



City of South Fulton Government

NEWS RELEASE

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South Fulton Police Seeking Residents' Help in Reducing 96-Percent False Alarm Rate

(CITY OF SOUTH FULTON, GA – March 8, 2021) – In just a few days, South Fulton residents will receive notices in their mailbox with instructions on how to register their alarms with the city. The South Fulton False Alarm Reduction program created to reduce a 96-percent false alarm rate within the city will go live on Friday, March 12.

The City of South Fulton Police Department answered more than 10,000 false alarm calls last year.

Cutting that rate significantly will allow officers to respond more efficiently to actual emergency calls and provide them more time for proactive patrols and building relationships with the residents they protect and serve. Police officials feel they have an answer with CryWolf, an alarm monitoring service that has helped agencies across the country and in metro Atlanta reduce false alarms.

“Each false alarm call ties up at least one officer for 20 to 30 minutes. Those minutes really add up,” said Police Chief Keith Meadows. “We’re working to take back much of that time, allowing our officers to focus on preventive tactics and measures that will help cut crime in the city.”

Through a dedicated website created and managed by CryWolf, residents and businesses will register their alarms, as required by a city ordinance enacted in 2019. Alarm permits must be renewed each calendar year.

Alarm users and companies will have a grace period until May 1, 2021 before any fines will be assessed for failure to register. The program will give residents and businesses the ability to register alarm systems, pay fees, update account information, and view all false alarm incidents remotely. CryWolf will manage alarm correspondence, invoices, and a dedicated website to help maximize compliance and engagement among the public.

The South Fulton Police Department website will have a link to register for the Cry Wolf program under the Police Services tab. First and second false alarm offenses are considered warnings under the city’s ordinance. After the second false alarm, fines will range from \$100 for the third, \$150 for the fourth and \$500 per case for more than seven false alarms.

-MORE-



Cry Wolf to Cut False Alarm Calls... Page 2

“We want residents to go through a checklist to see if their alarm is sounding off due to user error,” said police Maj. Tina Johnson. “Faulty equipment, dead batteries, or poor installation are frequent causes of repeated false alarms,” said Johnson.

Police officials encourage alarm owners to complete the following steps to help avoid false alarms:

- Know your alarm code and password
- Use pet-immune motion sensors
- Keep batteries fresh
- Make sure the areas near motion sensors are clear
- Close all windows and doors tightly
- Schedule regular maintenance for your alarm system

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