



**City of Alton, Illinois
Alarm Registration & False Alarm Management**

Alarm Company Frequently Asked Questions

- 1. What requirements are there for an alarm company to do business in the City?** Obtain a business license from the City.
Cynthia Roth
CITY TREASURER
ALTON MUNICIPAL BLDG
101 E 3RD ST RM 188
ALTON IL 62002-6239
Tel: 618-463-3540
Fax: 618-463-3520
Email: croth@alton-il.com
Go to: <http://www.alton-il.com/content.cfm?page=businesslic>

Submit the forms, data and payment as described at www.municipaldynamics.com/cail for the City of Alton.

Contact Municipal Dynamics for login and password to access the ARFAM site:

Email: support@municipaldynamics.com

Tel: 877-686-4396

Fax: 636-537-8187

- 2. Who is responsible for remitting alarm registration fees?** Alarm companies are responsible for remitting payment to the City for initial and annual renewal alarm registration fees.
- 3. How may alarm companies make escrow deposits?** Alarm companies must establish an escrow fund with the City by mailing a check or money order to the address listed below.

Mail check or money order, payable to City of Alton – ARFAM:

CITY OF ALTON - ARFAM

PO BOX 66914

SAINT LOUIS, MO 63166-6914

Additional escrow funding using Visa, MasterCard, American Express or bank debit may be processed via the ARFAM site.



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4. **Can I get an electrical permit online?** No. Alarm companies must apply for electrical permits at:

DEPARTMENT OF BUILDING & ZONING
ALTON MUNICIPAL BLDG
101 E 3RD ST RM 202
ALTON IL 62002-6239
Tel: 618-463-3532
Fax: 618-463-0972
Email: mheinold@alton-il.com

Electrical Permit Application PDF form is available online at:
http://alton-il.com/html/pdf-form/Electrical_Permit_Application.pdf

Electrical permits are not required for alarm systems installed and registered prior to June 1, 2010.
5. **How will alarm companies know when permits are set for renewal?** Alarm companies may access a renewal report on the ARFAM website and elect to receive permit renewal email alerts.
6. **Who is responsible for false alarm fines?** Alarm subscribers will be billed directly for all false alarm fines and are responsible for making payments to the City.
7. **How may alarm fines be paid?** Mail check or money order, payable to City of Alton – ARFAM:
CITY OF ALTON - ARFAM
PO BOX 66914
SAINT LOUIS, MO 63166-6914

Using Visa, MasterCard or American Express:
Online at [www.alton-il.com/Alarm Registration & Payment](http://www.alton-il.com/Alarm_Registration_&_Payment).

Toll-free IVR at 866-331-0148.

Alarm companies may pay alarm fines from escrow accounts.



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8. **What is the grace period for non-payment of fines?** Payments are due 15 days after notice is sent. The alarm subscriber will be suspended from police response if payment has not been received within 30 days after notice is sent.
- Appealing a false alarm does not extend the time to pay.
9. **What other requirements are there for alarm businesses?** In addition to paying for alarm permits, the other key requirement for alarm companies is obtaining Level 1 certification for sales and installation personnel.
- A complete copy of the ordinance is available at www.alton-il.com.
10. **Who is required to have a Level 1 Certification?** As of June 1, 2010, any company installing and/or selling alarm systems must have at least one person who has Level 1 Certification. After June 1, 2011, all personnel of any company doing installation or sales, including electricians, must have Level 1 certification.
11. **What documentation is required as evidence of Level 1 certification?** Certificate or other written evidence from a nationally recognized organization, such as the Electronic Security Association (formerly National Burglar and Fire Alarm Association).

Mail or fax a copy of the certificate to:
CITY OF ALTON – LEVEL 1 CERTIFICATION
PO BOX 4022
CHESTERFIELD, MO 63006-4022
or
Fax 636-537-8187

Write your City of Alton business license number on the copy.



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12. **How many permits are needed for monitored units in an apartment complex?** Each apartment unit with an active alarm system must have a unique permit.
13. **If a security alarm is installed at a combined residential/commercial location how much is the registration fee?** The alarm system must be registered as Commercial and the total registration fee is \$50.00.
14. **What happens to the alarm subscriber's current false alarm count and alarm system status?** Effective June 1, 2010, registered alarm systems will be set to an Active status with zero false alarms. This does not relieve the alarm owner from the obligation to pay previously assessed fines.
15. **Can alarm companies elect to automatically pay fines from the escrow account for specific permits?** Yes. An alarm company can designate accounts and permits from which fines will be paid automatically from escrow.
16. **Who is responsible for the fine if a central station attempts to dispatch on an inactive/suspended permit number?** The alarm company is responsible for paying the fine.
17. **Are electricians permitted to do installations without Level 1 Certification?** After June 1, 2010, any company installing and/or selling alarm systems must have at least one person who has Level 1 certification. After June 1, 2011, all personnel of any company doing installation or sales, including electricians, must have Level 1 certification.



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18. **Are alarm companies permitted to charge alarm subscribers an “administrative fee” in addition to the City’s permit fee?** Alarm companies may charge their customers additional administrative fees. However, alarm companies must clearly disclose that such fees, if any, are not mandated or encouraged by the City nor does the City receive any proceeds other than the permit fees defined in the Ordinance.
19. **What is the deadline for submitting the Bulk Data File?** Alarm companies with more than 100 alarm systems in the City, may submit the data electronically May 1-15, 2010. All alarm companies may manually enter alarm systems starting May 1, 2010. Reference Bulk Data Load procedural document for requirements.
20. **Will data be accepted without full remittance of the permit fees?** No. All data submissions must have full payment for the associated permit fees.
21. **What if the alarm company remits insufficient funds to pay for all the subscribers submitted?** As many subscribers as the payment will support will be imported into the ARFAM system. Remaining data will be returned to the alarm company with a notice that payment was insufficient.
22. **When will alarm permit numbers be issued online?** Alarm permit numbers will be issued online starting May 1, 2010.
23. **What happens to the alarm subscriber’s current false alarm count and alarm system status?** Effective June 1, 2010, alarm systems with new permit numbers will be set to an Active status with zero false alarms. This does not relieve the alarm owner from the obligation to pay outstanding fines previously assessed by the City.



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24. **What are the permitting requirements if an alarm company takes over an alarm system from another alarm company, has a new subscriber move into an existing permitted location, has an expired permit and/or buys accounts from or sells accounts to another alarm company?** See grid below.

<u>Scenario</u>	<u>New Alarm Permit Required?</u>	<u>New Electrical Permit Required?</u>	<u>False Alarm Count Reset to Zero?</u>	<u>What Happens to Outstanding Balances Owed Under Ordinance?</u>
Account Takeover: 1. Same Subscriber 2. Same Address 3. New Alarm Company	YES	YES	YES	New permit not issued until balances paid.



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<p>Account Acquisition or Transfer:</p> <ol style="list-style-type: none"> 1. Same Subscriber(s) 2. Same Address(es) 3. New Alarm Company <p>Note: Buying and Selling Companies must submit list of accounts to be transferred to MuniDyn.</p>	NO	NO	NO	Account transfer not permitted until outstanding balances paid.
<p>Subscriber with no alarm company (but who has acquired a permit directly) signs up with an alarm company</p> <ol style="list-style-type: none"> 1. Same Subscriber(s) 2. Same Address(es) 3. New Alarm Company (no prior Alarm Company) 	NO	NO	NO	No change in Permit status
<p>New Subscriber moves into an Exiting Location:</p> <ol style="list-style-type: none"> 1. New Subscriber 2. Same Address 3. Same Alarm Company 	YES	NO	YES	New subscriber will receive permit without regard to prior outstanding balances. (Former subscriber still liable for balance.)



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<p>Alarm Company and/or Subscriber has an expired permit and/or permit that is cancelled for non-payment of fines:</p> <ol style="list-style-type: none"> 1. Same Subscriber 2. Same Address 3. Same Alarm Company 	<p align="center">YES</p>	<p align="center">NO</p>	<p align="center">YES</p>	<p>Reinstatement not permitted until outstanding balances paid.</p>
<p>Subscriber moves from one address to another within the City:</p> <ol style="list-style-type: none"> 1. Same Subscriber 2. New Address 3. Same Alarm Company (or New Alarm Company) 	<p align="center">YES</p>	<p align="center">YES</p>	<p align="center">YES</p>	<p>Subscriber will receive permit without regard to prior outstanding balances; however, subscriber still liable for balance.</p>