

## **Armed Response Team Frequently Asked Questions**

### ***What is your response time?***

We dispatch an officer immediately after receiving an alarm call. Our goal is to reach our customer's location within 15 minutes or less. We don't use sirens or red lights on our patrol cars, and we follow the traffic laws. Our officers are prepositioned around the metro area, but we are subject to the same traffic issues all drivers' experience.

### ***How many officers do you have?***

We have officers positioned 24/7 in various zones around the community to meet our targeted response times. We continuously monitor our response times and adjust our staffing accordingly.

### ***What are your procedures when you respond?***

When your alarm is tripped and sends an alert, our local Albuquerque monitoring center immediately dispatches one of our officers. If practical during daytime hours, we also call you while we are enroute to verify if there is any additional information you have on the specific alarm signal. When our officer arrives at your home or business, they immediately check the perimeter for signs of forced entry. If their investigation shows no intrusion, we create a report that is sent to you via email. If we find evidence of an intrusion, we create a perimeter around the site, call the police for back-up, and then notify you of the intrusion. We never let our client enter the site unless we know it is safe.

### ***How do you handle false alarms?***

We dispatch an officer immediately after receiving an alarm signal. After the officer is on the way, the monitoring center will then call the primary telephone number to attempt to get more information on the alarm. If we are told that the alarm was false (by someone at the location with the proper code), we will then stop the dispatch of our officer. If we cannot confirm a false alarm, we continue to the property and make our inspection and report. You are never charged for a false alarm, either by ART, or by the city.

### ***What do I do if my alarm goes off accidentally?***

You can stop your alarm if you can get to your keypad quickly (typically within one minute) and enter your code. If you do not enter your code on the keypad within the time limit, then you can call our **Monitoring Center at 505-296-4749**, give them your password, and let them know the alarm is false. We will then stop the dispatch of our officer.

### ***How does a monitored fire alarm work?***

If you choose to have a monitored fire alarm, the signals are monitored by our local Albuquerque monitoring center. When they receive an alert they immediately call the fire department. The fire department handles the response, not ART.

***How does a panic alert work?***

When a panic alert is triggered by you or someone in your home, our monitoring center immediately calls the police department. After calling the police department, the monitoring center will then call the primary telephone number to attempt to get more information on the alarm. If we are told that the alarm was false (by someone with the proper code), we will relay this information to the police. The police treat a panic alert as a higher priority than a burglar alarm signal, so their response to a panic alert is faster.

***Can you handle health alerts?***

Yes. Our systems easily accommodate a health alert pendant. When the alert is triggered, our local Albuquerque monitoring center operator immediately calls 911 which starts a response by the Emergency Medical Technicians.

***What insurance does ART carry? What liability do I assume by having an “armed response” service?***

ART carries complete liability insurance by a large national carrier that specializes in security companies. Our insurance carrier recognizes the value of having trained, experienced and veteran police officers as our only responders. We have both General Liability coverage, and as added protection for our clients, we also carry Professional Liability coverage.

***Why do your officers carry guns?***

Our officers are armed because we believe it provides the best protection for you and for them. Our property signs clearly warn of an “immediate armed response” which we believe provides an extra measure of deterrence to anyone thinking of breaking into the property. Having said that, our officers are trained professionals who carried a weapon during their entire career as police officers and rarely have the need to draw their weapon (except at the firing range for training.)

***Can I switch over from my current company? Will my current equipment work?***

Yes. In many cases we can easily reprogram your existing service and equipment. (Typically, this can be done in under two hours.) However, if your system is over 10 years old, or you have been experiencing service issues, you should consider having our experienced technicians upgrade the main computer panel and keypad to the latest equipment. Typically we reuse all your existing window and door contacts.

***What about if I am under contract with another company?***

Most traditional alarm companies require multi-year contracts to “lock in” their customers. (We are pleased to say that ART does not!) You will need to review your agreement and determine when the initial contract period (often 3 years) expires. You are free to switch with 30 days notice after that initial contract period. Binding automatic renewals are illegal in New Mexico. Don't let your current monitoring company tell you your contract is automatically extended after the initial written contract period, because that is not true. Please call us for further information.

***Do I need a phone line to make the alarm work?***

No. Our systems can work with either a traditional “land line” or via a dedicated cellular network specifically for alarm signals. Currently, almost 1 in 6 homes does not have a traditional land line phone, so that is why we routinely install cellular systems dedicated to alarm signals. Our security advisors can explain the pros and cons of both options.

***How fast can I get a system installed and become protected?***

Most installations for homes (and small commercial) properties can be completed in a day. Since ART employs its own technicians we are confident we can meet your scheduling requirements.