



Policy Name:	FALSE ALARMS		
Policy #:	OP 4.2.1	Last Updated:	2022-01-27
Issued By:	COMMUNITY POLICING BUREAU	Approved By:	SURREY POLICE BOARD
		Review Frequency:	AS REQUIRED

RELATED POLICIES

1. PURPOSE

1.1. To ensure that all Surrey Police Service (SPS) Employees are aware of their responsibilities and methods of response to false alarms.

2. SCOPE

2.1. This policy applies to all Members.

3. POLICY

3.1. To provide guidelines to assist Members in responding to false alarms, including areas of responsibility.

4. PROCEDURE

4.1. In accordance with Surrey Bylaw No. 13168, *Surrey Security and Fire Alarm By-Law*, a *False Alarm* means an alarm incident where there is no apparent or actual evidence that an unauthorized entry or unlawful act has been attempted or made, and includes but is not limited to:

- i. activation of an alarm during its testing;
- ii. an alarm activated by mechanical failure, malfunction, or faulty equipment;
- iii. an alarm activated by user error; and
- iv. an alarm actually or apparently activated by atmosphere conditions, excessive vibrations or power failure.

- 4.1. The Operational Communications Centre (OCC) may cancel an alarm incident prior to dispatching a Member when the property representative indicates the alarm is false and attendance by police is not required.
- 4.2. The OCC may provide a General Broadcast without dispatching a police unit when the alarm monitoring company reports an alarm, but has not made attempts to contact property representatives and there are no other extenuating circumstances.
- 4.3. For the purposes of this policy, a Nuisance Alarm is considered an audible security system that activates three (3) or more false alarms within a twenty-four (24) hour period; or a security alarm system that when activated emits a continuous and/or intermittent audible sound for a period greater than five minutes after the activation. When no property representative can be contacted to resolve the matter, Members must:
 - i. if possible, obtain particulars of witnesses, including neighbours, who can attest to the malfunctioning system; and
 - ii. submit a General Occurrence (GO) report documenting attempts made at locating the representative and information of people spoken to.
- 4.4. All dispatched alarm incidents must be investigated unless cancelled by the original complainant, or a Supervisor. The Supervisor may cancel an alarm incident if there is reliable information to indicate the alarm is false and does not require police attendance.

APPENDIX A: DEFINITIONS

“Member” means a sworn Police Officer appointed by the Surrey Police Board.

“Supervisor” means a Sergeant, Staff Sergeant, Inspector, Superintendent, Deputy Chief Constable, Chief Constable, and any other person acting in a Supervisory capacity who is accountable for a particular area or shift on behalf of SPS.

APPENDIX B: REFERENCES

Surrey Bylaw No. 13168, *Surrey Security and Fire Alarm By-Law*