

<p align="center"><u>POLICY TITLE</u></p> <p align="center">FALSE ALARM POLICY</p>	<p align="center"><u>POLICY NO.</u></p> <p align="center">20-02</p>	<p align="center"><u>EFFECTIVE DATE</u></p> <p align="center">JANUARY 1, 2021</p>
<p align="center"><u>ORIGIN</u></p> <p align="center">Fire Department Special Committee</p>	<p align="center"><u>ADOPTED BY COUNCIL</u></p> <p align="center">October 13, 2020</p>	<p align="center"><u>AMENDED DATE</u></p>

1. **PURPOSE**: To reduce the number of the Fire Department responses to False Alarms by promoting the proper use and maintenance of alarm systems and assigning a set of procedures and associates rated.

2. **DEFINITIONS**:

DISPATCH - shall mean an individual, organization, or corporation that is authorized to dispatch reported emergency calls to the Fire Department in order to illicit a response.

FALSE ALARM - is any incident in which personnel are paged or respond to a call from dispatch originating from a person by mistake or as a result of purposeful action reporting an emergency under false pretenses, or by an alarm system that is activated incorrectly, by mistake, or as a result of a malfunction.

FIRE DEPARTMENT - shall mean the Star City Fire Brigade.

IN TOWN - a property or location within the municipal boundaries of the Town of Star City.

SCENE - the location of a reported emergency that the Fire Department is asked to respond to as provided to them by dispatch.

3. **PROCEDURE**:

a) Calls generated by security systems or alarms must be issued to the Fire Department by Dispatch. Computer generated or system generated calls will not be responded to.

b) The Fire Department responds to all calls from Dispatch, and as the possibilities of errors or incorrect information still exists, charges may be levied to the property owner for False Alarm calls subject to applicable fees.

4. **FEES**

a) False Alarm fees may be charged to the property owner and are subject to Town of Star City payment terms, interest rates and collections policies. Fees will be charged as follows:

i) First False Alarm in the calendar year - no charge, a courtesy letter will be issued to the property owner with

instructions to contact the alarm system provider to reduce the likelihood of further occurrences. Notification rated rates for further False Alarm will be included in the letter.

ii) Additional False Alarms - please refer to Schedule A of Policy No. 20-03 Fire Department Policy. Copy attached

**TOWN OF STAR CITY
FIRE DEPARTMENT POLICY 20-03**

**SCHEDULE A
RATES FOR FIRE CALLS**

PUMPER TRUCK	\$375.00/HR
TRANSPORT TRUCK	\$200.00/HR
PORTABLE PUMP	\$100.00/HR
MANPOWER	\$ 25.00/HR

This policy is in effect as of January 1, 2021.

Mayor

CAO