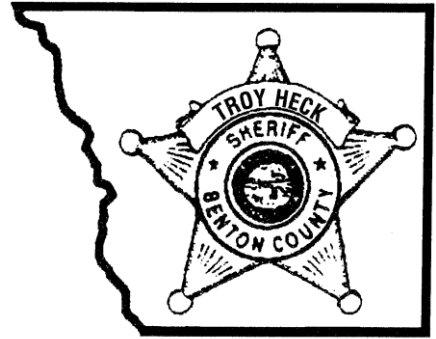


# BENTON COUNTY SHERIFF'S OFFICE

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**Troy Heck, Sheriff**  
**Neal Jacobson, Chief Deputy**

## **Topic: Reducing False Alarms**

Security alarms are designed to protect lives and property. When properly installed, used and maintained, they can be a real asset to a community. When misused, they become a liability. Unfortunately for everyone, false alarms cost communities hundreds of thousands of dollars each year and hundreds of personnel hours.

Responding to false alarms wastes time and money for your security company and the officers who are sworn to protect you. It also causes a certain level of complacency, increases the liability, and endangers the safety of system owners, responding agencies, and the community.

**How can you help?** Take appropriate steps to reduce the number of false alarms your business is producing. Remember that the goal is to have *no false trips*. Following is a list of the most frequent human errors & equipment problems:

### Human Errors:

- Use of incorrect key pad codes
- Failure to properly train authorized users (sitters, relatives, visitors, employees, delivery personnel)
- Failure to secure doors and windows before setting alarm
- Failure to notify security company of unscheduled openings or closings (for businesses using set schedules)
- Failure to update authorized personnel list with monitoring facility (for commercial properties)

### Equipment Problems:

- Improper application or installation of interior motion detectors
- Improper charging or checking of batteries
- Faulty equipment (panels, detectors or key pads)