FALSE ALARM PREVENTION FOR BUSINESSES

BUSINESSES CAN REDUCE FALSE ALARMS

✓ Fully train new system users! Hold monthly or quarterly training sessions to teach proper operation and how to cancel accidental activations.

✓ Thoroughly train temporary or holiday employees to avoid holiday-related false alarms.

✓ Look for items that can move within the "view" of your motion detectors such as holiday decorations or balloons, that can cause false alarms.

✓ Give special consideration to the installation of motion detectors in high bay areas with overhead doors, large exhaust fans or ceiling vents, which can allow entry of birds.

✓ Ensure all doors and windows are secure and locked before arming your system.

✓ Ensure that floor mounted contacts are not being used on overhead/rollup doors. Instead, use track-mounted wide gap contacts on BOTH sides of the door. Require activation by BOTH contacts to trigger the alarm.

✓ Don't change password or passphrase and/or arming codes without advising your authorized users. If a password or passphrase is changed notify your alarm company.

✓ Your central monitoring station should not request a law enforcement dispatch for power outages, low battery signals or loss of telephone connections.

✓ Immediately contact your alarm provider if your alarm system is not working properly.

✓ If your business requires hold-up protection, use dual-action devices only.

✓ Service and maintain your system (including batteries) regularly before false alarms occur.

✓ Upgrade old alarm systems to current equipment that conform to Security Industry Association (SIA) false alarm prevention standards.

BEST PRACTICES

Commercial establishments have unique circumstances, which contribute to the false alarm problem.   These circumstances include frequent employee turnover, constant public access, daily opening and closing procedures, working with multiple goods and service providers, and use of janitorial services.

✓ Consider the use of internal verification procedures. Upon an alarm activation, the monitoring center operator contacts your location to obtain a password or passphrase confirming or discontinuing the alarm activation prior to requesting Public Safety dispatch.

✓ Have your monitoring company use Enhanced Call Verification (EVC) which means if no phone contact is made at the alarm site, they call a responsible party at a 2nd phone number prior to requesting Public Safety dispatch.

✓ Schedule annual system inspections which can reduce false alarm fines or fees and costly repairs. A properly working alarm system is less likely to waste valuable law enforcement resources.

✓ False alarms can be a nuisance to the community and multiple false alarms could lead to non-response by the law enforcement agency.

✓ Ensure stock is securely stored on shelves and all promotion materials such as banners or balloons won't activate motion sensors.

✓ Train all users (employees, janitorial services) on your alarm system and what to do in the event of an accidental activation. Provide annual training to everyone who has a key and the code.

✓ Identify if problems are occurring during specific opening and/or closing times. Notify your monitoring center of any changes to your hours of operation and janitorial staff.

✓ Ensure your alarm system identifies to the monitoring company the specific device that caused the alarm activation so repairs can be made if necessary.

✓ Talk to your alarm provider and become educated on the design and use of your alarm system.

✓ Ensure your alarm system components are proper for the environment in your business.

✓ Install equipment to make activation / deactivation easily accessible but safe from accidental trips.