

motion detectors.

Rodents can move within a motion detector's pattern or eat alarm wire insulation.

Do not make repairs, alterations or additions to your system yourself – call your alarm company.

If you experience a false alarm that you cannot explain, call your alarm company and arrange for an inspection and service as necessary.

Upgrade old alarm systems to current equipment conforming to Security Industry Association (SIA) false alarm prevention standards.

Alarm check list

- Are you and others who use the system fully educated on its proper operation?
- Does everyone with a key to your home know how to operate your security system?
- Do you take care to eliminate possible causes of false alarms?
- Have you rehearsed alarm cancellation procedures with all who use your system to cancel accidental alarm activations?
- Do you communicate with your security company regularly, advising of schedule changes,

problem areas or maintenance needs?

- Do you notify your local Alarm Coordinator when phone numbers or situations change?
- Do you have your security system instruction book and alarm company names and telephone numbers readily available in order to call and cancel accidental alarm activations?



Information in this brochure provided by the False Alarm Reduction Association (www.farononline.org) and the California Alarm Association (www.caaonline.org).



City of San Leandro
Police Department
901 East 14th Street
San Leandro CA 94577

**SAN LEANDRO
POLICE DEPARTMENT**

RESIDENTIAL FALSE ALARM PREVENTION



*901 East 14th Street
San Leandro CA 94577
577-3260*

What is a false alarm?

A false alarm is notification of an alarm to law enforcement when the responding authority finds no evidence of criminal offense or attempted criminal offense.

The 3 major causes of false alarms are:

- 1) Use errors
- 2) Installation or service errors
- 3) Equipment failures.

It has been found that more than two thirds of false alarms are caused by user error and 20% of alarm users cause 80% of all false alarms.

The prevention of false alarms is an important issue and your cooperation is needed to prevent needless responses by law enforcement to your alarm. False alarms can be financially costly to you. Thousands of patrol hours are spent investigating alarm reports that turn out to be “false alarms.” The City of San Leandro has adopted a “False Alarm Ordinance” (Title 4, Chapter 4-6)

regulating alarm systems and providing for fines if your system generates excessive false alarms. Your cooperation in carefully operating your alarm system can help prevent you from running afoul of local regulations.

How can you prevent false alarms?

Before activating your alarm system . . .

- Lock all protected doors and windows — make sure they cannot blow open in the wind even if a particular opening is not directly connected to the system..
- Keep pets, balloons, fans, heaters, plants, curtains, seasonal decorations, etc. from motion sensor areas.
- Know how to cancel the alarm if the system activates.

All users, key holders or any person with legal access to your property must be thoroughly trained in how to operate your system, including knowledge of correct arming codes, pass codes, telephone numbers and procedures for canceling accidental alarm activations.

Notify your security company if . . .

- You think your system is not working properly.
- You plan any remodeling, including replacing doors or windows, siding, or

anything near the system control panel, sensors or keypads.

- You hire domestic help, plan to sell your house, or are testing your system.

Contact the City of San Leandro Alarm Administrator (577-3260) if you have a phone service or name change.

Have your security company check and service your system regularly.

Your central monitoring station should not request a law enforcement dispatch for power outages, low battery signals or loss of telephone connections.

Discuss with your monitoring company the possibility of using the Enhanced Call Verification (ECV) when your alarm activates, which means that if they receive no answer at the alarm site, they call a responsible party’s or authorized user’s cell phone prior to requesting a law enforcement dispatch.

Systems can be designed to accommodate your pets. Pets can often cause problems if they wander into areas covered by