

What if you accidentally set off your alarm?



FIRST: Don't Panic. Carefully enter your disarm code to reset your system.



SECOND: Wait for your alarm company to call and give you a password or ID number.



THIRD: Do not leave your home or business until you have talked with your alarm monitoring station! If they don't call you, call them to cancel the alarm dispatch.

**DO NOT
CALL 911**

**TO CANCEL AN
ALARM.**

You must call your alarm monitoring station!

STAY IN REGULAR CONTACT WITH YOUR ALARM COMPANY.

Notify your alarm company in advance if you are planning to:

- begin a home improvement or renovation project;
- fumigate;
- change your alarm system batteries;
- get a pet; or
- hire a contractor.

Be sure to have your alarm system checked every year. If you are unsure about using your system in any way, call your alarm company today!



False Alarm Ordinance

The City's goal is to reduce the number of false alarm calls, thus allowing the Sheriff's Department to focus on other calls.

A False Alarm Ordinance was adopted by the City Council on October 15, 1997, to help reduce the number of false alarms received each year. This program affects both residential and business alarm owners. Owners of alarm systems are urged to become familiar with their alarm systems and stay in close contact with their alarm company.

HOW DOES THE CITY'S FALSE ALARM ORDINANCE WORK?

For the first and second false alarms, there will be no charge. For the third false alarm, and any subsequent false alarms in a calendar year, the owner will be charged a fee equal to the cost of responding to the false alarm. The City may notify the owner of a false alarm incident in writing, as a courtesy, following each separate alarm incident.

HOW DID THE CITY ARRIVE AT A FALSE ALARM RESPONSE FEE?

The City conducted a cost analysis to determine the cost of providing services. In this study, all costs associated with responding to false alarms were accounted for, including dispatching the alarm call, deputy response, investigating, and deputy time.

HOW DO I GET MORE INFORMATION?

For more information on the False Alarm Ordinance or the current False Alarm Response Fee, visit www.santa-clarita.com, write, or call:

City of Santa Clarita
Department of Administrative Services
23920 Valencia Boulevard, Suite 295
Santa Clarita, CA. 91355
(661) 255-4376



City of **SANTA CLARITA**

**FALSE ALARM
PREVENTION**

**IS YOUR ALARM
SYSTEM WORKING
FOR YOU?**



**CITY OF SANTA CLARITA
LOS ANGELES COUNTY SHERIFF**



*Working together with the Community
to keep Santa Clarita safe*





What is a false alarm?

Dear Community Member,

The Santa Clarita Sheriff's Station responds to nearly 8,000 false alarms each year.



These alarms require Deputies to respond quickly, often to learn once they arrive that the system was activated in error and there was no evidence of criminal activity. While alarm systems can be an effective tool for crime prevention, roughly 99 percent of all alarm activations are false.

Often, there are repeated problems with the same alarm systems. In fact, 80 percent of reported false alarms are caused by fewer than 20 percent of alarm systems. Make sure yours isn't one of them!

How can YOU help? With a continued increase in alarm systems nationwide, police are becoming overwhelmed with false alarms. This is resulting in stricter ordinances and severe fines for consumers. You can help us reduce false alarms—and avoid fines—through the proper use and maintenance of your alarm system.

*J. Anthony La Berge
Captain*

SANTA CLARITA VALLEY SHERIFF'S STATION
23740 MAGIC MOUNTAIN PARKWAY
VALENCIA, CA 91355
(661) 255-1121



CAUSES OF FALSE ALARMS AT HOME

- User error and equipment malfunction
- Unlocked or loose-fitting doors and windows
- Children, cleaning crews, repair workers and pets
- Drafts that cause curtains or plants to move near windows

CAUSES OF FALSE ALARMS AT WORK

- Swinging doors or windows
- Banners, signs, balloons and decorations
- Stacked items, such as boxes, that might set off motion detectors
- Untrained or unaware employees, especially during the opening and closing of the business
- Unsupervised guests
- Motion sensors struck by equipment, such as forklifts or other heavy machinery

BEFORE ACTIVATING YOUR ALARM SYSTEM

- Securely close and lock all windows and doors
- Keep pets, fans, heaters, plants and balloons away from motion sensors
- Practice the process to cancel an accidental alarm quickly
- Know how much time you have to leave the building after you activate the alarm. Also, know how much time the system allows for you to enter before you disarm the alarm.

PREVENTING FALSE ALARMS

Are you and others who use your security system fully educated on its proper operation? Avoid having the Sheriff's Department respond to a false alarm by ensuring everyone who interacts with your system knows how it works.



False Alarm Ordinance fines those who "cry wolf"

SANTA CLARITA—A False Alarm Ordinance was adopted by the City of Santa Clarita City Council on October 15, 1997, to help reduce the number of false alarm calls received each year by the Sheriff's Department, thus allowing law enforcement to focus on true emergencies. This ordinance affects owners of both residential and business alarm systems, who are urged to become familiar with their alarm systems and stay in close contact with the companies providing their alarm services. **For more information on the False Alarm Ordinance, contact the City of Santa Clarita Department of Administrative Services at (661) 255-4376, or visit santa-clarita.com.**

YOU KNOW HOW IT WORKS, BUT DO THEY?

In order to help ensure that your alarm system does not activate improperly, try the following tips:

- Train children and neighbors who have keys on complete system operation
- Keep the phone number to your alarm company handy
- Instruct domestic or regular repair workers on the use of your system
- Use deadbolt locks whenever possible

REVIEW PROCEDURES WITH YOUR ALARM COMPANY

- Should they try to contact multiple people before requesting Sheriff's response?
- Should they notify the Sheriff only if both the interior and exterior zones are activated?
- Consider having a private guard service respond, rather than the Sheriff's Department, to eliminate false alarm fines?

Whatever you decide, remember to put your instructions in writing.

