



Tucson Police Department

WHAT IS A FALSE ALARM?

A false alarm is any alarm caused by human error or equipment problems resulting in police response, with no evidence of an actual crime having been committed.

WHAT ARE THE MOST FREQUENT HUMAN ERRORS THAT CAUSE FALSE ALARMS?

Residential

- Use of incorrect keypad codes.
- Failure to train other authorized users (sitters, relatives, children, visitors, maintenance personnel).
- Failure to secure doors and windows before turning on the alarm.

Commercial

- Use of incorrect keypad codes.
- Failure to train other authorized users (employees, janitors, delivery personnel).
- Failure to notify monitoring facility of unscheduled openings or closings (for businesses using set schedules).
- Failure to update authorized personnel list with monitoring facility.
- Failure to secure doors and windows before turning on alarm.

WHAT ARE THE MOST FREQUENT EQUIPMENT PROBLEMS THAT CAUSE FALSE ALARMS?

- Improper application or installation of interior motion detectors (sensors are set too sensitive).
- Improper application or installation of outdoor beams.
- Improper charging or checking of batteries.
- Faulty equipment (panels, detectors, keypads).

WHAT CAN YOU DO TO REDUCE FALSE ALARMS?

- Make sure everyone is familiar with the alarm system operations.
- Secure doors and windows before turning on the system.
- Be aware of changes in the environment (new animals, design changes, seasonal decorations, and plants).
- Notify monitoring facility of any and all changes (houseguests, name changes, new employees, termination of employees).
- Equipment should be routinely inspected, by both the alarm user and maintained by qualified personnel (check all contacts and routinely dust motion detectors, where spiders like to live).