

# MESA POLICE ALARM UNIT FALSE ALARM PREVENTION GUIDE

## NEW ALARM USERS

- I have been instructed by the alarm company on how to properly operate my alarm system.
- I have the monitoring company telephone number to use for cancellations, to test my alarm, to update telephone contact information, and to request alarm service or repairs.
- I understand that I **cannot cancel a robbery/panic alarm** activation.

## ALL ALARM USERS

- I will conduct periodic testing of my alarm system (at least 3-4 times a year.)
- I will instruct any "New" alarm users on how to operate the alarm system, how to **cancel a false alarm activation**, and will provide them with a proper cancellation code. (**"New" alarm users include; house sitters, cleaning crews, realtors, new employees, babysitters, repairmen, and construction crews.**)
- I understand that remodeling may inadvertently cause alarm system problems, so I will contact the alarm company prior to any remodeling. I will also contact the alarm company when the remodeling is complete to reset door/window contacts, and motion detectors to provide optimum alarm coverage again.
- I understand that pets, balloons, and new items in an alarmed area can cause a false alarm.
- I will secure all protected doors and windows before arming my alarm system.

## FALSE ALARM REDUCTION TIPS & ALARM ACTIVATIONS

- Building defects such as loose fitting doors or windows can cause false alarms. Please repair as soon as possible.
- Provide all alarm users with valid cancellation codes and information on which doors have a delay time for entry/exit.
- Per the City of Mesa Alarm Code 6-15 the alarm monitoring company is **required to make two telephone calls to the alarm user prior to dispatching police** to allow an opportunity for canceling the alarm activation.
- Follow the alarm company instructions to **cancel a false burglary alarm activation**.
- Reminder - Robbery/Panic false alarms cannot be cancelled.**
- If you respond to alarm activation at your location and police officers are no longer there, call the non-emergency police number (480-644-2211) if you would like to request an officer to return to accompany you inside your location.**

## ALARM PERMIT INFORMATION

- Alarm permits **renew annually**.
- Renewal letters** will be mailed 30 days prior to the expiration date. The renewal letters and fee(s) **must be returned by the due date to avoid cancellation**. (The expiration date is the date of issue that is stamped/written on the alarm permit copy.)
- Renewal Fees are \$10.00 per Burglary or Robbery/Panic function.
- Remember to also contact your alarm company at renewal time to update any telephone numbers or contact information.**

## WHEN TO CALL THE MESA POLICE ALARM UNIT

- If you have any questions regarding a renewal or false alarm assessment.
- If you have questions regarding the city code as it applies to your alarm system and permit.
- If you have any questions regarding any alarm activations at your location.

## MESA POLICE ALARM UNIT

**TELEPHONE NUMBERS**  
**(480) 644-2699**

**FAX NUMBER**  
**(480) 644-2687**  
**Attn: Alarm Unit**

**EMAIL**  
**policealarms@mesaaz.gov**