



For Immediate Release
January 8, 2015

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False Alarm Program to Begin in New Year

Harrisonburg, VA – In an effort to reduce false alarms, the city created a false alarm ordinance.

The City has contracted with PMAM Corporation to implement and administer the Alarm Program, and provide educational training for citizens. PMAM is a national company with expertise in this area, and will be responsible for alarm registration, false alarm billing features, and share in providing excellent customer service. Alarms can be registered at www.cityalarmpermit.com/fams/citizen/city/harrisonburg.

The goal is to reduce the number of false alarm activations requiring a response by the Harrisonburg Police Department, which will free up police resources and reduce the fines levied on alarm customers. Even the most responsible alarm owners will occasionally cause false alarm activations, approximately once every 18 months, and this ordinance has built-in provisions to ensure two free false alarm responses per registered customer during the permit year.

“Responding to burglary and robbery alarms are dangerous tasks for police officers. They must always assume the alarm is valid and a crime is in progress,” said Police Lieutenant Chris Rush. “Officers respond to these calls quickly to ensure the public’s safety while anticipating the possibility that they will encounter one or more suspects at the location.”

Responding to false alarms creates a tremendous strain on police resources when officers could be better utilized proactively patrolling and helping residents and visitors in the City.

“With an average of 99% of alarms being false, this is diverting manpower hours from the citizens of our community who truly have emergencies or are in need of assistance,” added Police Chief Stephen Monticelli. “This is also taking time away from the officers being in our community and building relationships through our Geo Policing initiative.”

The new ordinance is designed to better educate alarm users how to properly maintain and operate their systems, and also hold alarm companies responsible for installing reliable systems and appropriately monitoring them.

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“False Alarm” means an Alarm Dispatch Request to the Police Department, which results in the responding officer finding no evidence of a criminal offense or attempted criminal offense after completing an investigation of the alarm site.

False Alarms

- Are a nuisance to you and your neighbors;
- Make your security system less reliable; and
- Make you reluctant to use your system.

You can review the copy of the ordinance available at www.cityalarmpermit.com/fams/citizen/city/harrisonburg. For any questions not answered by reviewing the ordinance, **telephone inquiries can be made at 877-484-7719.**

The City of Harrisonburg is centrally located in the Shenandoah Valley of Virginia. It is home to approximately 50,000 people. More information about the City of Harrisonburg is online at www.HarrisonburgVA.gov.



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