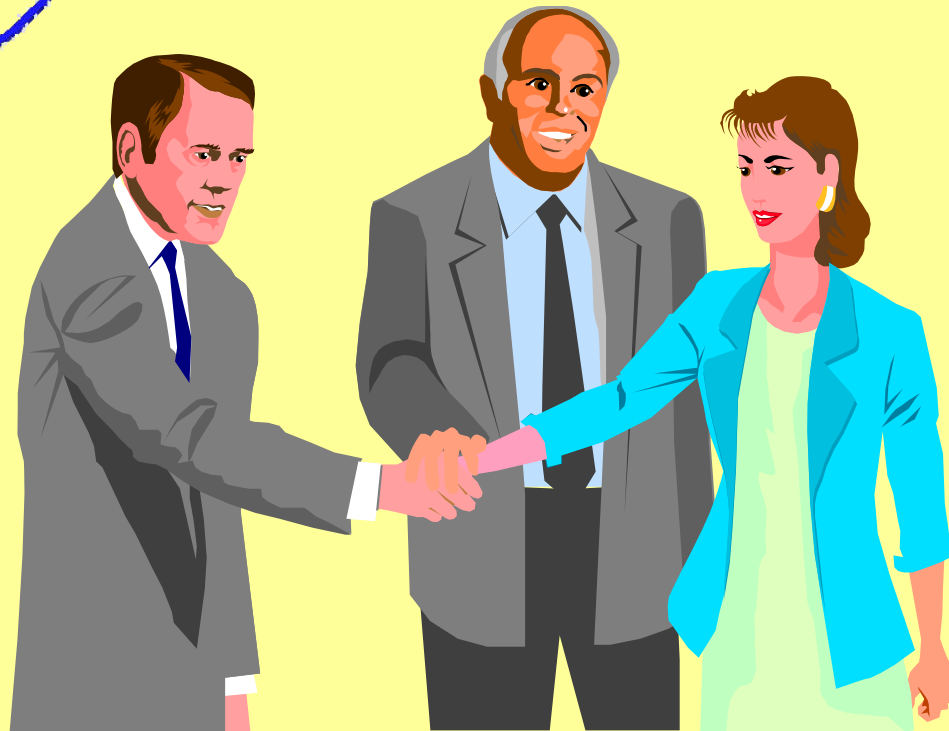




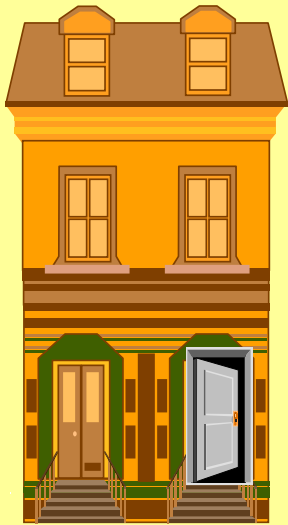
Alarm User Awareness Class



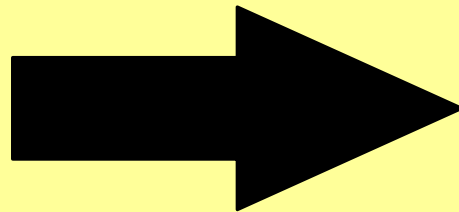
What We Will Cover

- What is an alarm system
- How alarm systems really work
- What is a False Alarm
- Causes & impacts of false alarms
- How to reduce & eliminate false alarms
- And more.....

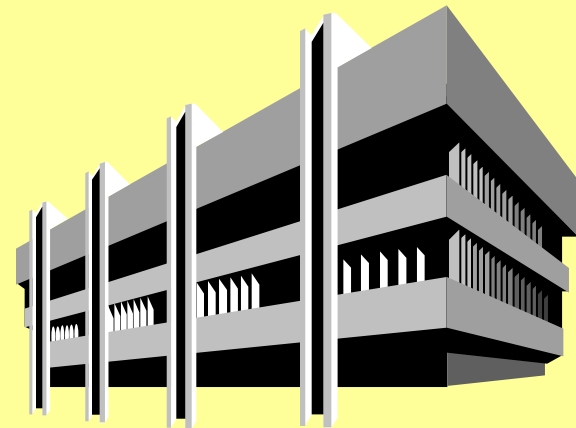
What Causes a Signal?



**Open Door,
Motion or
Glass Break
Causes Alarm**



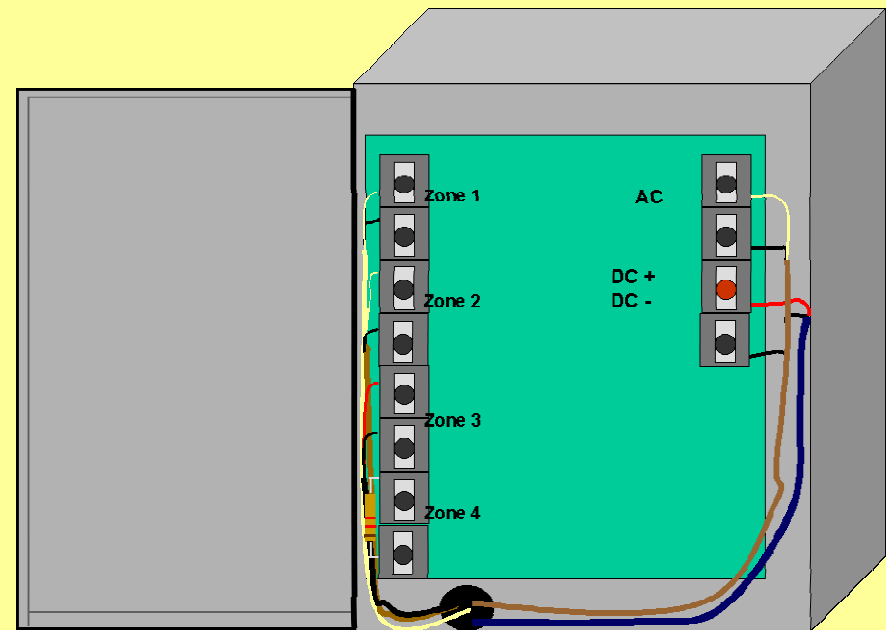
**System
Sends
Message**



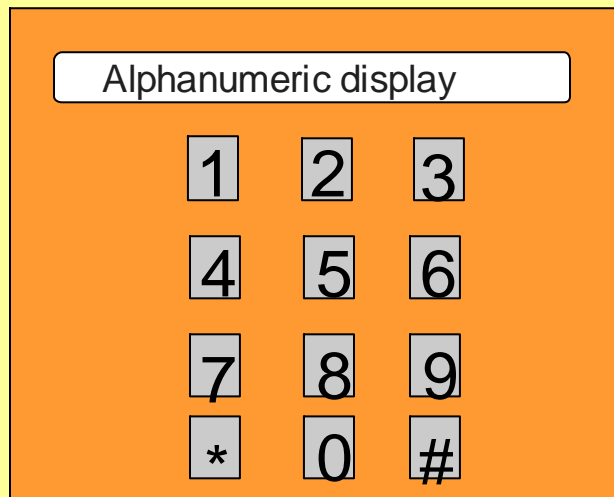
**Message Received
At Central Station**

Control Panel

- The “brain” of the system
- Monitors the various sensors connected to it
- Activates the siren; sends signal over the phone line



Keypad



- The user interface with the system
- Allows the user to operate the system by pushing keys

Glassbreak Detector



- The “hearing aid” of the system
- Detects sound of breaking glass

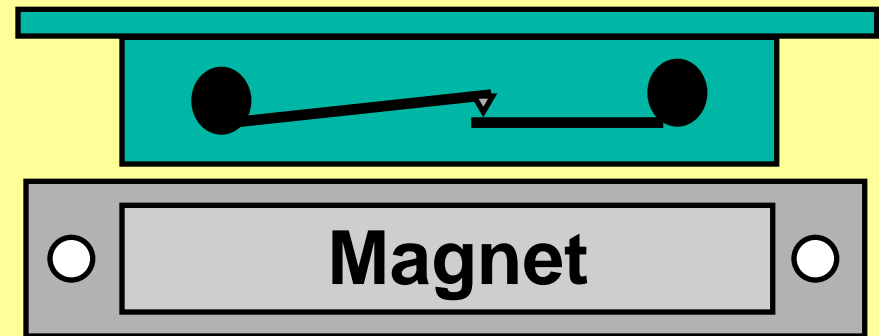
Motion Detectors



- The inside “eyes” of the system
- Detects motion on interior of premises

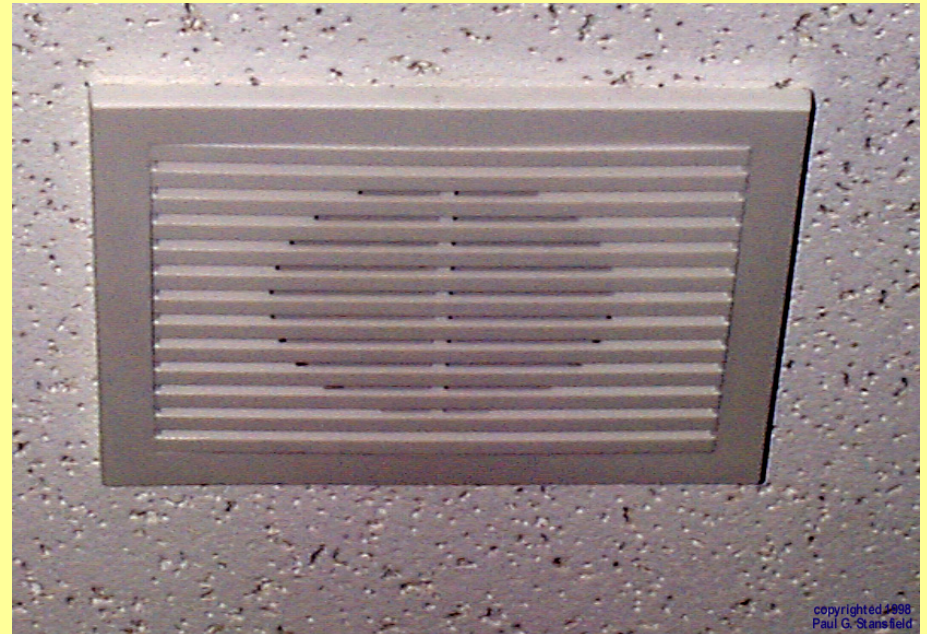
Contacts

- The perimeter “ears” of the system
- Located on doors & windows to detect opening

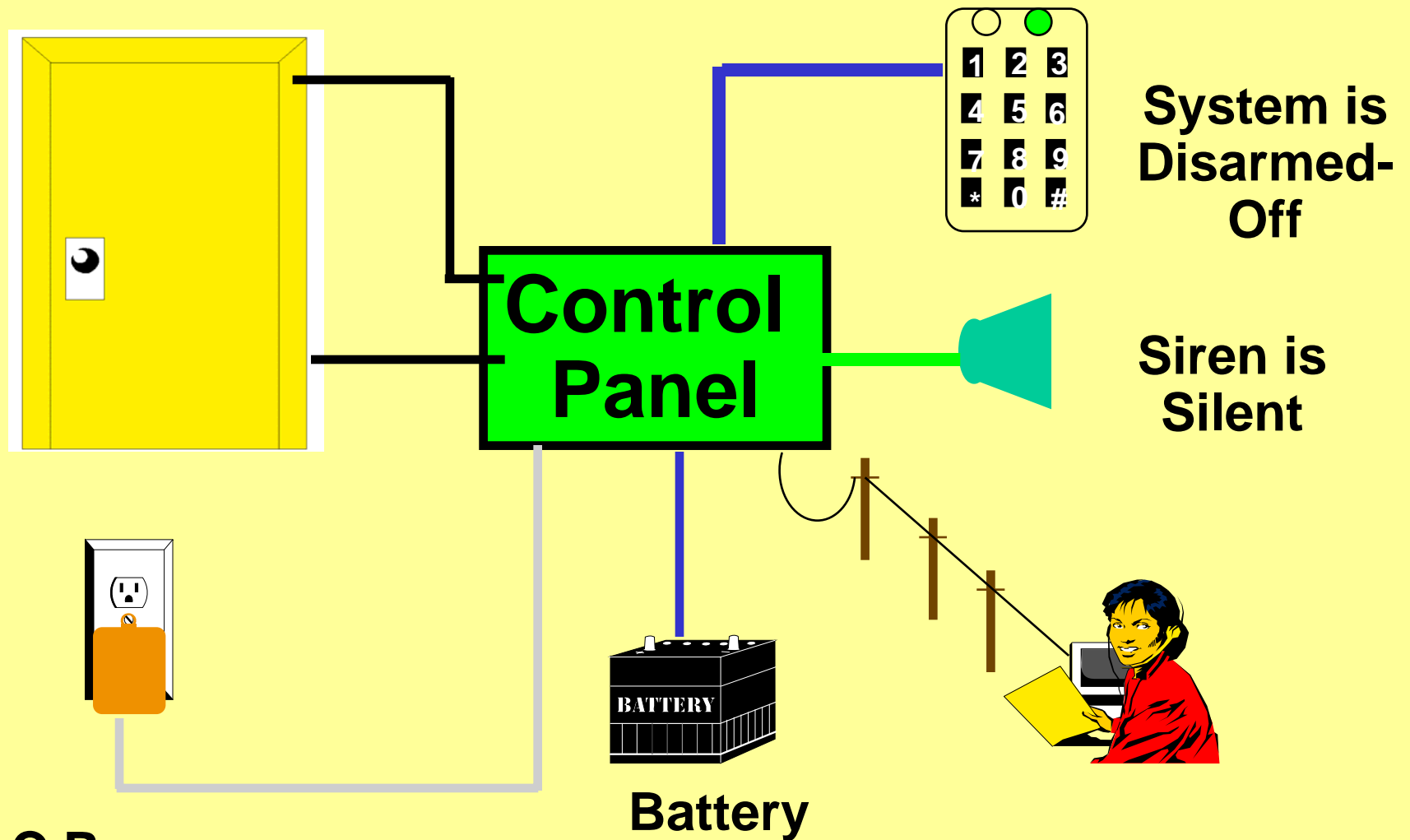


Siren/Speaker

- The “voice” of the system
- Sounds to frighten intruder & warn occupants



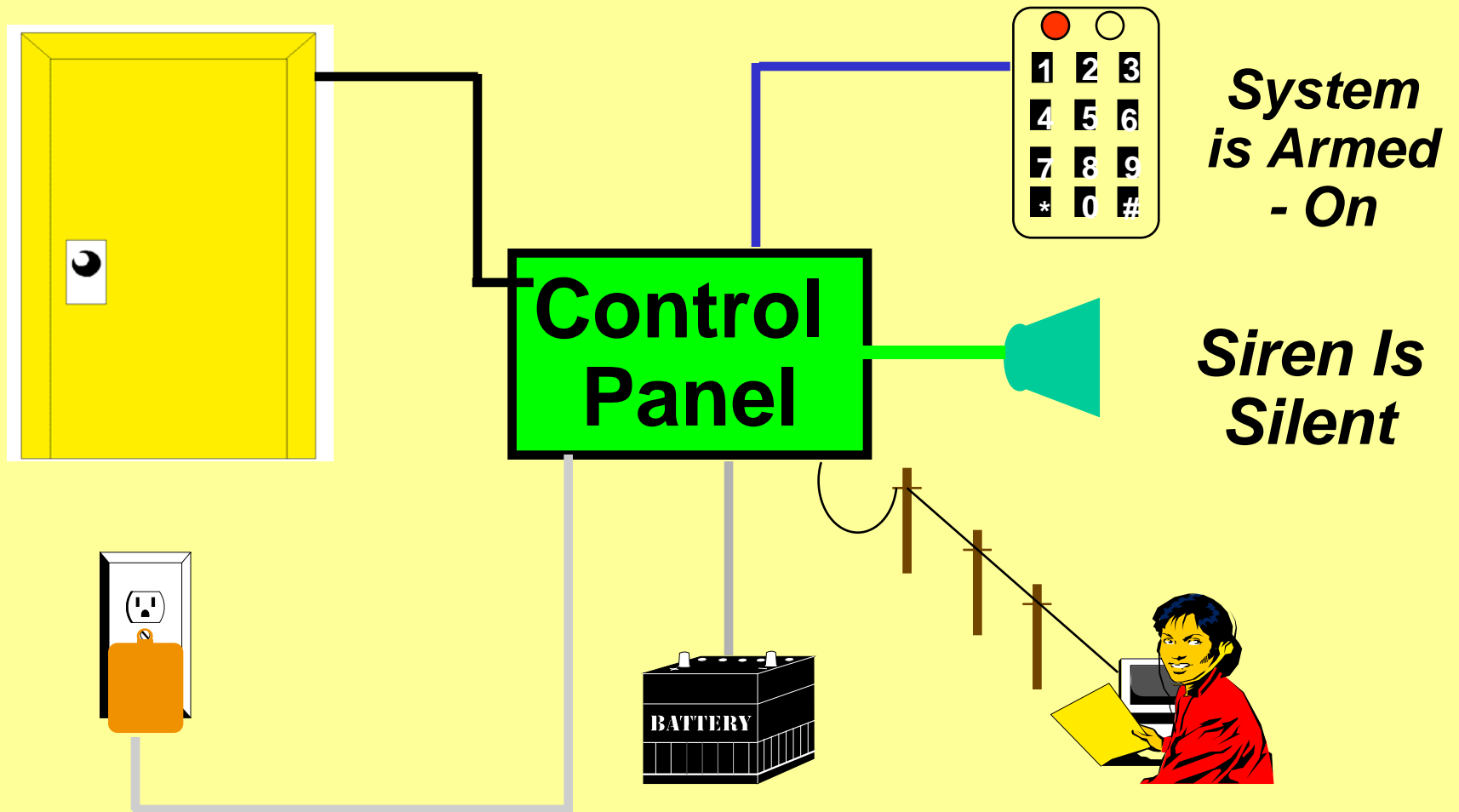
Alarm System- Disarmed



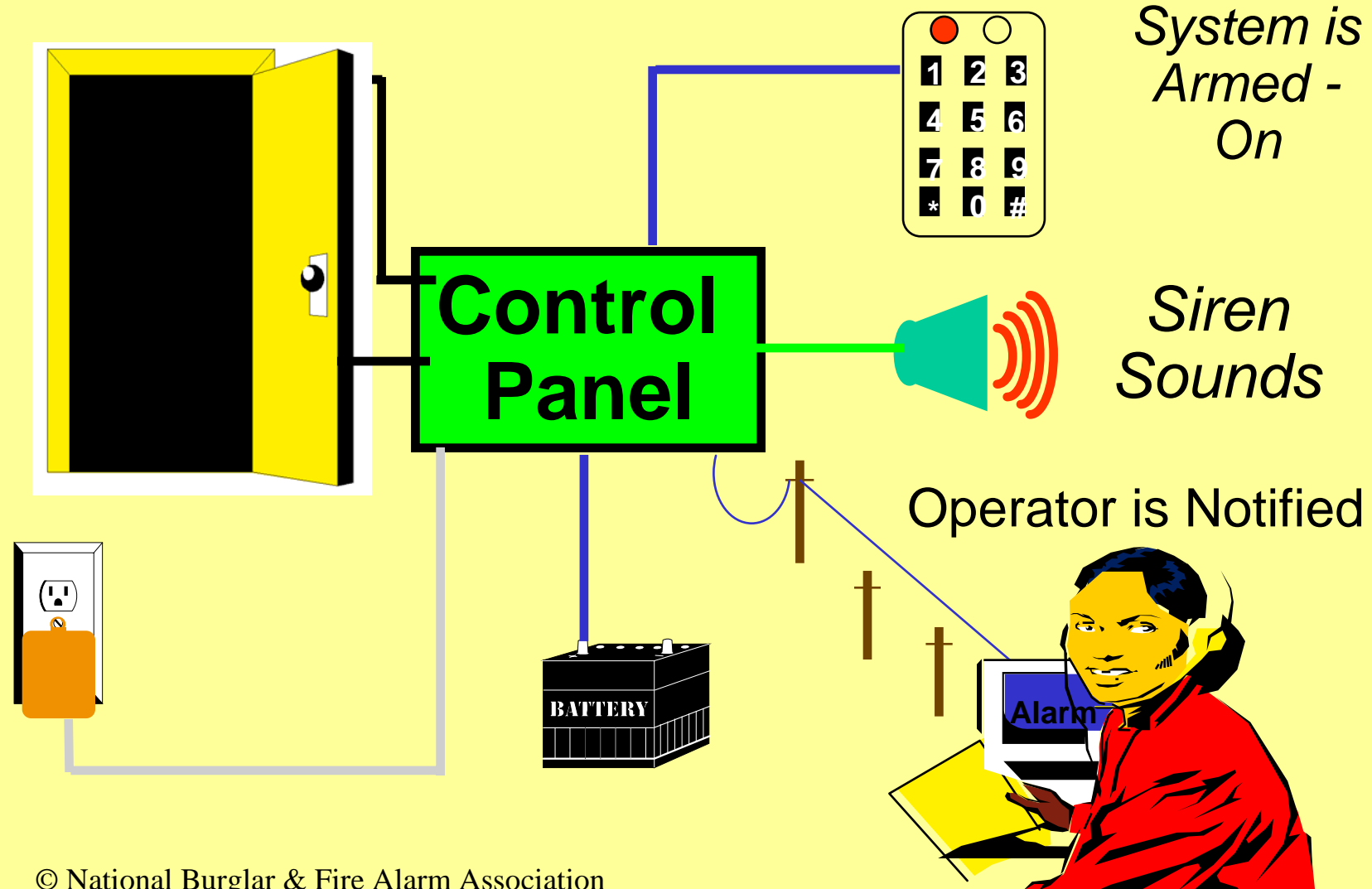
AC Power

© National Burglar & Fire Alarm Association

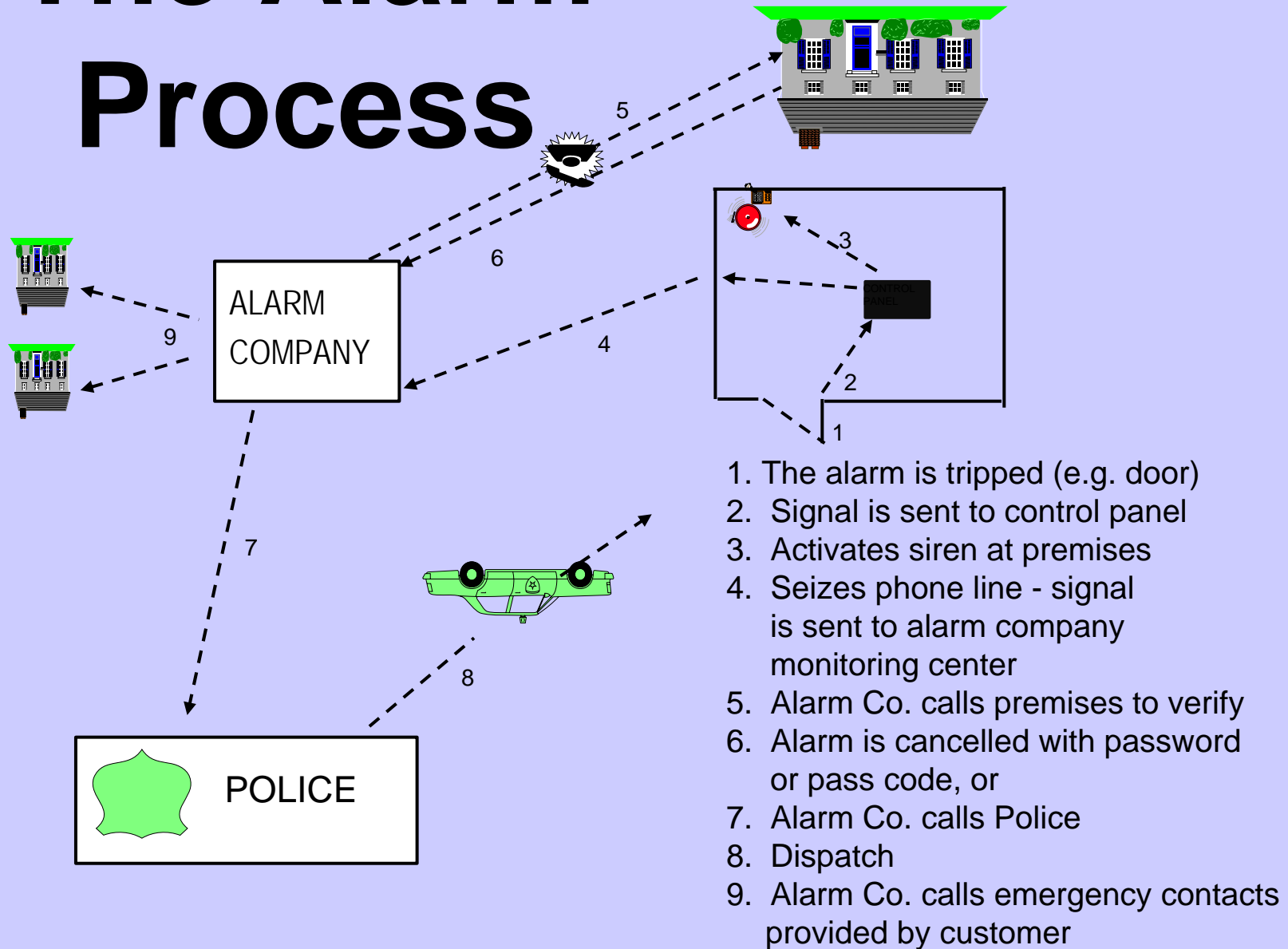
Alarm System- Armed



Alarm System- In Alarm



The Alarm Process



Alarms: Your First Line of Defense

Used properly, alarm systems are one of the most effective ways to deter burglaries and break-ins.

There's just one problem...

What's That Sound I Hear Next Door?



- Could it be a false alarm?
- False Alarm vs. False Dispatch
 - False Alarm: Alarm system detects alarm status erroneously through user error, equipment, etc..
 - False Dispatch: Notification of an alarm to the law enforcement agency and responding authority finds no evidence of a criminal offense or attempted criminal offense.

False Alarms: The Problem

- The City has over _____ residential and commercial alarm systems
- The number of new alarm systems in _____ is growing at the rate of _____ % per year

False Alarms: The Problem

- The current average of false alarm dispatches per alarm user per year is _____
- Our goal is to reduce the number of false alarm dispatches per alarm user per year to _____

False Alarms: The Problem

- _____% of all calls for dispatch of the _____ Dept. were due to false alarms
- The Department responded to _____ false alarms last year at a cost of \$_____ per response
- The (Name of Municipality) spent over \$ _____ responding to false alarms last year

False Alarms: The Problem

- Alarm systems provide an effective deterrent to crime & serve as the first line of defense against crime,
- **BUT FALSE ALARMS:**
 - waste law enforcement resources & taxpayer money
 - may cause law enforcement officers to be complacent in responding to alarms
 - may eventually result in limited or no law enforcement response to alarms

What Causes False Alarms?

In the past

- Equipment Quality
- Installation Quality
- Misapplication of Equipment
- Weather
- User Inexperience

Today

- User Error
- Misapplication of Equipment
- Installation Quality

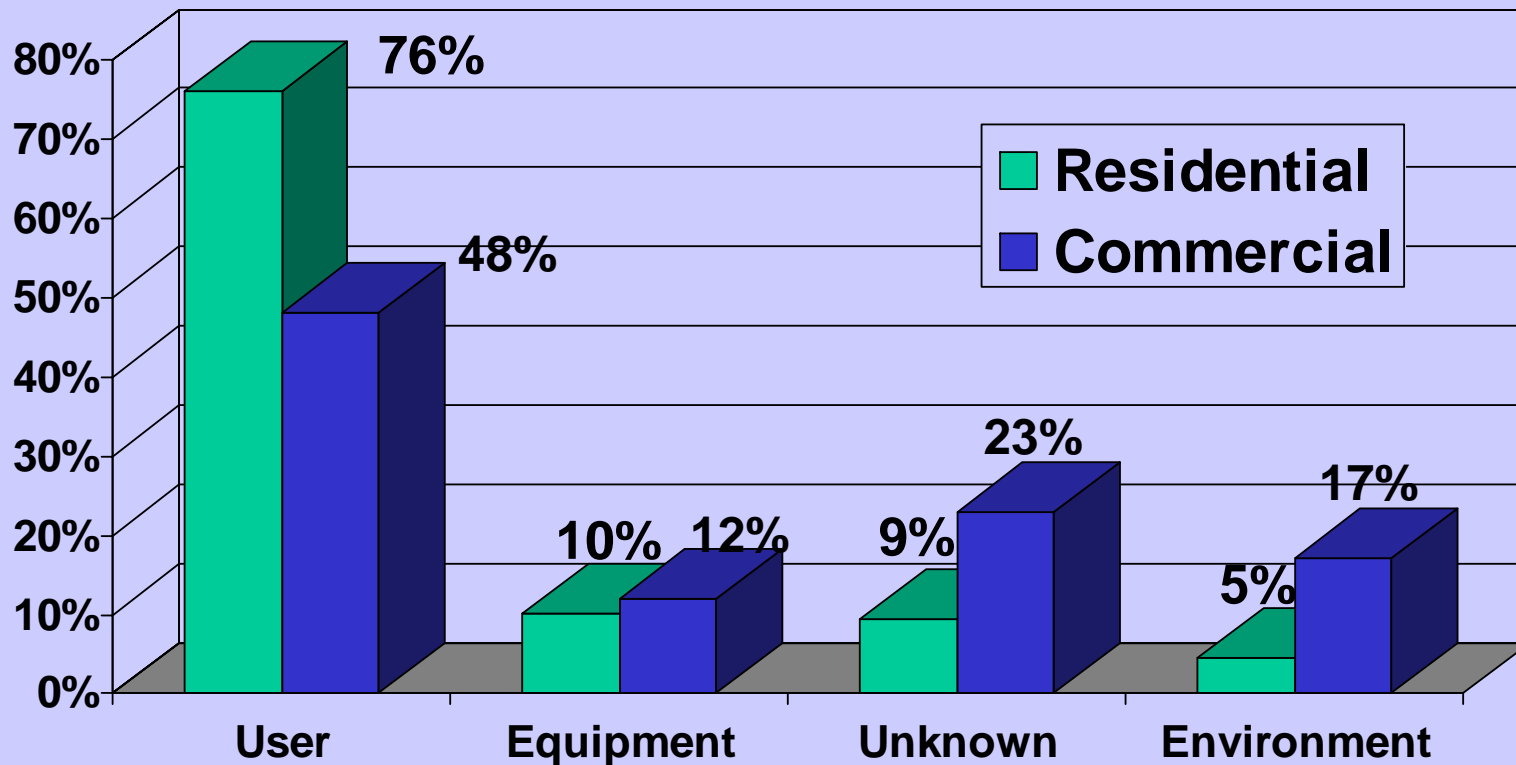


Law Enforcement + Industry Involvement = Fewer False Dispatches

- Government Regulation
 - Ordinances
 - Permitting
 - Eliminating response to top offenders
- Industry Self Regulation
 - Equipment Standards & Improved Application
 - Employee Training
 - User Training
 - Improved Monitoring Center Procedures



Which False Dispatch Problems Do We Fix First?



What can YOU do to Reduce False Dispatches

- Understand how your system works.
- Lock & secure all doors & windows.
- Know cancellation code.
- Respond to activated alarm to meet officers.

What can YOU do to Reduce False Dispatches

Call your alarm company:

- BEFORE you start any remodeling.
- When you add or change a new authorized alarm user or emergency contact.
- When you change your phone number or phone service.
- When you add a pet to your home.
- When you are moving
- When you have an unexplained false alarm

What can YOU do to Reduce False Dispatches

Train ALL alarm users

- Everyone who has a key needs to know how to use your system
- Includes - housekeepers, guests, realtors, neighbors, relatives, etc. Anyone who may stay at your home while you are not there.

What can YOU do to Reduce False Dispatches

Re-Entering

- If you re-enter your premises because you've forgotten something, turn off the alarm & re-set it when you leave again. Do this even if you think it will only be a few seconds!

What can YOU do to Reduce False Dispatches

Canceling Alarms

- If you accidentally set off an alarm make sure all phones are on the hook and wait for your alarm company to call you back, OR
- Follow your alarm company's instructions for canceling an alarm signal

What can YOU do to Reduce False Dispatches

Bypassing Zones

- Know how to "bypass" (shut off) the motion detector when you are at home
- Know how to shut off a malfunctioning component ("zone") until repair is completed

What can YOU do to Reduce False Dispatches

Inspect The Alarm System

- Follow your alarm company's instructions on testing the system regularly - don't test it by intentionally setting it off.
- Have your alarm company replace batteries as needed; wireless systems generally require this more often.
- Get a yearly systems inspection.

What can YOU do to Reduce False Dispatches

Holdup Buttons

- Seriously consider whether you truly need this option
- Properly train your employees
- Make sure you do not have "single action" holdup buttons

What can YOU do to Reduce False Dispatches

Duress Codes

- A duress code appears to turn off the system but sends a special emergency message to your monitoring center, for example, if you were forced to turn off the system against your will

What can YOU do to Reduce False Dispatches

Keypad Entry Errors

- Know how to "clear" a wrong code if you make a mistake on the keypad
- Some keypads only require that you eventually get the right numbers in sequence

What can YOU do to Reduce False Dispatches

Door & Window Alarms

- Doors & windows must be tight fitting & locked
- Door & window contacts must be free of paint & varnish
- Make sure there is no door or window warping
- Check weathering of security screens

What can YOU do to Reduce False Dispatches

Motion Detector Alarms

- Be aware of what can cause motion detector alarms -
 - helium balloons (especially mylar)
 - pets
 - bugs on the lens
 - curtains

The Alarm Ordinance

Each alarm system
must be registered
with the city

The Alarm Ordinance

Permit Fees:

- Residential \$ _____
- Renewal(annual) \$ _____
- Commercial \$ _____
- Renewal(annual) \$ _____

The Alarm Ordinance

- _____ "Free" false alarms per year
- Schedule of fines for false alarms in excess of this number

The Alarm Ordinance

Suspension:

- Alarm permit may be suspended after _____ false alarms
- One chargeable false alarm waived if you attend Alarm User Awareness School

The Alarm Ordinance

- False alarm is defined as:
 - An alarm dispatch request to the law enforcement agency when the responding officer finds no evidence of a criminal offense or attempted criminal offense after having completed a timely investigation of the alarm site.

What To Expect From Your Alarm Company

- Provide written instruction manual
- Provide clear training at the time of installation
- Available to answer follow-up questions
prompt & effective repair of the system
- Alarm verification by telephone call, video or audio built into your system

What To Expect From Your Alarm Company

- Proper licenses
- Available to update account information - phone numbers, emergency contacts
- Able to identify "zones" which have been tripped
- Available to receive calls and perform repairs after normal business hours

Measure Your Company's IQ

- The Installation Quality Certification Program is an industry certification program which identifies companies that exceed standards in the areas of:
 - IQ User Training Guidelines
 - IQ Employee Training Guidelines
 - IQ System Design Guidelines
 - IQ Equipment Guidelines
 - IQ Installation Guidelines
 - IQ Monitoring Guidelines
- Ask your company if they are IQ Certified!

Now you know...

ALARMS CAN BE YOUR FIRST LINE OF DEFENSE

But...

You have a responsibility to use
your system properly.

And...

Now you know how!!!

Contact Information

For more information, feel free to contact:



The Security Industry Alarm Coalition
(972) 377-9401 or stan@siacinc.org



The National Burglar & Fire Alarm Association
(301) 585-1855 or fact@alarm.org



The Installation Quality Certification Board
(301) 585-1855 or iq@alarm.org



The False Alarm Reduction Association
(301) 279-1917

For More Information!

- CANASA - Canadian Alarm & Security Association
- CSAA - Central Station Alarm Association
- IACP- International Chiefs of Police
- SACOP- State Association of Chiefs of Police
- SIA - Security Industry Association
- SIAC – Security Industry Alarm Coalition
- State & Local Alarm Organizations

Copyright & Acknowledgements

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