



PAUL D. AYERS
CHIEF OF POLICE



Police Department
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TO: ALL ALARM INSTALLATION AND MONITORING COMPANIES PROVIDING SERVICES IN THE CITY OF ISSAQUAH, WASHINGTON

The Issaquah Police Department wants to drastically reduce false alarms in the City of Issaquah. On July 20, 2009 the Issaquah City Council adopted a model alarm ordinance, Chapter 5.50, entitled Alarm Systems. This ordinance was endorsed by representatives of the Security Alarm Industry Coalition (SIAC).

Additionally, on July 20, 2009 the Issaquah City Council authorized the Mayor to enter into a contract with ATB for administration of the City of Issaquah's False Alarm Ordinance on our behalf.

I am contacting you because I need your help in reducing false alarms in our community. I also want you to work with the Issaquah Police Department and ATB Services to register all alarm systems and work with problem alarm owners who have excessive false alarms by improving their alarm system or providing training to the alarm owners on how they should properly use their system.

Please provide ATB Services a list of all existing alarm owners and their respective addresses you serve in the City of Issaquah within 30 days of receiving this letter. ATB Services will be contacting you in conjunction with this letter to provide specific instructions on how to make this process as easy as possible for all involved.

I appreciate the alarm industry working with the Issaquah Police Department and ATB Services to significantly reduce false alarms. With all of us working together, I hope we can achieve a 50-70% reduction in false alarms in the next two years.

Thank you in advance for your cooperation.

Sincerely,

Paul D. Ayers,
Chief of Police



To: All Alarm Installation and Monitoring Companies providing services in Issaquah, Washington

From: Janie Morin, ATB Services
Program Implementation Coordinator for Issaquah, WA

Subject: Requirements of Alarm Installation and Monitoring Companies and coordinating to register Issaquah, WA Alarm Users per the City of Issaquah's Municipal Code Chapter 5.50

Date: August 17, 2009

On July 20, 2009 the Issaquah City Council approved a revised Security Alarm Ordinance that became effective on August 3, 2009. This ordinance was partially based on the Model Alarm Ordinance of the National Burglar and Fire Alarm Association.

The City of Issaquah entered into a contract with ATB Services to administer its Alarm Ordinance. The purpose of this memo is to introduce you to ATB Services, make you aware of the requirements of alarm installation and monitoring companies per the City of Issaquah's Alarm Systems Ordinance and to coordinate the alarm system registration.

Effective August 3, 2009, all alarm installation and monitoring companies are required to comply with the following requirements of the Issaquah Alarm Systems Ordinance:

1. Mandatory Enhanced Call Verification and Burglar Alarm Confirmation on all burglar alarm dispatch requests by attempting to verify by telephone the validity of every alarm signal, except robbery and panic activations, before requesting law enforcement response to an alarm system signal. Monitoring companies must call at least two different phone numbers in an attempt to reach a responsible party prior to calling the police. Names and telephone numbers of those persons contacted or attempted to contact must be provided to ATB Services or the Police Department upon request.
2. "Burglar Alarm Confirmation"; see the attached information on details necessary to have a call accepted for dispatch.
3. Each Alarm Installation Company and Alarm Monitoring Company must designate one individual as the Alarm Response Manager (ARM) for the company. The individual designated as the ARM must be knowledgeable of the provisions of this ordinance, as well as have the knowledge and authority to deal with false alarm issues and respond to requests from the alarm administrator. The name, contact number, and email address of the ARM must be provided to



the alarm administrator. Failure to comply will result in the suspension of the alarm company business permit.

4. Every Alarm Installation and Monitoring Company shall obtain an Issaquah Security Alarm License from the Issaquah Police Department and pay an annual prorated fee per each of their registered alarm users, not to exceed \$100. Failure to pay the annual fee within 30 days after notice shall result in a late fee. The Police Department may not respond to any alarm dispatch request from any Alarm Installation Company or Monitoring Company that does not possess a current, valid Security Alarm License. (Enclosed is the Security Alarm License application)
5. Install only SIA CP-01 standard equipment.
6. Alarm Installation Companies shall not program Alarm Systems so that they are capable of sending One Plus Duress Alarms.
7. Alarm Installation Companies shall not install a device to activate a Holdup or Panic Alarm, which is a single action, non-recessed button.
8. **For existing customers, the Alarm Installation Companies and/or Monitoring Companies are required the following :**
 - a. Within 30 days after being notified in writing from ATB Services, provide in a Microsoft Excel format (enclosed) a list of existing alarm users in the City of Issaquah. This list should include the alarm user name, address, billing address, telephone number and the telephone number of the law enforcement agency that they have listed to call to report an alarm for that site.
 - b. The company holding the Alarm Agreement must send all existing alarm users the informational brochure enclosed and collect the appropriate permit fee within 60 days of the effective date of this ordinance. For existing commercial accounts no hard copy permit application is required. **A permit application must be sent to all existing residential alarm users. Only if they qualify for the senior or permanent disability discount, then they must apply for it by submitting a completed hard copy permit application to you and the discounted permit fee. The completed permit application and the collected permit fee must then be submitted to ATB Services.** The Alarm Agreement holding company may through a mutual written agreement have another Alarm Company provide the Alarm User's list and collect the permit fee.



9. Alarm Permit fees are as follows:

- a. Biannual (2 years) Permit Fee - \$24.00
- b. Senior (62) or older Permit Fee - \$12.00 (Residential sites only)
- c. Permanent Disabled Permit Fee - \$12.00 (Proof required)
- d. Late fee: - \$25.00

The City of Issaquah has established a policy for Permits to be valid for two years. Alarm Users without a false alarm during their two year permit period will be provided the opportunity to renew their permit without a fee charge. ATB Services will handle the renewals for alarm companies complying with the alarm users disconnect notification. Alarm companies are required to report all disconnects on a monthly basis.

10. For new installations, the following is required:

- a. Review and deliver the new alarm owner a Customer False Alarm Prevention Checklist as well as written operating instructions and guidelines on how to avoid False Alarms. (Checklist is enclosed)
- b. Once installation is complete, an employee of the alarm installation company shall complete the Alarm Installer Checklist and keep on file both completed checklists for up to one year after the activation of the Alarm System. Failure to complete the required checklists shall result in an administrative fee of \$100 per incident.
- c. Inform ATB Services of any new installations prior to the system's activation. Information must be provided in a Microsoft Excel format. Attached is the file layout required.
- d. Forward to ATB Services the permit application completed by the alarm user and the initial alarm permit fee, collected from the alarm user, within seven (7) days of the installation.
 - i. The alarm permit application must be fully completed by the user and signed in order to be submitted and made valid.

11. Failure of an alarm user to renew shall be classified as use of a non-registered security alarm system and subject the alarm site to a suspension and late fees.

12. The Monitoring Company shall not provide an Alarm Notification to a burglar alarm signal, excluding Panic, Robbery, Duress and Holdup signals, during the first seven (7) days following installation of an Alarm System. Exceptions to the "acclimation period" of non-response can be made by the Chief in special circumstances, including but not limited to, domestic violence and stalking.

Please do not hesitate to contact us to coordinate existing alarm system registrations. ATB Services is here to help and make this process as easy and efficient as possible.



Information provided in accordance with this requirement shall be treated as private and proprietary information and not made available to any person outside of the City of Issaquah's Police Department or ATB Services.

Also, if you would like to execute a mutual non-disclosure agreement between our organizations, please contact our office to execute an agreement.

Thank you again for your cooperation in helping to reduce false alarms in the City of Issaquah. Your involvement and commitment to the process are vital in helping to significantly reduce false alarms.

Janie Morin
Program Implementation Coordinator
800-861-5944 x101

Enclosures: City of Issaquah's approved alarm owner permit application. NOTE: For existing customers, only residential accounts requesting senior or permanent disability discount need to submit a hard copy application. For ALL new installs, a hard copy will need to be submitted. ATB Services will handle all renewals.

Informational Brochure (for you to provide all existing and new alarm users to inform them of revised ordinance)

Alarm Installer Checklist (for installers to fill out and keep on file for up to one year)

Customer False Alarm Checklist (for installers to have alarm owner fill out and installation company keeps on file up to one year)

Burglar Alarm Confirmation procedures and Enhanced Call Verification

File Format for Existing and New Alarm System Registrations in the city limits of Issaquah, WA

Installation/Monitoring Company Security Alarm License Application (to be filled out by all installation and monitoring companies and returned to ATB Services along with payment)



ALARM PERMIT APPLICATION

RESIDENTIAL *SENIOR -DATE OF BIRTH (62 or older) (Seniors only)

PERMANENT DISABILITY **Proof Required Per R.C.W.46.16.381

Contact 1-866-950-9901 For requirements

* Senior Rate/Permanent Disability- Residential Only Owner/Lessee of Property -Alarm Agreement Must Be In Your Name

Name of responsible party (Please print)

Alarm Location (Include Building/Apt #)

City, State and Zip Code

Billing Address (if different)

City, State and Zip Code

Home Phone:

Alternate Phone:

BUSINESS Type of Business Conducted

Business Name (Please print)

Name of responsible party (Please print)

Alarm Location (Include Suite or Unit #)

City, State and Zip Code

Billing Address (if different)

City, State and Zip Code

Office Phone:

Alternate Phone:

SPECIAL CONDITIONS

In order to ensure the safety of our officers, the public and to enable the police department to better protect your property, please provide information regarding potentially hazardous circumstances (i.e. guard animals, weapons, hazardous substances, etc.)

Comment:

ALARM INSTALLATION DETAILS

Alarm Installation Date:

Alarm Installation Company :

Installation Company Address & Phone # :

Monitoring Company: (if different)

Monitoring Company Address & Phone # :

PLEASE READ THE FOLLOWING AND SIGN

This is to certify that as the applying principal, my immediate family, tenants, or employees who have access to the protected premises have been given training which includes procedures and practices to follow in the event that the alarm system is accidentally activated. I also acknowledge that the installation company left me a set of written instructions for the alarm system, including written guidelines on how to avoid false alarms. The police response may be influenced by factors including, but not limited to, the availability of officers, priority calls, traffic conditions, emergency conditions and staffing levels.

Signature: (Owner)

Date:

In accordance with Issaquah Municipal Code Chapter 5.50, if you have an alarm system within the city limits of Issaquah, it must be registered with the city beginning 08/03/2009. The City of Issaquah has established a policy for permits to be valid for two (2) years. Alarm users without a false alarm during their two (2) year permit period will be provided the opportunity to renew their permit without a fee charge. Each false burglary alarm is \$100.00. Each false robbery/panic alarm is \$200.00. Police response may be suspended after five (5) false burglar alarms within your permit period.

Make Checks Payable To Your Alarm Company

Biannual (2 years) Permit Fee: \$24.00 Seniors (62 or older) Permit Fee: \$12.00 Permanent Disabled Permit Fee: \$12.00

Return this form and permit fee to your alarm company (Permit will not be valid if not fully completed, signed and permit fee paid)

www.ci.issaquah.wa.us www.atbservices.com/issaquah

For Customer Service Call: 1-866-950-9901 For Office Use Only

Permit Number:

Date Received:

Expiration Date:

Processed By:



FALSE ALARM REDUCTION PROGRAM SUMMARY ALARM SYSTEMS ORDINANCE NO. 2557, CHAPTER 5.50

False alarms cost the City of Issaquah and its citizens thousands of dollars per year and can take officers away from actual emergencies. To prevent unnecessary emergency response to false alarms, an ordinance was adopted to encourage all alarm users to properly use their alarm system and maintain its mechanical reliability.

On July 20, 2009 the Issaquah City Council approved a revised alarm ordinance, which became effective August 3, 2009. Chapter 5.50 was adopted and established alarm code requirements within the City.

Biannual (Two years) Permit Fee

- ▶ Commercial and Residential - \$24
- ▶ Senior (62) or older - \$12.00 (Applies to residential only, must be owner or lessee of property)
- ▶ Permanent Disabled - \$12.00 (Proof required)
- ▶ The City of Issaquah has established a policy for permits to be valid for two (2) years. Alarm users without a false alarm during their two (2) year permit period will be provided the opportunity to renew their permit without a fee charge.

Permit Process

- ▶ Existing Alarm Systems – Your alarm company is required to register all their customers and collect the permit fee.
- ▶ New Alarm Installations – Are to be registered by the installation alarm company. Your alarm company is required to notify the City of Issaquah of your installation, collect and forward your permit application and permit fee, within 7 days of installation.
- ▶ Alarm user will be contacted by ATB Services to renew their permit and collect the renewal fee.

False Alarm Service Fees

- ▶ Each False Burglar Alarm - \$100
- ▶ Each False Robbery or Panic Alarm - \$200
- ▶ Cancellation of a burglar alarm response prior to an officer's arrival at the alarm site will not count as a false alarm and no service fee will be assessed.
- ▶ Do not call 9-1-1 to cancel your alarm, only your monitoring center can cancel the alarm dispatch request once made.
- ▶ Your right to appeal shall be provided if you are assessed a fee for which you believe an exception should be made.

Police response to burglar alarms may be suspended after five (5) false alarms within a one year permit period. A \$200.00 fee is charged if the alarm site does not have a valid permit for each police response.

Monitoring companies prior to a burglar alarm dispatch are required to comply with Verified Confirmation. Your alarm company can verify that your alarm system configuration meets this standard. Information on this process can be obtained through the below listed contact.

For Information Contact:
Alarm Tracking and Billing Services
1-866-950-9901
Fax 719-634-6325
www.atbservices.com/issaquah



FALSE ALARM REDUCTION PROGRAM SUMMARY ALARM SYSTEMS ORDINANCE NO. 2557, CHAPTER 5.50

What Can You Do To Prevent False Alarms?

- Instruct all alarm users on the proper operation of your alarm system
- Secure all windows & doors before activation
- Know and rehearse the process to cancel an accidental alarm
- Notify your alarm company of any changes in responsible parties or problems with your system immediately
- Have your system checked annually by your alarm company

Some Common Problems That Cause False Alarms:

- Weak alarm system backup batteries
- Open, unlocked, or loose fitting doors and windows
- Helium-filled balloons
- Wandering pets
- Improper application or installation of motion detectors
- Failure to properly train other users

The City of Issaquah has contracted with Alarm Tracking and Billing Services which has expertise in administering false alarm reduction programs. It would be cost prohibitive for the City to build, operate, and maintain a false alarm tracking and billing system.

Alarm Tracking and Billing Services Duties

They are to track and bill for an estimated 1035 yearly false alarms; coordinate with approximately 60 alarm companies and monitoring centers in and out of State; process over 1,000 permits; provide all the computer software and upgrades required; create online sites for City officials, alarm users and alarm companies to review their respective alarm information; handle all alarm suspensions and reinstatements; process all remittances paid; assist with the appeal filing; provide for online payment ability; accommodate alarm users with a toll-free customer service support; and develop an educational online alarm school to help reduce the number of false alarms that requires a police response.

When you purchase a private security alarm system or contract to have a private security system monitored by a security alarm business licensed by the City you are entering into a private contract with that business only. Your security alarm purchase and/or monitoring contract is not a contract with the City of Issaquah, its Police Department or with any other law enforcement agency.



INSTALLER FALSE ALARM PREVENTION PROGRAM CHECKLIST

- | Yes | No | |
|-------|-------|---|
| _____ | _____ | 1. If a duress feature was installed, I thoroughly explained it and I did not program the system so that the duress code is only one digit different than the normal code. |
| _____ | _____ | 2. I checked that the control panel complies with the <u>SIA Control Panel Standard CP-01</u> and has been programmed so that: |
| _____ | _____ | a. it will comply with Sequential Verification ; |
| _____ | _____ | b. it will delay at least fifteen seconds before initiating dialing on intrusion alarm signals; |
| _____ | _____ | c. it has adequate delay time on entry/exit doors (delay of 45 seconds or more is recommended); and |
| _____ | _____ | d. a cancel code can be entered by the customer to cancel accidental alarms. |
| _____ | _____ | 3. I checked that police and fire panic buttons cause a siren or speaker to sound and that medical panic buttons cause an audible signal. |
| _____ | _____ | 4. I checked that the Arming Station(s) emit sound to inform occupants when an entry/exit door sensor has been triggered. |
| _____ | _____ | 5. I installed and tested standby/backup power. |
| _____ | _____ | 6. Reviewed the "Customer False Alarm Checklist" with the customer and explained the requirements of Enhanced Call Verification and Sequential Verification . |
| _____ | _____ | 7. I determined whether the customer had telephone features, such as call waiting, DSL or VoIP, and took steps to allow proper control panel dialing and monitoring center verification. |
| _____ | _____ | 8. I checked that the control panel was properly grounded to the manufacturer's specifications. |
| _____ | _____ | 9. I checked that all door and window contacts were properly selected, installed and tested. I considered loose fitting doors and windows, whether wide gap contacts were needed, and steel doors and windows. I followed the manufacturer's installation instructions. |
| _____ | _____ | 10. I checked all glass breakage sensors were properly selected, installed and tested. I gave consideration to pets, on-site noises and the general environment. I followed the manufacturer's installation instructions. |
| _____ | _____ | 11. All motion type detectors were properly selected, properly installed and tested. I gave consideration to pets, sunlight, other heat sources, and harsh environments. I followed the manufacturer's installation instructions. |

Please explain if you answered "No" to any of the above items: _____

 Alarm Company

 Installation Technician (Please Print)

 Signature

 Date



CUSTOMER FALSE ALARM PREVENTION CHECKLIST

Yes No

- ___ ___ 1. I have been made aware of the applicable Alarm Ordinance and I will comply with its requirements. **YEARLY PERMIT REQUIRED**
- ___ ___ 2. I understand it is **my responsibility** to prevent false alarms, and I understand it is critical to assure that all users of the system (such as residents, employees, guests, cleaning people, and repair people) are trained on the proper use of the system and its operation.
- ___ ___ 3. I understand that there is a 7-day **no dispatch** period for INTRUSION alarms, during which time the alarm company will have no obligation to and will not respond to any alarm signal from my alarm site and will not make an alarm dispatch request to the police, even if the alarm signal is the result of an actual alarm event.
- ___ ___ 4. I received training in the operation of the system, was provided an operating sheet and the security system operating manual.
- ___ ___ 5. I know what **Enhanced Call Verification** and **Sequential Verification** are and it's required for burglar alarm dispatch requests.
- ___ ___ 6. I know how to test the system and contact the monitoring center.
- ___ ___ 7. I understand that my entry time is ___ and my exit time is ___.
- ___ ___ 8. I have the phone number for questions or repair service.
- ___ ___ 9. I know how to cancel accidental alarm activations and have the system cancellation code or code word.
- ___ ___ 10. I understand that indoor pets can cause false alarms and I will contact my alarm company if I acquire any additional indoor pets.
- ___ ___ 11. I understand that the main control panel and transformer are located in _____.
- ___ ___ 12. I have an alarm sheet, which describes how the alarm company will communicate with me in the event of various alarm signals.
- ___ ___ 13. I understand the importance of:
 - keeping my emergency contact information updated and I know how to do this;
 - immediately advising the alarm company if my phone number changes (including area code changes); and
 - immediately notify my alarm company of any changes to my telephone service such as call waiting, VoIP, DSL or a fax line.
- ___ ___ 14. I will advise the alarm company if I do any remodeling (such as painting, moving walls, doors or windows).
- ___ ___ 15. I understand that certain building defects (such as loose fitting doors or windows, rodents, inadequate power, and roof leaks) can cause false alarms. I will correct these defects as I become aware of them.
- ___ ___ 16. The alarm company has given me written false alarm prevention techniques to help me prevent false alarms.

Comments: _____

ALARM COMPANY NAME

CUSTOMER

Print

Print

Installer Name (Print)

Signature

Date

Date



ISSAQUAH ALARM ORDINANCE
ENHANCED CALL VERIFICATION
AND
BURGLAR ALARM CONFIRMATION

Enhanced Call Verification – Definition

5.50 (b) (23) Enhanced Call Verification –means an attempt by the Monitoring Company, or its representative, to contact the Alarm Site and/or Alarm User and/or the Alarm User’s designated representatives by telephone and/or other electronic means, whether or not actual contact with a Person is made, to determine whether an alarm signal is valid before requesting a Police dispatch, in an attempt to avoid an unnecessary Alarm Dispatch Request. For the purpose of this ordinance, telephone verification shall require, as a minimum that a second call be made to a different number, if the first attempt fails to reach an Alarm User who can properly identify themselves to determine whether an alarm signal is valid before requesting an officer dispatch. Names and numbers or those contacted or attempted to contact, shall be provided when requested.

Burglar Alarm Confirmation - Definition

5.50 (b) (16) Burglar Alarm Confirmation - means a method by which an alarm Monitoring Company shall verify a Burglar Alarm call prior to making a Burglar Alarm Dispatch Request. This method requires at least one of four types of acceptable verification for a Burglar Alarm call.

WITNESS AT SITE; who indicates criminal or suspicious activity

AUDIO VERIFICATION; that indicates criminal activity

VISUAL VERIFICATION (LIVE-TIME VIDEO); that indicates criminal activity

SEQUENTIAL VERIFICATION (Two zone/device activation) The Sequential Verification allows for a variety of configurations that are acceptable as burglar alarm confirmation. It is the most common verification that is used.

TWO INDEPENDENT DETECTORS ACTIVATION

TWO ALARM SIGNALS WITHIN A 10 MINUTE TIME PERIOD

5.50 (i) (3) (c) Employ Enhanced Call Verification and Burglar Alarm Confirmation - on all Burglar Alarm Dispatch Request. The ISSAQUAH Police Department may refuse to accept an Alarm Dispatch Request from a Monitoring Company that has failed to comply with the procedures required by Enhanced Call Verification and Burglar Alarm Confirmation.

Additional requirements of monitoring companies

5.50 –

d. Communicate Alarm Dispatch Requests to the Police department in a manner and form determined by the Alarm Administrator.

1) A valid Permit Number is required for all alarm requests. Failure to provide a valid Permit Number shall result in the call request not being accepted for a police dispatch.

2) Provide zone(s) activation information as part of the Sequential Verification process within the Burglar Alarm Confirmation procedures.

e. Communicate Cancellations to the Police department in a manner and form determined by the Alarm Administrator.

f. Communicate any available information (north, south, front, back, door, window etc.) about the location of an alarm signal(s) as part of an Alarm Dispatch Request.

g. Communicate the type of alarm activation (silent or audible, interior or perimeter), if available, on any Alarm Dispatch Request.

h. Notify Communications (Dispatch) of any Alarm Site that it knows, or reasonably should know has guard dog(s) or is fitted with a protective-reactive device. During any alarm at such a site, a Responsible Party must be contacted and confirm that he or she will respond to the Alarm Site to disarm the device or take control of the guard dog(s). In all cases where a guard dog or a protective-reactive device is present at an Alarm Site, the Police dispatch request shall include a warning for officers not to enter the Alarm Site until the Responsible Party is present and has disarmed the device or taken control the guard dog(s).

i. After an Alarm Dispatch Request, promptly advise the Police department if the Monitoring Company knows that the Alarm User or a Responsible Party is on the way to the Alarm Site;

j. Each Monitoring Company must maintain, for a period of at least one year after the date of an Alarm Dispatch Request, all records relating to the Alarm Dispatch Request. Records must include the name, address and telephone number of the Alarm User, each Alarm System zone activated, the time of Alarm Dispatch Request and evidence of all attempts to verify. The Alarm Administrator may request copies of such records for any individual Alarm User. If the request is made within 60 days after an Alarm Dispatch Request, the Monitoring Company shall furnish requested records within three (3) business days after receiving the request. If the records are requested between sixty (60) days and (one) 1 year after an Alarm Dispatch Request, the Monitoring Company shall furnish the requested records within thirty (30) days after receiving the request. Failure to comply with this subsection will incur a service fee per incident per Appendix A.

I. Each Monitoring Company shall, upon request, immediately provide the Police department with the names and phone numbers of the Alarm User's emergency contacts at the time of each Alarm Dispatch Request.

5.50 (1) (5) If Cancellation of Police response occurs prior to the Police Officer's arrival at the Alarm Site, the response is not considered a False Alarm and no fee will be assessed.

5.50 (1) (7) A fee per Appendix A is hereby imposed against any Monitoring Company that fails to verify Alarm System signals as required in subsection (i)(3)(c).



SECURITY ALARM LICENSE APPLICATION

Type of Business : (Please check all applicable) Alarm Installation Company _____ Monitoring Company _____

If Alarm Company: (Please fill out section below)

Alarm Company Name

Address of Alarm Company

City, State and Zip Code

Billing Address (if different)

Business Phone:

Alt. Phone:

Monitoring Companies Utilized:

If Monitoring Company: (Please fill out section below)

Monitoring Company Name

Address of Monitoring Company

City, State and Zip Code

Billing Address (if different)

Business Phone:

Alt. Phone:

Affiliated Alarm Companies:

(If more space is needed, please attach list)

Alarm Response Manager Name:

Business Phone:

Alarm Response Manager Email:

Date:

Each alarm installation company and alarm monitoring company must designate one individual as the Alarm Response Manager (ARM) for the company. The ARM must be knowledgeable of chapter 5.50 of the Issaquah Municipal Code and have authority to deal with false alarm issues and respond to requests from the alarm administrator and alarm coordinator. Failure to comply will result in suspension of the Security Alarm License. A reinstatement fee of at least \$100.00 or \$10.00 per registered user will be charged if letters have been sent per subsection J.

In accordance with Issaquah Code Chapter 5.50, every alarm installation company and every alarm monitoring company shall obtain a Security Alarm License and pay an annual prorated fee of \$10.00 per each of their registered Alarm Users in the City of Issaquah up to a maximum payment of \$100.00. Failure to pay the annual fee within 30 days after the expiration of the license will require the payment of a late fee of \$25.00.

Additional Requirements

In accordance with Issaquah Code Chapter 5.50, an alarm installation company or monitoring company, shall within (30) days after being notified in writing from the Alarm Administrator, provide a list of existing alarm users in the City of Issaquah to the Alarm Administrator. Included shall be the permit fee for each of their alarm user customers. Failure to comply will result in a fine of \$50.00 per working day until the list is provided. Installation companies are required to report and register new installations prior to the system's activation. Failure to comply shall result in a \$100.00 administrative penalty, per incident, against the alarm installation company.

Make Checks Payable To: City of Issaquah

www.atbservices.com/issaquah
For Customer Service Call: 1-866-950-9901

Return this form and license fee to:

City of Issaquah
C/O ATB Services
P.O. Box 26364
Colorado Springs, CO 80936

For Office Use Only
Security Alarm License Number:
Date Received:
Expiration Date: