

Frequently Asked Questions about the False Alarm Ordinance Alarm Registration, False Alarm Fees and ATB Services

Question 1:

Why did the city pass a false alarm ordinance?

Answer 1:

99% of the time when the police are dispatched for an alarm call, it is false. Responding to false alarms costs the citizens of our community, like you, a lot of money.

Question 2:

Why do I register my alarm every year?

Answer 2:

The information in the alarm registration process is needed to track and ticket false alarm charges. Alarm registration information changes often and it needs to be updated and maintained at least yearly. There is a cost associated with notifying and maintaining alarm registration information and that is why there is an alarm registration fee.

Question 3:

Why do I send my alarm registration and false alarm fees out of state?

Answer 3:

It would be very cost prohibitive for our City to build, operate and maintain a false alarm tracking and ticketing system. Therefore, the City has contracted with a firm that is an expert in providing this service to cities (ATB Services) and can track and process tickets much cheaper and more effectively.

Question 4:

If I have a specific question about my ticket, where do I call?

Answer 4:

You can call the City's false alarm tracking and ticketing service (ATB Services) at toll free #1-877-356-7599.