WHAT CAN I DO TO PREVENT FALSE ALARMS?

Most false alarms can be prevented by understanding your security system and maintaining it properly. Consult with your security system provider to ensure your system settings are appropriate for your home or business.

RESIDENTIAL

→ Make sure everyone in your home knows how to use the system properly,

→ Complete regular maintenance on your security system to ensure all components are functional; ensure batteries are not running low,

→ Ensure your security system provider knows if you have kids or pets, as their activity are common culprits for false alarms,

→ Floating balloons or hanging decorations and objects that might fall from up high can all set off an alarm,

→ Ensure doors and windows are properly closed and latched,

→ Ensure you have arranged for your security system provider to call you when an alarm is triggered. Silent alarm settings may result in you not even knowing your alarm is going off.

COMMERCIAL

→ Ensure employees or property managers understand how the system works,

→ Work with your security system provider to test your alarm every three months to ensure procedures are in place for all employees and property managers.

THE CITY OF
Red Deer

WE NEED YOUR HELP

PREVENTING FALSE ALARMS

Red Deer Emergency Services and Red Deer RCMP respond to hundreds of false alarms in our community every year. It is important that everyone takes the time to prevent false alarms as it is both costly and adds unnecessary risk to the community.

Responding to false alarms puts both emergency personnel and the public at risk because equipment and personnel must respond in an urgent manner. False alarms also unnecessarily burden valuable fire and police resources, including dispatchers, the first responder crews and their equipment. Emergency responders must treat every call as genuine, and prioritize their response, regardless of the nature of the call.

FALSE ALARMS BY THE NUMBERS

IN 2021

748
False Alarms responded to by Emergency Services

820
False Alarms received by the RCMP

12%
Of all calls responded to by Emergency Services were false alarms

THE COST OF FALSE ALARMS

False Alarm calls could cost you if police or fire arrives to find no emergency situation. False alarm fees are charged to the property owner, manager or person responsible, and are based on the number of false alarms that occur in one calendar year:

RDES OCCURRENCE		POLICE RESPONSE FEE	
FIRST	$0	RESIDENTIAL	$80
SECOND+	$300	NON-RESIDENTIAL	$120
THIRD	$500		
FOURTH+	$750		

Emergency Services Fees and Charges Bylaw (No. 3586/2017)
Alarm Bylaw (No. 3591/2017)