

WHAT IF I ACCIDENTALLY SET OFF MY ALARM?

Follow these simple procedures:

- 1. Do not panic!** Enter your disarm code carefully to reset your system.
- 2. Wait!** Do not leave the premise until you have made contact with your alarm company and are sure they are **not** going to call the police.
- 3. Do not call the police!** You *must* cancel the alarm with the alarm company. The police must respond if dispatched by the alarm company. However, if you need to speak with someone in our dispatch center the phone number is 301-600-2101. **Do not use 911 unless you have an emergency.**

WORKING WITH THE COMMUNITY

The goal of the Frederick Police Department and the False Alarm Reduction Coordinator is to work with the community. The ultimate goal is to reduce and/or eliminate false alarm dispatch requests. The False Alarm Coordinator is responsible for advising alarm users/operators of violations and invoice fees associated with false alarm violations. If you have questions or concerns, please contact our False Alarm Reduction Coordinator, Meredith Wivell at 301-600-2139 or email mwivell@frederickmdpolice.org.

WHAT CAN I DO TO HELP MY COMMUNITY?

Help Us By Reporting Crime!

Emergency: 911

Non-Emergency: 301-600-2100

Report Crime Anonymously:

301-600-TIPS (8477)

fpdcrimetip@frederickMDpolice.org

Text Crime Tips To: 240-674-TIPS (8477)

Report Drug Activity Anonymously:

301-600-2246

fpddrugtip@frederickMDpolice.org

Contacts

Chief of Police

Edward Hargis
301-600-1216

Operational Services Bureau Commander

Captain Dwight Sommers
301-600-2099

Special Services Bureau Commander

Captain Patrick Grossman
301-600-2094

Accredited by the Commission on Accreditation for
Law Enforcement Agencies, Inc.

100 W Patrick Street
Frederick, Maryland 21701
Phone 301-600-2139
Fax 301-600-2719

CITY OF FREDERICK POLICE DEPARTMENT

FALSE ALARM REDUCTION PROGRAM

PROVIDING
PROFESSIONAL POLICE
SERVICE IN
PARTNERSHIP WITH
OUR COMMUNITY



100 West Patrick Street

Frederick, MD 21701

301-600-2100



FALSE ALARM PREVENTION

The Frederick Police Department responds to thousands of alarm calls annually. Approximately 99% are false alarms. Most false alarms occur due to user error and are preventable. False alarms take officers away from other essential duties and delay response time to true emergencies. To assist in maximizing the police resources available to the community, we have developed a False Alarm Reduction Program. Here are some tips to reduce false alarms at your premise:

1. Fully educate every person who may enter your home/business (children, caregivers, cleaning personnel, real estate agent) and review proper passcodes
2. Review with your alarm company the best equipment for your environment
3. Check all door and window frames. Loose joints can cause false alarms
4. Check for drafts that may move curtains, plants, balloons, which will activate motion sensors
5. If you own pets, be sure to purchase a system that is tolerant of pets. More specifically flying birds and cages that move
6. Regularly replace back-up batteries

7. Regularly test your alarm system. **NOTIFY** your alarm company prior to any testing so that police are not dispatched

8. Use surge protectors on your alarm system and phone line sending alarm signals

9. **Have your alarm system inspected by a licensed alarm company annually or when you have unexplained false alarms**

10. Put your instructions in writing to your alarm company advising your expectations in the event of an alarm activation

ALARM SYSTEM *FREE* REGISTRATION

Each year the registration period will be December 1 to December 31 for the upcoming calendar year.

Each residence or business with an alarm must complete the appropriate registration form during the registration period. You **MUST** register an alarm system within 7 days of installation. Additionally, any changes in contact information must be reported to the False Alarm Reduction Coordinator within 7 days.

Each business/residence **must** provide two contact names and phone numbers of persons who can enter the property and reset the alarm system.

You can register online or download a copy of the registration form by visiting www.cityoffrederick.com/alarm.

WHAT IF I FORGET TO REGISTER?

The Frederick Police will still respond to your alarm. If the alarm at a premise is not registered, the False Alarm Reduction Coordinator will send a letter to the alarm location advising the requirement to register your alarm. After the letter is sent, any subsequent alarms at a non-registered location will result in a \$100 fine in addition to any false alarm fines per violation.

FALSE ALARM FINES (RESIDENTIAL)

The first two (2) false alarms at any residence, in a calendar year, will not result in a fine. The third false alarm will result in a fine of \$25 and for each subsequent false alarm the fine will increase by \$25.

FALSE ALARM FINES (COMMERCIAL)

The first two (2) false alarms at any business, in a calendar year, will not result in a fine. The third false alarm will result in a fine of \$50 and for each subsequent false alarm the fine will increase by \$50.

Questions?

Contact: Meredith Wivell
False Alarm Reduction Coordinator
301-600-2139
mwivell@frederickmdpolice.org