



Security Industry Alarm Coalition

---

## Enhanced Call Verification Overview

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 ENHANCED CALL VERIFICATION

**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.

### CASE STUDIES – UPDATES

**BOULDER, CO (July, 2004):** A six-month case study of two major companies implementing Enhanced Call Verification (ECV) in Boulder, CO showed significant and consistent reduction in calls for service from alarm activations. The Boulder Police Department reported a 26 percent decrease in the number of alarms police responded to in June 2004 and a six-month average reduction of 25 percent with only two companies participating. ECV is now part of a policy in Boulder which will require that all companies dispatching calls adhere to ECV. It is important to note that this is policy, and not an ordinance. Policies can easily be adopted without the cumbersome process of developing legislation. The alarm industry endorses this process when it is not practical to pass legislation.

**LOS ANGELES (JULY, 2004):** The Los Angeles Police Department reported a reduction of approximately 25 percent in alarm dispatches for January –May, 2004. The Greater Los Angeles Security Alarm Association members committed to implementing ECV and supported the inclusion of ECV in the revised alarm ordinance.

Security Industry Alarm Coalition (SIAC)  
11209 New Orleans Drive, Frisco, TX 75035 972-377-9401 [www.SIACinc.org](http://www.SIACinc.org)  
Stan Martin, Executive Director [Stan@siacinc.org](mailto:Stan@siacinc.org)  
MEDIA CONTACT: SMG Communications 310/827-9927 [jweir@snnonline.com](mailto:jweir@snnonline.com)