

# False Alarm Reduction Program

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**SANDY SPRINGS™**  
GEORGIA

# True Verification

- Monitoring alarm companies must provide True Verification prior to calling 911 related to intrusion (burglar) alarm activations
  - Confirmation by the alarm user at the alarm site or via self-monitored audio/visual equipment
  - Confirmation by a private guard responder at the alarm site
  - Audible and/or visual evidence provided by a monitored alarm system, provided that such evidence shall be made available to the 911 center (within 24 hours)

# False Alarm Call History

- In 2017, ChatComm received an average of **815** burglar alarm calls each month
- In June 2018, we moved burglar alarm calls to the non-emergency call center, reducing overall volume in ChatComm, averaging **500** calls each month, 99% of which were false alarms
- With True Verification, we are now averaging **160** burglar alarm calls into ChatComm each month. While 99% are still false alarms, call volume into ChatComm has reduced significantly.

# True Verification Success

- June – Video verified alarm at a construction site. 3 suspects arrested.
- July – A woman pressed a panic button because her drunk, belligerent, & estranged husband was causing problems. He was arrested.
- September – Video verified alarm at a car dealership. 2 suspects arrested.
- Since September, five alarms were checked by private guard response. One case was an actual burglary. No evidence that there would have been a different outcome if SSPD had responded rather than security guard



# Recommended Modifications

- The proposed ordinance modifications include:
  - Clarification that failure to provide proof of verification for an intrusion alarm constitutes a false verification.
  - Deleting obsolete language from the definition of “Verify”.
- The proposed resolution would establish fines for false verification:
  - First failure to submit verification: \$250
  - Second failure to submit verification: \$500
  - Three or more failures to submit verification: \$1,000

