



# ROCK HILL

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## SOUTH CAROLINA

### False Alarm Calls Reduced by 20 Percent

The major cause of false alarms is user error – usually either opening or closing errors – and improper maintenance. Each alarm response requires a minimum of two patrol officers and averages 25 minutes per officer per alarm. In 2005, the Rock Hill Police Department (RHPD) answered 3,354 false alarm calls. This equates to approximately 2,800 hours at a cost of approximately \$130,000 per year. These false alarms negatively affect the overall safety of the community by diverting officers from actual emergencies and other legitimate calls for service.

Early in 2006, in an effort to encourage proper use of alarm systems and reduce false alarm calls, the City of Rock Hill passed an ordinance (Sec. 24-37, No. 2006-02) requiring alarm system users to register their alarms with the RHPD. The new law went into effect February 1, 2006 and allowed residential and commercial alarm users a three-month grace period to comply.

A key element of the alarm ordinance is the requirement that all alarm users have an alarm permit. The alarm permit is an important part of the ordinance because it requires alarm users to provide the RHPD with the names, addresses and phone numbers of three people who can respond

to the location of the activated alarm if the need arises. Since the new law was passed, false alarms have been reduced by 20 percent.

Obtaining an alarm permit is free of charge. Alarm users are required to register the locations of their alarms with the RHPD and will then be issued an alarm permit number. If a location has a false alarm but has not obtained a permit, a \$25 fee will be charged for each occurrence. The ordinance defines a false alarm as an alarm notification when the responding emergency service providers find no evidence of a criminal offense, attempted criminal offense, fire, smoke, medical emergency or other hazardous situation.

The alarm ordinance encourages accountability and responsibility by charging alarm owners for false alarms. Nobody is perfect, so two false alarms within a 12-month period are allowed without penalty. However, after two false alarms, a progressive fee will be assessed as follows:

Number of False Alarms	Fee
First and second	No charge
Third, fourth and fifth	\$50 each
Sixth and seventh	\$100 each
Eighth, ninth and 10th	\$200 each
More than 10	\$500 each

#### Important Numbers

##### for 24-Hour Automated Service

- 803/329-5555** Outage Reporting
- 803/329-5588** Billing Inquiries and Payment Processing

##### Other Important Numbers

- 803/325-2500** Customer Service Requests
- 803/329-5610** City-Maintained Road Pothole Reporting
- 803/327-6186** State-Maintained Road Pothole Reporting

Because contact information changes frequently for the alarm user and their designated contacts, it is important that their information be updated on at least a yearly basis, and users must renew their alarm registration annually. Expiration dates are approaching for users who registered their alarms when the ordinance went into effect last February.

If you have any questions about the false alarm ordinance or about obtaining or renewing alarm permits, please contact the RHPD false alarm coordinator at **803/329-7200**, or visit [www.cityofrockhill.com/rhpd/alarminfo.asp](http://www.cityofrockhill.com/rhpd/alarminfo.asp).

**Don't Forget!**  
**Renew your alarm permits annually.**

## City Council Contacts



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## RHFD Encourages Responsible Fire Alarm Usage

In addition to the ordinance and fee schedule regarding false police alarms, the City also has an ordinance that addresses false fire alarms (Sec. 24-37, Ord. 2006-02). However, unlike the requirement for registering alarms with the Police Department, the Fire Department does not require an alarm permit. Both residential and commercial alarm users are allowed one false alarm per calendar year without penalty and are charged \$125 per false alarm after that.



Please contact the Rock Hill Fire Department at **803/329-7220** with questions regarding the fire alarm ordinance or for information on proper alarm usage.

## Start Your Year Healthy!

### Rock Hill Tennis Center Offers Exciting Ways to Work Out



The Rock Hill Tennis Center invites you to pick up a racquet and hit some balls at this great facility in the new year! Whether you are a newcomer to the sport or a seasoned player, we have programs to serve your needs. The center offers public play, memberships, clinics, private lessons, tournaments, summer camps, special events, competitive leagues and social leagues. Located at 897 Maplewood Avenue next to Sullivan Middle School, the center provides nine regulation courts (one with stadium seating), an observation deck, a pro shop and a concessions area.

In January, new sessions of junior clinics, adult clinics, adult USTA and social leagues

will begin. Also in 2007, the center will begin offering a free one-hour adult introductory clinic twice a month (one clinic per customer). Recently added to the lineup of adult clinics are the wheelchair clinic and the cardio tennis clinic. The wheelchair clinic is offered for adults and juniors, and ability levels range from experienced players to those who have never picked up a racket. The cardio tennis clinic is a fun new form of tennis with an emphasis placed on getting a great workout!

Visit the Rock Hill Parks, Recreation & Tourism Web site at [www.rockhillrocks.com](http://www.rockhillrocks.com) for clinic schedules and additional information. Call the Tennis Center at **803/326-3842** with any questions or to schedule a court or your first lesson!



## FREE Private Lesson

Join the Rock Hill Tennis Center as a new member in 2007 and receive a **free** private lesson. (\$40 value) Must call in advance to schedule lesson. Must present coupon at time of lesson.

**Valid through December 31, 2007.**



## \$10 Off

\$10 off any service or lesson for renewing members at the Rock Hill Tennis Center in 2007. Excludes membership fee. **Valid through December 31, 2007.**

*One coupon per customer.*