



PRESCOTT POLICE DEPARTMENT
ALARM BULLETIN-1

Help prevent false alarm calls

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WHAT CAN I DO TO PREVENT FALSE ALARMS:

1. Make sure all doors and windows are secure.
2. Have your system serviced on a regular basis.
3. Change your system back-up battery on a scheduled basis.
4. Advise your alarm company if you change any part of your phone system or service.
5. Anchor or secure other objects that can be moved in the path of the motion detectors or by drafts from your heating and air conditioning system like displays, balloons curtains, etc

HOW TO PREVENT PEOPLE-RELATED FALSE ALARMS:

1. Instruct anyone who has a key or code to your home or business how to correctly use the system. This would include employees, delivery people, cleaning staff and others that enter on a regular basis.
2. Establish an individual code for each person.
3. Extend delayed entry to allow the person adequate time from door to keypad. Suggested time should be a minimum of 60 seconds.
4. Know your alarm company's procedures to cancel a false alarm.
 - a. Do you know your password or code?
 - b. Do you know the phone number of the alarm company?
5. Have all alarm users been trained on how to cancel an alarm?

ENHANCED VERIFIED RESPONSE (EVR):

The normal process used by alarm companies is to contact police as soon as your alarm goes off, which begins the response process by our call takers and dispatchers. Two officers are dispatched to your location and our dispatch center continues communication with your alarm monitoring company until the monitoring company is able to contact you to see if everything is ok and it is a false alarm or if it could be a true alarm. Once they are able to contact a responsible party, the alarm company either cancels the call (false alarm) or the call is completed by the officers.

Request that your alarm company use **Enhanced Verified Response**, whereby they contact you or other designated persons to verify validity of the alarm activation **prior** to contacting Police. Enhanced verified response does not only help police but also you as an alarm owner.

For more information, go to www.prescottpolice.org/crimeprevention and click on "Alarms"