

A Secure Word



by Alarm Monitoring Services, Inc.

Issue #3

MONITORING

Enhanced Call Verification

by Carrie Badour, VP Operations

Alarm Monitoring Services has partnered with law enforcement agencies for over three decades to ensure the safety and security of our subscribers as well as the safety of our responders. When faced with situations where real emergencies exist we want our police officers, firemen, and emergency medical responders to be available as quickly as possible.



In our efforts to reduce false dispatches, we implemented two-call verification. This technique enabled operators to make two attempts to reach a responsible party within the protected premises prior to requesting an officer respond to certain alarm conditions which subsequently brought the number of false dispatches down in multiples.

In our continued efforts to reduce false alarms, we attended meetings with police departments across the nation where it became clear that we needed better verification procedures to meet our goal. In addition to calling into the premises, Alarm Monitoring Services has adopted procedures for Enhanced Call Verification (ECV).

ECV involves operators calling into the premises as well as one additional number outside of the premises to verify the alarm prior to dispatching law enforcement. It is not uncommon for the subscriber to cancel their alarm and leave the premises prior to receiving the verification call, thus, missing the alarm and causing a false dispatch. Using ECV, we can attempt to contact a responsible party who may have set the alarm off while exiting their home or business.

For commercial alarms, ECV may be a call to a cellular number for a business owner, the last person who closed the building in the evening, or even to the person who should be opening in the morning. For a residential alarm, the ECV may be to the cellular number of the homeowner, the closest neighbor, or the landlord who lives around the corner. In any instance, the call list can be customized based on the schedule for the account. A good idea would be to set up multiple call lists, varying by time, in which the enhanced verification call is to the person who would be closest to the protected premises at the time of the alarm.

This verification process has helped eliminate many false dispatches thus preserving our Police, Fire, and Emergency Medical Service personnel for actual emergencies. Please encourage your subscribers to add a second verification phone number to their account and be sure to take note of their schedules to build the call lists according to who should be where and when.

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