

Commercial False Alarms

Reduce Them to Improve Your Bottom Line

Commercial alarms account for virtually half of the total false alarms responded to by public safety agencies. False alarms cost business owners and the public millions of dollars in wasted money and resources. The impact of false alarms can be minimized by following a few simple steps.



- Take your alarm seriously – it summons emergency response. Don't cry wolf!
- Take responsibility for proactive maintenance and upkeep of your alarm system. Schedule annual or routine maintenance. Contact your alarm company about a service contract.
- Keep up! Make sure you know every time your alarm has been triggered and why. Don't wait for a costly false alarm fine to tell you how many false alarms you have had.
 - Regularly train all employees on the proper use of the alarm system with specific instruction on cancellation of false alarm dispatches.
 - A silent hold-up or duress alarm will not sound an alarm at the premises or warrant a phone call from your alarm company; however, public safety will be dispatched.
 - Take a proactive stance in the cancellation of false alarm calls. Follow the instructions provided to you by your alarm company for canceling a false dispatch. The alarm monitoring company phone number should be displayed near the phone for ease of use.
- Consider whether it makes sense for you to eliminate scheduled opening alarms. If your business is not on a specific schedule, it could cause unnecessary dispatches and false alarms.
- Make sure all door and window locking mechanisms are in working order. Always secure and lock doors and windows before you arm your alarm system.
- Train cleaning staff on the proper use of your alarm system. Provide them with an alarm code and password and instruct them on when and how to use each. Give specific training on how to cancel a false alarm dispatch.
- Update employee contact names and phone numbers with the alarm monitoring company and your local law enforcement. Update all call lists as changes occur.
- Use your system. Your alarm system does deter crime, and the more you use it the less likely you are to have false alarm issues due to user error.



For more information on false alarm prevention and the steps you can take, please visit FARA at www.faraonline.org.