviced annually by a licensed alarm company.
- **Store your alarm monitoring company’s number** in your cell phone speed dial.