



Florida's First Central Station

Alarming Events



www.centralalarmcontrol.com

E.C.V.

September 11, 2001
We will never forget

Inside this issue:

Enhanced	1
Call	1
Verification	1
Best of June.06.	2
Very Important!!	2
Reminder	2

Effective July 1, 2006 Florida law will mandate **Multiple Call Verification** for alarm dispatch under 489.529 and will also be established by rule through the Electrical Contractors' Licensing Board.

Enhanced Call Verification (ECV) is an industry wide initiative which requires the central station to make a second call to a second telephone number before requesting a dispatch from law enforcement agencies to a citizen's alarm activation. Studies have shown that when a dealer implements enhanced call verification, 40-50 percent of alarm signals that traditionally would have been dispatched under premise verification were not because the signal was verified as not valid on the second call.

Enhanced Call Verification was developed by the professional alarm industry trade associations through the Security Industry Alarm Coalition (**SIAC**) and is endorsed by the International Association of Chiefs of Police (**IACP**) as a recommended practice. The program is an effective means to reduce calls for service from alarm activations while maintaining the crime deterrent effect of the alarm systems and their contribution to public safety in a community. The **IACP** and **SIAC** also recommend that the community support local jurisdiction efforts to adopt procedures or ordinances mandating multiple call verification procedures. Most cities find that 80-90 percent of their citizens who use alarm systems are responsible users who may never have an alarm activation that requires police response. **Enhanced Call Verification** is a tool that will assist those citizens who have an alarm activation that is not due to a criminal action from having a request made for police dispatch.

BENEFITS OF E.C.V

Alarm User: An alarm owner will receive a second call following alarm activations, preferably to a designated cell phone. For homeowners, many inadvertent activations happen

when leaving the home, and the call to the cell number will allow them to return to the property and reset the alarm. For business owners, many activations occur as employees leave the property or are caused by after-hours cleaning and service personnel. The call to the cell phone gives the business owner an opportunity to cancel the activation and eliminate the request for police response.

Law Enforcement: Enhanced Call Verification is a tool to reduce calls for service from alarm activations without reducing the crime deterrent and crime prevention benefits that alarm systems provide the community.

Alarm Company: Enhanced Call Verification reduces the costs to the alarm monitoring center since it is less expensive to process a second or third call than it is to request a police dispatch for the alarm owner.

Customers appreciate that you are supporting the efficient use of their alarm system, reducing unnecessary dispatches and increasing customer contact.

E.C.V IMPLEMENTATION GUIDE

With the implementation of **Enhanced Call Verification** becoming more prevalent, the Security Industry Alarm Coalition (**SIAC**) is providing general guidelines and recommendations for implementing this proven dispatch reduction program.

LEGAL AND CONTRACT CONSIDERATIONS

This document is not intended to be a substitution for consulting with legal counsel as to the best method of adopting **ECV** and ensuring compliance with your contract with your customer. You should consult with your legal counsel to determine if adopting **ECV** as a policy impacts your current contract.

- Some companies have contracts that allow them to send an announcement to their customer announcing that **ECV** will commence on a certain date, and the customer has a deadline to refuse **ECV**. If they do not hear back from the client, **ECV** is implemented automatically on the effective date.
- Some companies have contracts that

required each customer to sign a new monitoring contract.

If **ECV** is being required as part of legislation, such as an alarm ordinance, your contract cannot exempt you from compliance. You should still use a path of implementation that has been reviewed by your legal counsel. When **ECV** is being implemented as part of a regional effort, such as new legislation or a proactive association program, companies may consider using either the local association attorney or the counsel from a third party monitoring facility to review the process for everyone.

STAGED IMPLEMENTATION

The objective is to have all of your customers operating under Enhanced Call Verification. The first step is to make sure all new installations begin with **ECV** as part of their dispatch protocol.

In many cases, the majority of the invalid dispatches are caused by less than 10 percent of your customer base and you should consider staged implementation to concentrate on these customers first. You can identify those customers who have the highest number of invalid alarms and bring them under the **ECV** protocol. The final stage is completing **ECV** protocols for all of your customers.

ECV EFFECTIVENESS

ECV will be most effective when the central station call out list contains a second premise number or cellular phone as the second number, since these are the numbers that will not be affected by call waiting.

SUMMARY

Enhanced Call Verification is proven to have a dramatic and significant impact on reducing dispatches to invalid alarms. In addition, your customers will appreciate the higher level of service which results in eliminating invalid police dispatches. No matter what process is used to implement **ECV**, it is a matter of the highest importance to the alarm industry and the alarm users that we move toward industry wide acceptance. No matter what the implications of processing no obstacle your existing customers, there is to applying all of the best solutions to your new customers.



Look for :
Important notes
About
Enhanced Call Verification
E.C.V.
Web Access
Mrs. Torres
The best of
June 2006



CAC's Finest

Excelling in performance, attendance, reliability and demonstrating a high level of professionalism & dedication to our customer and co-workers, CAC is proud in announcing: **Mrs. Alina Torres. Best of June 2006** Congratulations and keep up the good work!!!

Mrs. Cristy Todaro
Assistant Manager



CAC's Staff

Our good friend & co-worker **Tony Talavera** has left his position, so as of July 1st. these are the members of the Management at CAC:

- Cristy Todaro**, Asst Mgr.
 - Steve Marshall**, Eves. Sprv
 - Tamika Sessions**, Nights Sprv.
 - Adrienne Harris**, Weekends Sprv.
- We wish well to all of them.

E.C.V.

A couple of weeks ago we informed you about the new Florida Law that I mention on page 1 of this issue, I'm referring to the **ENHANCED CALL VERIFICATION**. We have send you information about it and we will wait for your customer's info on this second verification number, up until August 1st. , after this date we will automatically move the first contact on your customer's list to become the second number to verify before dispatching the proper authorities.

If you need a copy of all these information, send us an e-mail to: cac@centralalarmcontrol.com or call us direct.

Dealer Web Access

Our Dealer Web Access is up and running and for the past 60 days we haven't experienced any "down" on our server so this is a good news to all of you that relay on our server for reports, out of service events, activities etc.. if you still calling in for any of these services let me know and I will set your company up in minutes.

AlarmNet Rates

Starting August 1st. our rates will be changing, we have try to keep our rates low for almost 2

years, but we're forced to raise them.

You'll see that the most changes are on the AlarmNet rates.

AES-CAC-NET

As we have mentioned on past issues of our Alarming Events, the AES-CAC-Net is up and growing fast! We are already covering **Miami-Dade Co.; Broward Co. and soon we'll be reaching Palm Beach & West Palm Beach Counties** . As you can see our Net is growing and as we do, yours & our savings are increasing as well. If you have any question that involves technical support from AES Corporation, you may dial: **800-237-6387** ext. 118 to reach Mr. Stan Watts or ext. 138 for Rick . Also Ms. Gina Staples is ready to help you out with radio purchase, line of credit etc, and you can reach her at the same number mentioned above or by sending her a fax to 978-535-7313

If you need more information about AES products, write to: info@aes-intellinet.com

SECURITY & CONFIDENTIALITY

It is and has always been our goal at CAC, to provide quality service and security that will enhance the lifestyle of your customers. We truly value the relationship we develop and because of this, it is of extreme importance that we protect these relationship at all cost. Please note that we have taken every measure to insure the information related to your company, is held in the strictest confidence. All information recorded on our database can only be retrieved utilizing your personal ID/PASSCODE or disclosure as per your personal request to one of our managers.

If at any time you feel that this confidence has been violated, please contact me or Mr. Russ Jones directly.

Thunderstorm Season

Thunderstorm season is back! Many customers have already had false alarms caused by high winds and power fluctuations. Please remind those customers who have not had their batteries changed in a couple of years that, with the power fluctuations arising during storms, false alarms may be avoided by simply replacing that battery. Ask them to check for loose screens that will trip the alarm in the wind. A little preparation now could save them a lot of money later.

Summer Time:

Now is your opportunity to get your paperwork caught up and straightened out. You will save money and headaches in both the long run and short run. Remember: we are only as good as the information you give us.

NEVER THE LEAST:

It is vital to **CAC**, that we receive an update on all dealer information. As soon as any of your business information changes, we need to have that information on file in case there is an emergency.

Mrs. Torres
Best of June 2006

