City of Memphis
TENNESSEE

JIM STRICKLAND
MAYOR

DIVISION OF FIRE SERVICES

Central Station Monitoring Requirements for Memphis, Tennessee May 1, 2023

1. **There shall be two independent means provided to retransmit a fire alarm signal to the Fire Communications Center. The Memphis Fire Communications Bureau shall approve communications between the Central Station and the Fire Department. Contact Fire Communications at 901-636-5300 (Michael Spencer). Email** Michael.spencer@memphistn.gov.

2. **One means of retransmission shall be supervised so that interruption of the retransmission circuit communication integrity will result in a trouble signal at the Central Station.**

3. **The Central Station shall have competent personnel available to inspect, test, maintain and repair the system. Necessary repairs are to be commenced within four hours of notification of a need for service and continue until completion.**

4. **Upon receiving an alarm, the Central Station shall promptly dispatch a runner or technician, travel time is not to exceed one hour, to the protected premises when equipment must be manually reset.**

5. **Upon receiving a supervisory signal which cannot be restored to a normal condition, a runner or maintenance person shall investigate the abnormal condition.**

6. **The Central Station shall be licensed through the State of Tennessee (Alarm Contracting Company and Qualifying Agent) and have that license registered with the Shelby County Electrical Department.**

7. **Point of connection permit application and required documentation for the monitoring of fire alarm systems shall be submitted to the Fire Prevention Bureau by the central station via the Develop 901/Accela Citizens Portal and approved prior to monitoring of any new system or monitoring service takeover for existing systems.**

8. **Anyone performing runner service other than company personnel shall be certified by the State of Tennessee, NICET or other approved certifying agency as required by Underwriter's Laboratories.**

9. **The Central Station shall have an office located within the corporate city limits of Memphis to ensure compliance with the applicable provisions of NFPA 72, 2019 edition for runner (see item #**

4) and maintenance service (see item # 3).
An acceptable alternative to the above requirement shall be: The central station may contract with a local licensed fire alarm contractor to comply with the applicable provisions of NFPA 72, 2019 edition for runner and maintenance service. This alternative will be reviewed on a case-by-case basis and shall be included with the permit submittal.

10. **The Central Station shall comply with all requirements of NFPA 72, 2019 edition for monitoring of fire protection systems.**

11. **All required monitored fire protection systems shall be certificated by their listing agency.**

12. **The retransmission means of primary retransmission and secondary retransmission shall be submitted in writing and approved by the Fire Prevention Bureau.**

13. **The transfer means and procedures from primary retransmission to secondary retransmission, in the event of primary failure, shall be submitted in writing and approved by the Fire Prevention Bureau.**