

NEWS RELEASE
FOR IMMEDIATE RELEASE
March 31, 2009



Contact:
Debbie George
757-514-4106
757-374-1770

ALARM OWNERS TO RECEIVE REGISTRATION PACKAGES

SUFFOLK, Va. (March 31, 2009) Alarm owners in Suffolk will soon be receiving an alarm registration package as part of the City's False Alarm Reduction Program. Notices for alarm registrations are slated to be mailed to alarm owners on April 1, 2009.

From January 2007 to December 2008, the Suffolk Police Department received 10,913 alarm calls, requiring the response of 26,542 officers. Of these calls, approximately 95% of them were false.

In July 2008, City Council voted to implement a more stringent ordinance designed to reduce false alarms, and ensure greater efficiency of police department resources. Since that time, Police Department personnel have been working to implement the program.

Several components of this program include registration of alarm vendors and users, an online false alarm prevention school, a 7 day transition period for new alarm installs, enhanced call verification, and service fees for false alarms. All alarm vendors and users must complete an annual registration in accordance with City Ordinance. Each alarm user will also have the opportunity to have a service fee waived one time, by participating in the Online False Alarm Prevention School. As new alarms are installed, alarm users will have a 7 day period where the department will not respond to their alarms as they familiarize themselves with its usage. Enhanced call verification involves the alarm company to contact the alarm user at home and at their emergency contact number to verify the legitimacy of the alarm. Each of these steps is designed to

reduce false alarms and reduce the likelihood of citizens having to pay service fees for false alarms.

The fee to register an alarm is \$25.00. Fees for false alarms are scheduled to be implemented June 1, 2009.

###

City to Host Informational Meetings for Alarm Owners

SUFFOLK, Va. (February 10, 2009) –The City of Suffolk Police Department will host two public meetings for alarm owners to discuss the implementation of the City's new false alarm program. Owners of both residential and commercial alarms are encouraged to attend and ask questions.

The first session is scheduled for Tuesday, February 17, 2009 from 6-7 p.m. at Suffolk Police Sector Two located at 3901 Bridge Rd. The second session will be held Wednesday, February 18, 2009 from 6-7 p.m. at Suffolk Police Sector One, located at 230 East Washington Street.

Of all alarm calls that come into the Emergency Call Center, approximately 95% are false resulting in the wasting of precious resources. The goal of the program is to reduce false alarm calls by 50%, thus improving efficiency of existing staff.

For more information contact Captain Stephanie Burch at 757-514-7930.

##