

SPECIAL TIPS FOR THE BANKING INDUSTRY

- 1) Eliminate wireless \$\$\$ clips.
 - Think how many times each year a bank teller takes the money out of his/her drawer. If each teller just made one mistake a year, how many false dispatches would police respond to?
 - Replace wireless \$\$\$ clips with dual-action hold-up buttons.
- 2) Talk to your alarm provider about point of identification for the hold-up activation.
 - Some banks successfully use hold-up buttons that must be reset with a key. The positive benefit is that the manager will know which button was activated. The negative risk is the failure to reset the button, leaving it non-operational.
 - Another, safer solution is to have your system zoned to identify to the central station dispatcher which button was activated.
- 3) If your application requires wireless hold-up protection, use dual-action devices.
- 4) Replace “Deadman’s Keyswitches” and “Blind Keyswitches” with proper central station opening/closing supervision.
- 5) Be sure all new system users are fully trained before attempting to use the system. **Hold monthly training classes** to ensure existing users are aware of: any changes to the system; designated entry/exit doors; proper opening/closing procedures; correct pass codes and arming codes; and rehearse how to cancel accidental activations.
- 6) Make it easy for ATM and armored car providers to cancel accidental activations. These individuals work with dozens of different systems each day and can’t be expected to operate each one perfectly every time.

- Make your central station aware of the provider company and their phone number.
 - Prior to dispatching the police on an ATM alarm, consider having your central station immediately contact the ATM company’s dispatcher to verify whether or not a technician is at the site. This can dramatically reduce the number of false dispatches. The onetime cost of phones at the ATM machine is significantly less than the on-going “Hidden Cost” of false alarm fines.
- 7) Replace police department direct-connect monitoring equipment with newer, high security monitoring technology. Talk with your alarm provider! **Dirty or wet phone lines, telephone repairs and service interruptions do not require police response!**
 - 8) Remember to train tellers that the FBI discourages activating a hold-up alarm while being robbed. A nervous gunman may realize what is happening and serious injury can result. A nearby teller should activate his/her button to summon the police. If this option is not available, dial 911 and activate the hold-up alarm after the robber has left the building.



Public Safety False Alarm Reduction Professionals

False Alarm Reduction Association (FARA)
10024 Vanderbilt Circle, #4, Rockville, MD 20850
Phone: 301-519-9237 / Fax: 301-519-9508
www.faraonline.org

*Special thanks to the following organizations
for their contributions to this brochure:*
AOT Public Safety Corporation CryWolf Solution
www.psc-crywolf.com
California Alarm Association, Adopt-A-City Program
National Burglar & Fire Alarm Association

FALSE ALARM REDUCTION ASSOCIATION

FALSE ALARM PREVENTION FOR BANKS

*What Do False Alarms
Cost YOUR Bank?*



- False Alarms Cost System Users \$\$\$
- False Alarms Waste Valuable Police Resources
- “Crying Wolf” Can Delay Response When You Really Need It

THE HIDDEN COSTS OF FALSE ALARMS

- Are you operating under the assumption that false alarms are just another “cost of doing business?”
- Do you think every banking institution is always entitled to unlimited police response?
- Do you think banks are really much different than other commercial establishments?
- Are you at risk when police are used to responding to chronic false alarms and a real emergency happens at your facility?

The reality is that police resources are limited and should never be wasted. Thousands of police patrol hours are spent investigating alarm reports that turn out to be “False Alarms.”

Alarm companies and alarm users must be responsible for the use and maintenance of alarm systems to help assure prompt police response when an emergency really does exist.

FARA, working with NBFSA and other state and national alarm associations, has been studying the false alarm problem and solutions for some time. Working with

law enforcement and the business community, there is documented proof that response to false alarms can be dramatically reduced.

Banks are different from other commercial establishments in that their commodity is \$\$\$\$. However, they also share similarities with other commercial establishments, such as frequent employee turnover,

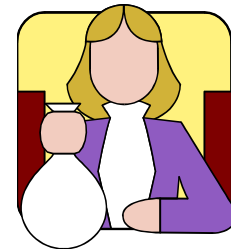


constant public access, working with multiple service providers, and use of janitorial companies.

BANKS CAN CONTROL THE HIDDEN COSTS OF FALSE ALARMS

1. Identify the magnitude of your problem and “The Hidden Costs” will quickly become visible.
 - What do you pay in false alarm fines?
 - Which branches generate the most false alarms?
 - Does someone involved in upper management approve payment of the fines?
2. Talk to your alarm provider and become re-educated in the design and use of YOUR security system.
 - Does it provide identification of the device that caused the alarm activation?

- Is equipment installed to make activation easy when needed, but safe from accidental trips?
- Is there a way to abort police response on an accidental activation?
- Do you use internal verification procedures where, upon an alarm activation (including robbery alarms), the monitoring operator contacts the branch to obtain a code word confirming or discounting the alarm activation prior to requesting police dispatch?
- Are all bank employees trained in use of the equipment?
- Are the problems occurring during specific opening and/or closing times?
- Is the ATM Provider or Armored Car Provider activating the system and causing wasted police response?



DID YOU KNOW?

Banks generate 6-8 times more false alarms than the average commercial establishment? (“Banks” include credit unions and other financial institutions.)