

HOW CAN YOU PREVENT FALSE ALARMS?

- ✓ Lock all doors and windows.
- ✓ Ensure moving items such as balloons, curtains, decorations and pets are not placed in the path of motion detectors.
- ✓ Know how to cancel an alarm dispatch request.
- ✓ Educate all alarm system users on the proper use of the alarm system.
- ✓ Schedule a service call if the alarm is not working properly.
- ✓ Notify your monitoring company if you remodel, change or upgrade phone systems including DSL, VoIP, FIOS.
- ✓ Update your contact information with your security company annually or if you hire domestic help, get a new pet or plan to sell your house.
- ✓ Instruct your monitoring company not to dispatch law enforcement on power outages, weather related signals, low battery signals or heat loss sensors.
- ✓ Request your monitoring company to use Enhanced Call Verification (ECV), which requires making two calls to a responsible party prior to requesting a law enforcement dispatch.

CHECK LIST

- ✓ Educate all alarm users, including everyone who has access to your home, on complete system operation procedures.
- ✓ Eliminate possible causes of false alarms.
- ✓ Review alarm cancellation procedures with anyone who has access to the alarm site.
- ✓ Communicate with your security company regularly, advising of schedule changes, problem areas or maintenance needs.
- ✓ Update contact information annually.
- ✓ Have the alarm battery changed every 3-4 years.
- ✓ Notify your local Alarm Coordinator when phone numbers or situations change.
- ✓ Have your security system instructions readily available in case of an accidental alarm activation.



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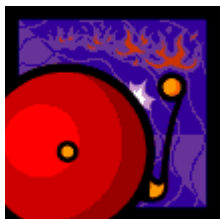
RESIDENTIAL FALSE ALARM PREVENTION



- 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.




FALSE ALARMS...

- Take officers and fire fighters away from real emergencies. This serious situation endangers responding authorities and the whole community and wastes public resources.
- Desensitize communities to actual incidents of crime and fire.
- Can lead to neighbors ignoring your alarm when it activates, making your security system less reliable and credible.
- May make you reluctant to arm your system, exposing your home and property to undetected theft or fire.
- Cost citizens time, personal security and money, as many jurisdictions impose costly fines or fees for excessive false alarms.



COMMON CAUSES OF FALSE ALARMS...

- Inadequate training of all those allowed access to your alarm site.
- Domestic help, house cleaners, house sitters, contractors, lawn care workers, extended family members, and pet sitters.
- Weak or depleted system batteries.
- Open, unlocked, loose fitting or defective doors/windows.
- Drafts from heaters/air conditioning systems and open windows move plants, curtains, balloons, etc.
- Wandering pets. 

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”.

INSTALLING & ACTIVATING AN ALARM SYSTEM

- ✓ Check with your local jurisdiction for registration requirements.
- ✓ Completely understand how the alarm system works; what it does and does not do.
- ✓ Accept the responsibility to keep your alarm system in proper operating condition.
- ✓ Ensure that all users of your system are provided thorough instruction on using and testing the system and cancelling unnecessary false alarm dispatch requests.
- ✓ Ask your alarm company for written instructions and a physical demonstration of the use of your alarm system.

