

The Benefits of False Alarm Reduction

This list of “best practices” has been compiled to help security professionals install and service false alarm free systems. We all have a role and responsibility in the reduction of false alarms - and we all benefit from the achievement of this goal.

A comprehensive false alarm program in your company not only helps to reduce the incidence of false alarm dispatches, but also complements your company’s service repertoire - boosting customer retention and referrals. That’s real value to your bottom line.

The safety of our communities is also at stake. We need to do all we can to ensure that limited resources for emergency response -whether provided by police or a guard service - are not squandered unnecessarily.

Implementation of these tips will vary depending on individual circumstances. CANASA assumes no liability or responsibility for the manner in which these tips are applied.

Canadian Security Association (CANASA)

About us

The Canadian Security Association is a national non-profit organization, established in 1977 and dedicated to promoting the interests of its members and the safety and security of all Canadians. We are the national voice of the security industry and have a growing membership of more than 1170 companies across Canada, representing all major segments of the industry. We support our members through a comprehensive network of services, including high quality security education, government relations, marketing, communications, leading industry trade shows and the latest industry information and news.



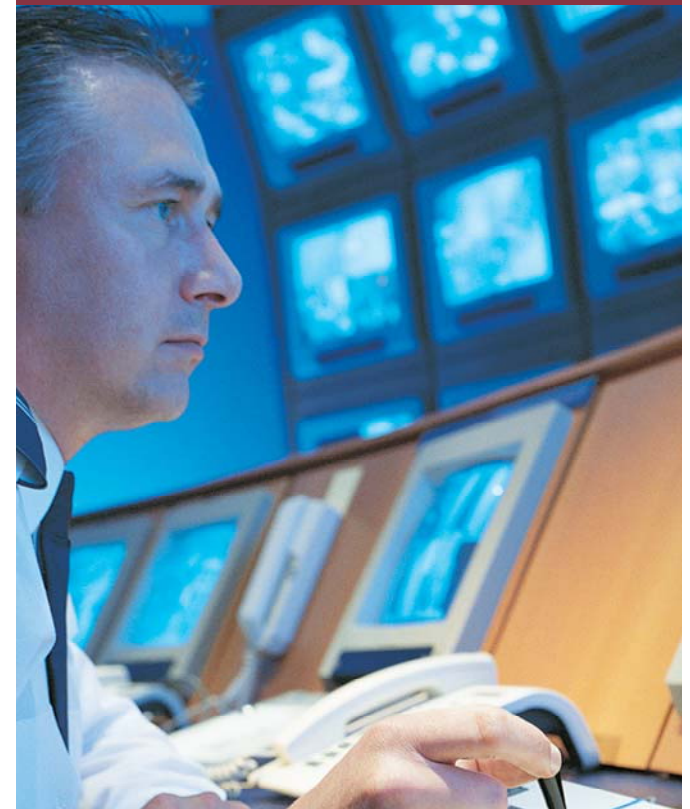
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False Alarm Dispatch

For Alarm Installation and Monitoring Professionals



Reduction Tips



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Signal Verification

Verify all burglary signals from the client's premises through telephone or any other electronic means prior to requesting a police dispatch. Fire signals are different: for customer premises which must be monitored for fire under existing building or fire codes, pre-verification is not permitted. For premises where those codes do not apply, pre-verification is not recommended but is permissible.



Seven Day No-Dispatch Period

Evidence indicates a higher rate of false alarms in the first several days following installation. A seven-day waiting period allows for new users to become familiar with their new system.

One Powered Intrusion Device Per Zone

False alarm reduction is a by-product of this discipline. Research shows that approximately 30 per cent of false dispatches occur after a problem zone has been fixed. Without knowing exactly which device caused the false alarm, a service technician uses his best judgment to repair or replace a device, which isn't always the right one. One device per zone allows service to target the problem sensor far more frequently.

Opening and Closings on All Systems

This refers to programming the system with specific opening and closing times (especially for commercial premises) for the arming and disarming of the system. This helps to determine problem users or abusers of the system and allows for sufficient training to be given to the key-holders causing the problems. It also makes it more likely to determine that an alarm is real, not user-caused, if the signal occurs a long time before or after the specified opening and closing times. The feature is more costly in nature because of the additional line investment required for central stations and may not be practical in some installations for this reason.

Audible Exit Delay

This is the sounding of a buzzer or siren during the exit delay cycle, and is used to notify the arming user and any others in the area that the alarm system is about to arm.

Audible Devices

Use audible devices for all burglary systems - one in each partition if the system is designed in such a manner.

Exit Error Fault

This signal alerts the user or station that a mistake has been made during the exit delay. It can take the form of the activation of a siren when an instant zone is violated during a closing delay or could be a code sent in the previous circumstance. An exit error fault is almost always associated with alarm activation during the exit delay.

Cancel Code

A cancel code on entry/exit delay zones results from a disarm that is sent following an alarm allowing the monitoring centre to cancel the alarm. This is sometimes referred to as "opening after alarm" or "restore on disarm".

Annual Customer Responsibility Sign-Off & Verification Form

You ask your customer on an annual basis to sign an undertaking to be vigilant and responsible in the use of their alarm system. This provides an excellent opportunity to do other forms of promotion as well as general education about the alarm system. The verification form will ensure the customer emergency list is up to date.

Enhanced Telecom Services

Enhanced telecommunications services such as Caller ID at the station can assist in the reduction of false dispatches because it automates the verification process and increases operator accuracy.

Keypad Panic/Duress

Historically, there is little value to providing keypad panic or duress, and they've been found to be the cause of many unnecessary dispatches. When you must use them, utilize keypads that employ false alarm reduction filters to these features, for example, double action keys or randomly generated duress codes. auto

a) Residential

Verification of panic signals with client sign off. Keypad panic signals should be silent.

b) Commercial

The panic button should be disabled where the touchpad is accessible to the public and any signal generating touch buttons or one-touch function keys should also be disabled. Verification of commercial panic signals should be decided after consulting with local authorities having jurisdiction (AHJ's) and the client.

Double Action Panic Buttons

This requires a deliberate, conscious effort on the part of the alarm user to trip the panic button. The simultaneous or double/hold-down action minimizes the chance of an accidental trip.

Intuitive Customer Manual

Manuals that are easy to read and understand are more likely to make for a more knowledgeable customer. Some false alarms are caused by the user trying to perform a task without knowing how to do it correctly or unable to understand the manual's directions.

Better Customer Education

Customers vary greatly in their comfort levels with technology, including alarm systems. Operating an alarm system is easy for you, the professional. It may not be so easy for your customer! Successfully training customers pays off in less alarm activity and more referrals (from happy customers).

