

TRANS ALARM

At Trans-Alarm, we are committed to a level of quality and customer service that is unmatched in this industry. Part of our mission is to work with law enforcement agencies, local municipalities and the alarm industry to develop innovative ways of reducing false alarm dispatches. It has been proven through Enhanced Call Verification (ECV), alarm companies have been able to help reduce false alarms by 30 - 50 percent. To change your dispatch procedure please select from the list below.

- Call Premise – Upon receiving a burglar alarm a Trans-Alarm Dispatcher will call the Premises (site) number. If no answer, the dispatcher will then dispatch the Police. Trans-Alarm will call the contact list.
- One Call Verify (if no premise number is available) – Upon receiving a burglar alarm a Trans-Alarm Dispatcher will call the first number on the contact list. If no answer the dispatcher will then dispatch the Police. After the Police have been dispatched Trans-Alarm will continue to call the contact list. **(Required in the City of Bloomington)**
- Two-Call Verify – Upon receiving a burglar alarm a Trans-Alarm Dispatcher will call the Premise (site) number and first number on the call list, or the first 2 numbers on the call list. If no answer the dispatcher will dispatch the Police. Trans-Alarm will continue to call the contact list. If we do reach a contact within the first two calls the person contacted will need to make a decision to dispatch the Police or have someone check on the alarm/disregard. **(Required in the City of Minneapolis)**
- Dispatch Police Immediately – Upon receiving a burglar alarm a Trans-Alarm Dispatcher will dispatch the Police immediately. After the Police have been dispatched, Trans-Alarm will continue to call the contact list.
(This option is not part of Enhanced Call Verification)
- Call Verify – Upon receiving a burglar alarm a Trans-Alarm Dispatcher will call the Premise (site) number and the contact list. The contact would make the decision to dispatch the Police or disregard the alarm. If no contact is reached the Police will be dispatched. **(This option may take several minutes for a key holder response increasing the Police dispatch time)**
- NO Police Dispatch – Contact list will be called, if reached the contact will make the decision for a dispatch or no dispatch.
(If no contact is reached NO dispatch will take place)

Company name: _____ Account Number: _____

Address of property: _____

Authorized Signature: _____

Printed name: _____ Date: _____

Contact List Update

	Key Holder Name	Cell Number	Home Number	Work Number
1 st				
2 nd				
3 rd				
4 th				
5 th				
6 th				

Changes to your selection can be made at any time by simply notifying Trans-Alarm by
 Email: cstation@transalarm.com Fax: 952-808-3172 Phone: 952-894-1700
 U.S. Mail: 500 East Travelers Trail . Suite 600 . Burnsville MN 55337