Security and Fire Ordinance

False alarms account for 7.8 percent of all police calls for service.

Roanoke City Council adopted two ordinances on June 2, 2003 pertaining to security and fire alarms, in an effort to enhance public safety and reduce the unnecessary expenditure of public resources when public safety agencies respond to false alarms. The ordinances are also designed to provide regulation for the use and operation of commercial security and fire alarms. This brochure provides information for alarm company operators and commercial alarm system users to be in compliance with the policies and procedures for alarms in the City of Roanoke. To read the entire ordinance log on to www.roanokeva.gov/code.

Take note of the fee structures for maintaining fire and security alarms. The ordinances were revised October 19, 2007. The deadline for registration is 30 days after the date of your invoice.

For questions regarding your security alarm contact the Roanoke Police Department at (540) 853-5714. For questions regarding your fire alarm contact the Roanoke Fire/EMS Department at (540) 853-2327. For questions regarding payment contact the City of Roanoke's Department of Billings and Collections at (540) 853-2880 or billings@roanokeva.gov.

ROANOKE POLICE DEPARTMENT
348 Campbell Ave., S.W.
Roanoke, VA 24016

www.roanokeva.gov/police
police@roanokeva.gov

ROANOKE

Alarm Registration Program

A program designed to regulate the use and operation of security and fire alarm systems.

Roanoke Police Department
348 Campbell Ave., S.W.
Roanoke, VA 24016
False Alarm Coordinator
(540) 853-5714
police@roanokeva.gov
www.roanokeva.gov/police

Roanoke Fire/EMS
713 Third St., S.W.
Roanoke, VA 24016
False Alarm Coordinator
(540) 853-2327
fire-ems@roanokeva.gov
www.roanokeva.gov/fire-ems

Security and Fire Alarms

Registration Requirements

Alarm Company Operator
An application for registration must include:

- Type of system(s), i.e. security/burglary and/or fire.
- Name, address, and telephone number of the alarm company operator.
- Name, address, and telephone number of the owner and/or manager of the business.
- Non-refundable registration fee. (Registration and fees are maintained annually for both security and fire alarms.)

Commercial Alarm System User
An application for registration must include:

- Type of system(s), i.e. security/burglary and/or fire.
- Name, address, and telephone number of the commercial property with the alarm system.
- Name, adderss, and telephone number of the owner and/or manager of the business.
- Name, address, and telephone number of the alarm company operator, if applicable.
- Name, address, and telephone number of three individuals who are authorized to respond to an alarm signal at the business location and can be reached at any time, day or night.

*If the alarm system is to be installed and maintained by an alarm company operator, the alarm company operation may obtain the required permit for the alarm system user.

Security and Fire Alarm Fees

Registration
Alarm System Permit User:

- $25 each year for each location (Limit for this fee is three locations.)
- $100 for 4 or more locations.

Alarm Company Operator:
- $25 each year.

*Payment of registration fees is required only one time each year for both security and fire alarms systems.

Service Charges
Registered Permit Holder:

- Not charged for the first five (5) false security and/or fire alarms in one year.
- $100 each for sixth and subsequent
- false alarms in one year.

Non-registered User:
- $125 for first six (6) false alarms in one year.
- $150 for seventh and subsequent false alarms in one year.

Alarm Reduction Tips

Most false alarms are caused by user error. By following these simple steps you can greatly reduce your chances of creating a false alarm.

- Instruct everyone who has a key on how to operate the alarm and how to cancel false alarms.

- Secure all doors and windows before turning on the alarm system. Drafts can move plants or curtains, and are common causes of false alarms.

- Avoid triggering the alarm's sensors by securing helium filled balloons. If possible, do not let pets roam free in the business when the system is on.

- Notify your security company immediately if you think your system is not working properly. Schedule routine maintenance and check your system's batteries often.

- Ensure proper notification has been made when maintenance is being performed on the system.