

SPECIAL TIPS FOR THE BANKING INDUSTRY

- ✓ Eliminate wireless money clips and hold up buttons that must be reset with a key. Replace these types of devices with a dual-action hold-up button. Ensure that each device is zoned to identify to the central station dispatcher which button was activated.



- ✓ Be sure all new system users are fully trained before attempting to use the system. **Hold monthly training classes** to ensure existing users are aware of any changes to the system, designated entry/exit doors, proper opening/closing procedures, correct pass codes and arming codes, and rehearse how to cancel accidental activations.
- ✓ Make it mandatory for ATM and armored car providers to cancel accidental activations. Give them the proper procedures and codes to cancel a false alarm.

- ✓ Give your central station the phone numbers for your ATM and armored car providers .
- ✓ Prior to dispatching officers on an ATM alarm, have your central station immediately contact the ATM company's dispatcher to verify whether or not a technician is at the site. .



- ✓ Consult with your local law enforcement agency on proper procedures to follow during a hold-up.



FALSE ALARM PREVENTION FOR BANKS



Public Safety False Alarm Reduction Professionals

10024 Vanderbilt Circle #4, Rockville, MD 20850

Phone: 301.519.9237 / Fax: 301.519.9508
www.faraonline.org

FARA publications are reviewed and updated as needed.

For more info visit our web site.

- False Alarms Cost System Users \$\$\$
- False Alarms Waste Valuable Public Safety Resources
- False Alarms Can Delay Response When You Really Need It

WHAT IS A FALSE ALARM?

A false alarm is notification of an alarm to law enforcement when the responding authority finds no evidence of criminal offense or attempted criminal offense.



DID YOU KNOW? Banks can generate more false alarms than the average commercial establishment? (“Banks” include credit unions and other financial institutions.)

FALSE ALARMS...

- Take public safety away from real emergencies. This embarrassing situation endangers responding authorities and the whole community by needlessly diverting public safety resources.
- Desensitizes communities to actual incidents of crime and fire and can lead to neighbors ignoring your alarm when it goes off.
- Make your security system less reliable and credible.

- May make you reluctant to arm your system, exposing your property to undetected theft or fire.
- Cost citizens time, personal security and money, as many jurisdictions assess costly fines for excessive false alarms.

BANKS CAN CONTROL THE HIDDEN COSTS OF FALSE ALARMS

- ✓ Identify the magnitude of your problem and “The Hidden Costs” will quickly become visible.



- ✓ Talk to your alarm provider and become re-educated in the design and use of YOUR security system.
- ✓ Ensure the alarm system provides identification of the device or zone that caused the alarm.
- ✓ Have equipment installed and regularly maintained to make activation easy when needed, but safe from accidental trips.

- ✓ Use internal verification procedures where, upon activation (including robbery alarms), the monitoring operator contacts the branch to obtain a codeword confirming the alarm activation prior to requesting law enforcement dispatch.



- ✓ Verify your monitoring company uses Enhanced Call Verification (ECV), which means that if no contact is made at the alarm site, they call a responsible party at a second phone number prior to requesting a police dispatch.
- ✓ Train all bank employees in the proper use of the equipment including how to cancel a false alarm.

Public safety resources are limited and should never be wasted. Thousands of patrol hours are spent investigating alarm reports that turn out to be “false alarms”.