



Prescott Valley False Alarm Reduction Program

Appeal Guidelines



What is a false alarm?

A false alarm is defined as an alarm dispatch request to a law enforcement agency, when the responding law enforcement officer finds no evidence of a criminal offense or attempted criminal offense after having completed a timely investigation of the alarm site.

Appeal Process:

The alarm user may appeal a false alarm assessment to the Alarm Coordinator by setting forth the reasons for the appeal within twenty (20) days after the date of the false alarm notification. Failure to give notice of appeal within this time period shall constitute a waiver of the right to contest the false alarm assessment.

Be sure to include your name, the alarm location, date of the false alarm, reasons for the appeal, and any supporting evidence.

The Alarm Coordinator shall review an appeal for a false alarm assessment and make a decision using a preponderance of the evidence standard. The Alarm Coordinator will render a decision in writing.

To appeal the Alarm Coordinator's decision:

The alarm user may appeal the decision of the Alarm Coordinator to the Town Manager within twenty (20) days of the Alarm Coordinator's written decision. Failure for alarm user to file a written appeal within this time period will be considered a waiver of the right to appeal the decision of the Alarm Coordinator to the Town Manager. Within five (5) business days of receipt of the written appeal, the Town Manager may render his or her decision or arrange a meeting to allow the alarm user further opportunity to present their position or concerns regarding the Alarm Coordinator's review of the Alarm Assessment.

The Town Manager's decision is final.

Appeals are **not** generally granted as a result of the following:

1. An occurrence where no evidence of criminal activity is present.
2. Mistakes made by private contractors, maids, cleaning crews, visitors, etc.
3. Item(s) within the home or business that move causing motion detectors to activate (i.e. curtains, signs, balloons, etc.).
4. Doors and/or windows that become loose and cause a break in the contacts that activate the alarm system.
5. Caretakers who watch homes or businesses when owners are away and who activate the alarm in error or are not familiar with required codes or passwords.
6. Pets, rodents or wildlife movement in or near the home or business
7. Alarms caused by Apartment Management employees.

*** This list is only intended as a guide to assist you in deciding whether to appeal a false alarm or contact your alarm company for discussion. This list is not intended to cover every situation where an appeal may be denied.**