

Crime and our first line of defense

Presented by:

The Lee County Sheriff's Office

False Alarm Reduction Unit



What will we cover?

- Why people install alarm systems.
- What is an alarm system?
- How alarm systems really work.
- What is a false alarm?
- Causes and impact of false alarms.
- How to reduce and eliminate false alarms.
- How to identify a reputable alarm dealer.
- And more....

Why people install alarm systems:

- As a deterrent to burglaries, vandalism, robberies
- To protect lives and property
- To provide peace of mind
 - Home and business
 - Children home alone
 - Elderly





Who uses alarms systems?

Residential

- Single family homes
- CondominiumsApartments

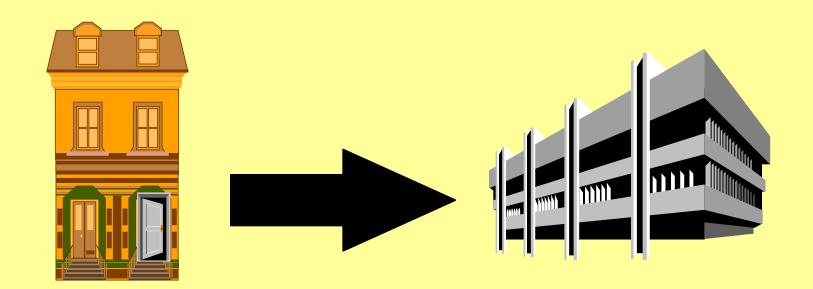
Commercial

- Small business owners
- Commercial-retail
- Industrial



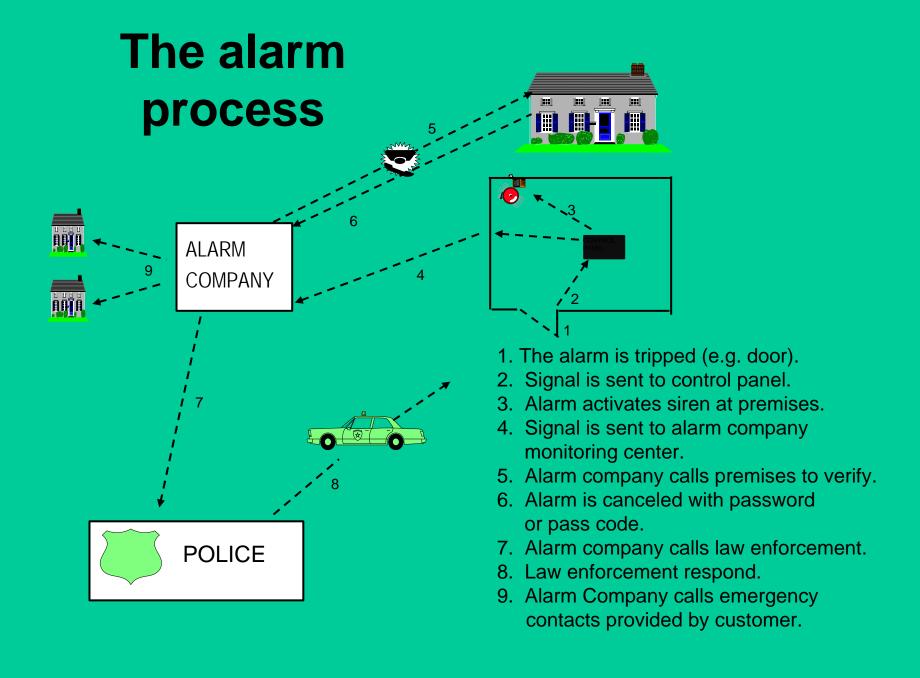


What causes a signal?



Open door, motion or glass break causes alarm System sends message

Message received at central station



Do alarm systems really work?



 Various studies show that homes and business with alarm systems are 6 to 10 times less likely to experience break ins!

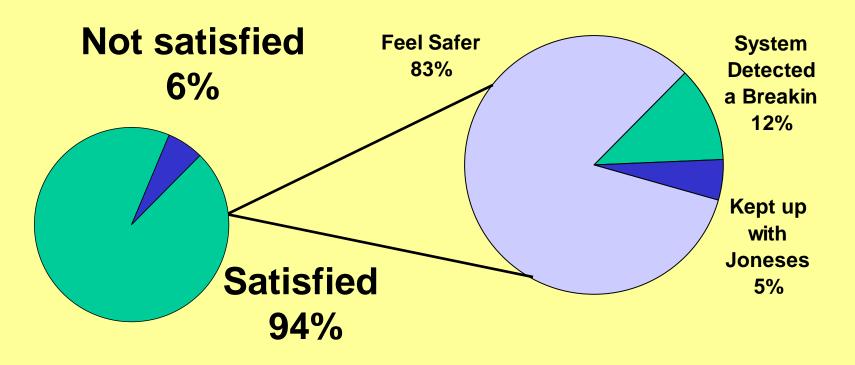


 These studies also show that alarms significantly reduce the dollar loss from burglaries.



 No statistics can account for the "peace of mind" that alarm systems provide.
 It is immeasurable.

Most alarm owners are happy customers



"The Effectiveness of Burglar Alarms," Hakim & Buck, 1991

How to choose A reputable alarm dealer



- Ask if alarm installing company is licensed in your state and municipality (if required).
- Membership in state and national associations (NBFAA).
 - Code of ethics
 - Installation standards
 - Training
- Installation Certified (IQ) qualified dealer.
 - Contractual commitment to ethics, standards, false alarm reduction and training of both the installer and the customer.



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.

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



Impact of false dispatches

- Penalties or fines due to false dispatches.
- Slow or no response by law enforcement.
- Loss of credibility with responding authorities.
- Increased police and fire department costs.
- Increased alarm company costs for extra labor, parts etc. expended due to false dispatches.
- Loss of credibility with neighbors, etc.

How many false dispatches

Varies by user:

Average false alarms per system per year

		10 years ago	Today
•	Residential	2.5 to 5.0	0.8 to 1.5
•	Commercial	2.0 to 3.0	1.5 to 2.0

Are there too many false dispatches?



- YES One is too many, but...
 - The real value and benefit of alarm systems should not be overshadowed by negative publicity.
 - A drug that cures a crippling disease may have some side effects but the overall benefit is unquestionable.

What reduced false dispatches?

- Improved equipment quality and technology.
- More user friendly systems.
- Easier to repair.
- Expanded user training and improved user manuals.
- Alarm verification by central stations prior to dispatch.
- Industry and law enforcement cooperation.

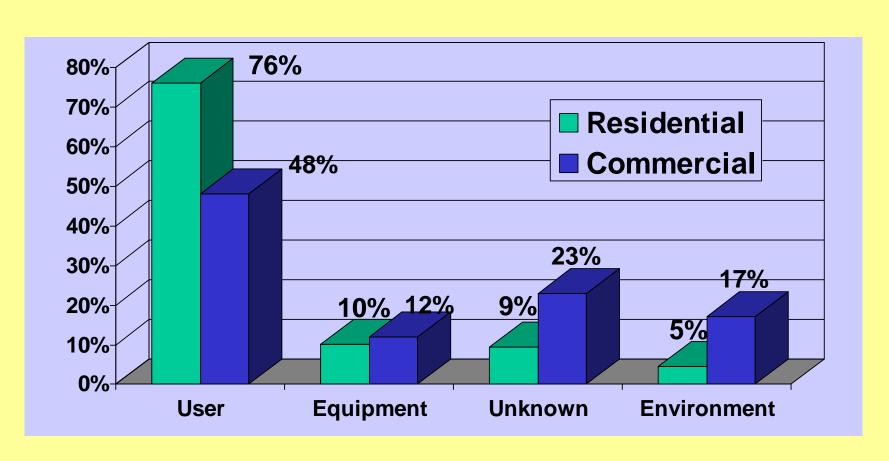
Law enforcement + industry involvement = fewer false dispatches

- Government regulation
 - Ordinances
 - Permitting
 - Eliminating response to top offenders
- Industry self-regulation
 - Equipment standards and improved application
 - Employee training
 - User training
 - Improved monitoring center procedures





Which false dispatch problems do we fix first?



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

1. 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.

2. Train all alarm users

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

3. Inspect the alarm system

- Follow your alarm company's instructions for 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.

Contact Information

For more information, contact:



Electronic Security Association (214) 260-5970 or fact@alarm.org



The False Alarm Reduction Association (301) 519-9237

For more information

- CANASA: Canadian Alarm & Security Association
- CSAA: Central Station Alarm Association
- IACP: International Association of Chiefs of Police
- SACOP: State Association of Chiefs of Police
- SIA: Security Industry Association
- State and local alarm organizations

CRIMINALS BEWARE

Lee county residents and businesses are our first line of defense

