

Floyd County Sheriff's Department  
Office of Sheriff Darrell Mills  
311 Hauss Square  
New Albany, Indiana 47150  
Dispatch (Non-Emergencies): 812-948-5400

**False Security Alarms**

Floyd County Sheriff's Department as well as the security companies must spend a significant amount of time and money responding to false alarms. About 99% of calls sounded each year in Floyd County are false alarms, tripped inadvertently because of user error, pets and faulty equipment. We take every alarm serious, however, false alarms takes away from real emergencies. False alarms can lead your neighbors to ignore your alarm when it goes off.



If you have an alarm system in your residence or business, please follow this bulletin for false alarm prevention tips.

What is a false alarm?

A false alarm is any alarm caused by environmental, human, animal or equipment problems requiring police response, with no evidence of an actual crime having been committed.

**What are the most frequent errors that cause alarms?**

Residential

- Use of incorrect key pad codes
- Failure to train other authorized users (i.e., sitters, relatives, children, visitors, etc.)
- Failure to secure doors and windows before turning on alarm.
- Fail to cancel alarm with monitoring facility.
- Pets, fans heaters, balloons, etc near motion sensor areas.

Commercial

- Use of incorrect key pad codes
- Failure to train other authorized users (i.e., employees, janitors, delivery personnel, etc.)
- Failure to cancel alarm with monitoring facility.
- Failure to notify monitoring facility of unscheduled openings or closings (for businesses using set schedules)
- Failure to update authorized personnel list with monitoring facility
- Failure to secure doors and windows before turning on alarm

**What can you do to reduce false alarms?**

- Make sure everyone is familiar with alarm system operations
- Secure doors and windows before turning on system
- Be aware of changes in the environment (i.e., new animals, design changes, seasonal decorations, plants, etc.)
- Notify monitoring facility of any and all changes (i.e., house guests, name changes, new employees, termination of employees, etc.)
- Equipment should be routinely inspected, and maintained by qualified personnel

**Reminder .....**

- Remember your alarm code number and password
- Become familiar with operating your alarm system
- Make sure everyone in your home or business knows how to operate the alarm system
- Test your alarm system on a regular basis