

(UPDATE) False Alarm Reduction Policy

Written by Sean Rocca | February 13, 2024 at 10:55:am

Update: February 13, 2024, 10:55 a.m.

The Saint John Police implemented a False Alarm Reduction Policy on November 1, 2022, as described below, in an effort to reduce police response to false burglar alarms at commercial locations. False alarms can divert our officers away from true emergencies and place unnecessary burden on our resources.

Since that time, false alarm calls have decreased approximately 11 percent. Despite our efforts to reduce commercial false alarms, officers still responded to over 700 in 2023; a monthly average of 59 calls.

To this end, the Saint John Police have amended the policy to include a condition that officers will no longer respond to commercial alarms unless the keyholder will be attending the business to meet with police. This will not apply to a hold up alarm, a panic alarm, and/ or the location is a hospital, school, financial institution, or a residence.

The Saint John Police urges businesses to immediately address faulty equipment that may cause frequent false alarms and ensure their contact information is up-to-date with their alarm company.

An updated copy of the False Alarm Reduction Policy can be found on our website here: [06.ASSTGPUB.01.001-Commercial-Alarm-Policy.pdf](https://www.saintjohnpolice.ca/06.ASSTGPUB.01.001-Commercial-Alarm-Policy.pdf) ([saintjohnpolice.ca](https://www.saintjohnpolice.ca))

The Saint John Police would like to thank the public for their patience and understanding as we make changes to our service delivery model in the best interests of our citizens.

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Date: October 28, 2022

Unit: Corporate Communications

Phone: 506-648-3333

The Saint John Police is constantly evaluating our service delivery model to ensure that the policing services we provide to the citizens of Saint John are cost efficient and effective. False alarms can divert our officers away from true emergencies and place unnecessary burden on our resources.

The Saint John Police will implement a False Alarm Reduction Policy beginning November 1, 2022, in an effort to reduce police response to false burglar alarms at commercial locations.

In the last five years (2017-2021), the Saint John Police have responded to an average of close to 2,000 false alarms per year. An average of over 160 false alarms per month. Over 70% of these false alarms are from non-residential locations.

How does it work?

- After two false alarms to the same business in the same calendar year, the Saint John Police will issue a Special Caution Notice.

- After four false alarms to the same business in the same calendar year, the Saint John Police will issue a Suspension Notice for one year.

- Any additional false alarms during the suspension period will be invoiced to the business in the amount of \$100.00.

- After three past due false alarm invoices have been issued, police response will be discontinued.

- Schools and hospitals will be exempt from the policy.

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that may cause frequent false alarms.