



## **NRMA Regional Dispatch Center (RDC)**

### **NRMA NUISANCE ALARM SOP**

**Document # ALR-005 REV# 1.0**

**Date: 09MAY19**

#### **Purpose**

To establish a definitive guidance for nuisance alarm procedures for all active alarm accounts that require regional monitoring at the NRMA RDC.

#### **Responsibility**

These procedures apply to all Fire and Intrusion Detection System (IDS) installation, maintenance, sustainment support contractors, NRMA RDC Alarm Manager, and the Government Contract oversight personnel who take part in the installation, administration, maintenance, and sustainment of approved alarm systems. All identified personnel are held responsible for adhering to this procedure and to ensure it is distributed widely to all those that have cognizant direction and oversight over the installation or the repair processes for region monitored alarms.

This procedure is in affect for all alarm accounts monitored at the NRMA RDC directly or via remote processing facilities within the NRMA Area of Responsibility (AOR). Failure to follow this procedure may result in the deactivation of identified accounts.

#### **Task**

- 1. Nuisance Alarm.** Tenants/Commands that use Fire or mission required IDS alarm systems are responsible for the proper function and performance of their alarms. When alarms improperly send alarm signals due to malfunctions and are not fixed in a timely manner, waste valuable first responder resources. A nuisance alarm is defined as a repeated false alarm or other alarm condition sent to the dispatch floor three or more times in a 30-day period. Any alarm meeting this condition will be secured at the NRMA RDC after notification is made to the alarm owner.
- 2.** Refer to SOP ALR-004 for procedures on how to reactivate the alarm for remote monitoring at the NRMA RDC.

#### **Points of Contact**

**Duty Dispatch Supervisor: 757-443-3623/3624**  
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#### **NRMA Alarm Support Team**

**TBD – Alarm Manager: First Last; 757-443-3627; email**

**TBD – Alarm Support Technician: First Last; phone; email**