MODEL STATES REPORT

A Cooperative Effort by IACP-PSLC/SACOP
And the Alarm Industry

JULY 1999

Project Funded by AIREF
ALARM INDUSTRY RESEARCH & EDUCATIONAL FOUNDATION
Alarm Industry Research & Educational Foundation
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 REGARDING INFORMATION/DATA IN THIS REPORT

This voluntary information was provided by each participating agency to their respective alarm industry coordinator for the purpose of sharing data and enhancing the usefulness of this report. Some information was not available or not released and some report entries may be incomplete or left blank.

This document was prepared by the Private-Sector Liaison Committee (PSLC) of the International Association of Chiefs of Police (IACP). The opinions, findings, and conclusions or recommendations expressed in the document do not necessarily represent the official position or policies of the IACP.

There has been no audit or confirmation of information contained in this report. Although we believe all information was submitted in good faith, we can assume no responsibility or liability for its accuracy or use.
TABLE OF CONTENTS

Acknowledgements.........................................................4
Financial Contributions....................................................6
Background........................................................................7
Executive Summary...........................................................8
Program Description..........................................................11
Best Practices....................................................................12
Essential Elements:.............................................................19
Ten Locations with Highest Reductions & Why!......................21
Data Tables & Agency Profiles.............................................22
  Population: under 25,000................................................25
  Population: 25,000 - 50,000............................................26
  Population: 50,000 - 100,000...........................................27
  Population: over 100,000...............................................28
Individual Agency Profiles..................................................29
Individual State Reports...................................................102
  Illinois.........................................................................102
  Washington.................................................................105
  Florida..........................................................................107
  California.......................................................................109
Roles of Key Organizations..................................................111
Staff & Administration.......................................................113
Criteria for Participation....................................................114
General Timeline For Process Utilized.................................116
Chronological List Events For Project....................................118
Coordinator Hiring Process................................................124
Field Coordinator Job Description.......................................125
False Alarm Factor.............................................................127
CSAA False Alarm Analysis Program "FAAP".........................128
Sample "FAAP" Reports.......................................................130
IACP & Other Resolutions..................................................133
Letters of Support (Law Enforcement).................................140
City of Spokane Ordinance...............................................154
FARA/NBFAA Model Ordinance..........................................157
Acknowledgements

Over the past several years, as a strong proponent of false dispatch reductions and the national coordinator for this project I have traveled from coast to coast and met with over a thousand different law enforcement agencies, worked on committees and worked with local, state and national associations. I can honestly say this project has been the most demanding and the most rewarding of my career and it would have not been possible without the support, encouragement and efforts of many....

First and foremost, I thank God for allowing me the opportunity to work on such a project that associated me with so many fine individuals. I thank my lovely wife Marti and my children for enduring my travel schedule and absence from the home. My utmost appreciation for my employer ADI, Steve Roth & Joe Cappelletti for their financial support and overall commitment to this issue and the alarm industry; and the Pittway Corporation, Leo Guthart for his generous donation of time, energy and moral support. To Bob Ohm who chaired the AIREF False Alarm Coalition (all the North America associations) I say, "Well Done!" for sorting through the politics and enduring dozens of two-hours plus of teleconference calls needed to make this all happen.

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IACP/PSLC False Alarm Sub-Committee
Arolla, Charlie - Chief Santa Clara PD
Brasfield, Mike - Chief Ft Lauderdale PD
Conium, Len - Toronto PD
Doyle, Steve - Executive Director, CSAA
Fague, Tony C. - ADT (retired)
Glasscock, Bruce - VP IACP
Higginbotham, Charles - IACP Director
Houper, Charlie - Chemung Co, NY, Sheriff
Martin, Stan - ADI
Mowrey, Glen - Charlotte-Mecklenburg PD
Ohm, Bob - Westec/Edison & AIREF
Prunk, Bruce - Portland Police Bureau
Rea, Patti - Alarm Mgr, Phoenix PD
Reader, Lockheed - Chief Puyallup, WA
Seamon, Tom - Univ. of Pennsylvania
Shanahan, Mike - Ret Chief UW
Shipp, Brad - Executive Director, NBFAA
Spiller, Ron - Executive Director, SIA
Sweeney, Tom - Chief Bridgeport, CT, PD
Wankel, Doug - Atlas Air Inc.

Continued - Next page...
Acknowledgements – Con’t

**Law Enforcement**
IACP - International Association Chiefs of Police
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CPOA - California Peace Officers Association - donated office space
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Chief David Dial - Naperville PD, IL - donated office space
Chief Charlie Gruber, Lori Moses - Elgin PD - sharing support materials
Chief Mark Fields - Wheaton PD - Interview team Illinois

**Alarm Industry**
AIREF - Alarm Industry Research & Educational Foundation
NBFAA - National Burglar & Fire Alarm Association
CSAA - Central Station Alarm Association
SIA - Security Industry Association
CANASA -Canadian Alarm Association
IESA - Illinois Electronic Security Association - Bob Bonifas
AAF - Alarm Association of Florida - Fred Aaron
WBFAA - Washington Burglar & Fire Alarm Association - Mike Miller
CAW - California Alarm Association - Frank Burke/George Gunning

**Model State Coordinators**
Dan Petesch – Illinois
John Wurner – Washington
Ron Walters – Florida
Pam Harlan – California

"Special Services"
Alarm Detection Systems - Aurora, IL - Bob Bonifas/Mark Schramm - "FAAP" Development and Support.
ADEMCO, NY - David Gottlieb - video production

*Again, Thanks to each and every one of the organizations and individuals that contributed to this program.*

Stan Martin
National Coordinator
Model States Project
Financial Contributions

Funding of this program allowed us to hire the four state coordinators who were so critical to the success of this program. Our profound "Thank You" to each of the following contributors for making this project possible.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Amount Contributed</th>
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<td>$300,000 EST.</td>
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<tr>
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</tr>
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<td>Alert Security</td>
<td>$250</td>
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</tbody>
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The PSLC (Private Sector Liaison Committee) mission is to tackle issues that can best be solved by having the public and private sector jointly address concerns and work together towards solutions. Reducing false dispatches was near the top of the list back in 1992 when the alarm industry was asked to participate and help get a handle on this significant law enforcement issue. The initial effort began by commissioning the help of Peter E. Ohlhausen to do a study on the causes and effects of false alarms. The alarm industry agreed to help fund the research with IACP and subsequently the report "False Alarm Perspectives: A Solution-Oriented Resource" was completed in 1993. By definition in its purpose the report was a "...compendium of information on false alarms." Although it was not intended to deliver solutions, it did provide a clear picture of the challenges ahead.

Fully recognizing the seriousness and magnitude of the issue, the PSLC members pushed for action from the alarm industry that could provide long term solutions, and so the "Model Cities" project was introduced in 1993 and officially launched in 1994. Three private/public sector teams were formed to independently attack and reduce dispatches in the cities of Bellevue, WA, Elgin, IL and Philadelphia, PA. The teams embraced the challenge, worked together, and though each took a slightly different approach, each team succeeded in reducing false dispatches by the end of the program in 1995.

The next step was to take what we learned in "Model Cities" and see if we could be successful over a wider range of cities and states, and so the "Model States" project was introduced. The best vehicle for implementing and coordinating such a project would be through the State Association of Chiefs of Police (SACOP). A joint meeting with the various public and private sector representatives was held in August 1996. The mission, goals, tactics, and preliminary budget were developed and all parties pledged cooperation. The alarm industry through AlREF (Alarm Industry Research & Educational Foundation) agreed to fund the project at a cost of $1.3 million. The Model States Project was officially launched in 1997.
Executive Summary

Few joint projects have yielded such valuable information as the "Model States False Dispatch Reduction Program". To just say this project was successful falls short of what was really accomplished. Success can be measured in many ways, yes we reduced the "raw" number of false dispatches in most cities, and we learned what works best and what works quickly. But the most exciting accomplishment of this program had to be the fact that the public and private sector can work together to effectively reduce dispatches to the benefit of all.

We found roughly 20% of the users caused 80% of the dispatches. By focusing on those accounts and contacting the responsible Alarm Company for corrective action, you can reduce dispatches significantly in less than a year. Of the 55 cities that participated, 28 yielded sufficient data for this report, 21 of those reduced dispatches, some as high as 62%. Six of the seven agencies with increases were from California, where the program had not yet reached maturity due to their late entry. Most agencies did very well – primarily due to the Chief or Sheriff making it clear to all, that this project was important and a high priority for the department.

Despite our best effort to control the variables going into this project, we found unique issues and differences from state to state and city to city that delayed or impaired many of the jurisdictions in their attempt to pass ordinances, collect data, or generally implement the program:

- Local politics/elections
- Budget constraints
- Allocation manpower/resources
- Personnel Changes
- Incompatible, or non-existent computer systems and software for tracking dispatches and permits/fines
- City attorneys – ordinance reviews
- Accounting/finance department concerns outside of the Chief’s/Sheriff’s domain.

Best Practices - In order to establish an effective false dispatch reduction program there are best practices that should be considered. Experience has shown us that these practices should be looked at as building blocks, not as an all or none package. The practices listed below were found to be effective regardless of the jurisdiction size.

- Agency accepting cancellations
- Strict enforcement of alarm ordinance
- Requiring registration/alarm permits
- Fines – escalating & meaningful
- Restricting response to chronic abusers
• Requiring attempted verification by dealer
• Notification to user of all dispatches
• Alarm user training classes

**Essential Elements:**

• *Alarm dealer/Law enforcement communication & cooperation*
• *Committing adequate alarm unit staffing*
• *Alarm dispatch tracking software to measure & manage process*
• *Effective ordinance that incorporates "best practices" listed above*

We recommend passing ordinances with best practices and elements specified above for the purpose of mandating corrective action by the end user through their alarm service provider. The NBFAA-FARA Model Ordinance included in this report is an excellent template that most agencies in this project utilized.

**We saw remarkable compliance by alarm dealers in Washington State with corresponding dispatch reductions before ordinances were changed!** We are encouraged by the actions of this group of dealers. By addressing issues with their worst customers promptly, nine of their cities were in the top ten with highest reductions! The cooperation between Law Enforcement and the Alarm Industry in Washington was unsurpassed!

Cities with previous dispatch reduction experience may not yield as high of reductions in subsequent efforts. Once the "worst offenders" have been corrected the next level of reductions will be more of a challenge, particularly when you get down to one or two dispatches per location per year. Two of the cities that supported this project: Elgin, IL and Bellevue, WA were previously in the Model Cities effort.

**In Conclusion** - We believe that reducing false dispatches is and will be an ongoing effort. There can be no let-up in ordinance enforcement and dealer corrective action or certainly the trend will reverse back to yearly increases. The alarm dealer must take a proactive approach in targeting their worst customers. Law enforcement must be a part of the process. Continued end-user training and education by all parties is essential. Installing new equipment meeting the new ANSI approved SIA Control Panel Standard and retrofitting older systems should be considered in future ordinance changes.

It is our sincere hope that you will find the following information useful. The opinions and observations were based on evaluation of the project data for the 28 cities that furnished the required information, combined with the experience of all four coordinators and the national coordinator. This report was reviewed prior to its release by the IACP – Private Sector Liaison Committee.

See Quick Facts -Next Page
QUICK FACTS:

- Roughly 80% of false dispatches are caused by 20% of the systems.
- Voluntary compliance by dealers to fix problem accounts yields the fastest reductions.
- About 80% of all false dispatches are related to user error (correctable by the dealer).
- Most users are unaware of the impact false dispatches have on Police.
- Most users will take corrective action when properly educated on the issue.
- Users are more willing to take corrective action when notified by law enforcement.
- Prompt notification to user encouraging corrective action on every false dispatch will reduce further dispatches.
- Restricting response to chronic abusers is necessary because some users would rather pay fines than take corrective action.
- Commercial systems run about 3 times higher dispatch rate than residential systems.
- Banks, Schools, Municipal buildings run 7-10 times higher dispatch rate than residential.
- Alarm systems should be monitored by Industry Central Stations not Police Dispatch Centers (no verification with direct connects).
- Including "business community" in ordinance process yields positive results.
- As of 1998 there are approximately 18 million systems installed.
- The industry is adding 1.5 – 2 million new systems a year.
- Virtually all systems are fixable given time and proper resources.
Program Description

Strategic Intent

Reduce false dispatches through a cooperative public/private effort and publish results on what worked successfully.

Basic Tactics

Review all previously collected information, select the most successful elements for false dispatch reduction, combine them into one program, apply them to a diverse group of agencies, uniformly measure the results, and share the data with some observations and/or conclusions.

Approach

Target locations (worst offenders) with highest number of dispatches; notify user and corresponding responsible alarm company; request immediate corrective action; require written confirmation that corrective measures were taken; continue follow-up until all chronic abusers have been eliminated.

Program Duration

Originally the project was to begin in January 1997 and conclude on December 31, 1998, however due to the typical challenges associated with such a program the last two states Florida and California started in late '97 and early '98 respectively. Because more time for data collection was necessary, AIREF extended the data collection period through March 31, 1999.

We commend the State of California for its diligent effort to get on board with only nine months left in the project and still show favorable results in several cities.

States Selected to Participate

Four states selected by law enforcement to participate:

California
Florida
Illinois
Washington
**Best Practices**

In order to establish an effective false dispatch reduction program there are best practices that should be considered. Experience has shown us that these practices should be looked at as building blocks, not as an all or none package. The more of these that an agency adopts, the greater the cumulative effect and likelihood that reductions will be achieved.

*The elements listed below were found to be effective regardless of the jurisdiction size.*

1. **AGENCY ACCEPTING CANCELLATIONS:**

**Definition:** Responding agency alarm dispatch cancellation is the process in which a dispatch is cancelled or officer recalled when the alarm company providing monitoring verifies with the alarm user or responsible party that a false alarm has occurred and that there is not an existing situation at the alarm site requiring law enforcement agency response.

**Observations and Comments for Accepting Cancellations:**

It is a waste of law enforcement resources to respond to known false activation’s; terminating dispatch reflects a more responsible use of resources to the taxpayer.

- Increases available manpower for response to more urgent calls.
- Decreases likelihood of associated accidents, injury and liability to all parties.
- Cancelled calls should not be included in the overall count of total dispatches, unless officer has already reached the alarm location.
- An ordinance or department policy that accepts cancellations may realize up to a 35% reduction in false dispatches.

The model States experience cites the following examples:

Seattle Washington Police Department accepted 4,069 cancellations, which represented 12.7% of their total alarm dispatches in 1998. Resource savings: assuming .5 hours per response times 4,069 calls equals a savings of 2,035 man hours, or the equivalent of one officer’s duty time per year.

Naperville, Illinois experienced a 10% reduction in false dispatch response by accepting cancellations prior to the officer arriving on scene.
2. ENFORCEMENT of ORDINANCE

**Definition:** An agency’s diligent effort to enforce all elements of the false alarm ordinance.

**COMMENTS AND OBSERVATIONS:**

Enforcement of the alarm ordinance results in lower dispatch rates.

Uniform enforcement clarifies the rules for the public, the industry, and law enforcement. All segments of the community should be treated equally; residential, commercial, schools, municipal buildings and financial institutions. Many coordinators noted that selective enforcement undermines the entire process – particularly when local politics shield city buildings and schools from enforcement.

It is the consensus of all four Model States Coordinators that strict enforcement results in lower dispatch rates, as observed in 21 of 24 cities with largest reductions in false dispatches.

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**The Model States experience cites the following examples:**

Pinecrest Florida Police Department began enforcing an ordinance that was in effect for the previous nine months and realized a 36% reduction in the first 3 months of enforcement.

Lack of enforcement of ordinance provisions will negatively affect false dispatch reduction, i.e. Olympia Washington experienced a substantial increase in false alarms during the 1998 primary due to a low enforcement priority.

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3. REGISTRATION/PERMITS

**Definition:** The recording of all essential information necessary to track performance of, and establish responsibility for individual alarm system use as related to the alarm user and alarm installation and monitoring companies.
COMMENTS AND OBSERVATIONS:

- Allows for data collection to better manage false dispatches
- Accurate contact information
- Emergency contacts
- Billing and collection information
- Opportunity to familiarize and update alarm users on current ordinance
- Allows for accurate billing information to assist in collection of false dispatch fees
- Legal considerations:
  1. A legal vehicle to restrict response (no permit, no response – except where prohibited by law, i.e. California).
  2. Registration has a signature fixing responsibility.
  3. Allows law enforcement to associate alarm dealers with users for problem systems.
  4. Allows for the collection of fees to offset administrative costs.

THE NEED FOR AN AUTOMATED PROGRAM TO TRACK REGISTRATION IS ESSENTIAL

The Model States experience showed that:

- 78% of Law Enforcement agencies that **required** registration experienced a **decrease** in false dispatches.
- 66% of Law Enforcement agencies that **did not require** registrations experienced **increases** in false dispatches.

4. FINES - ESCALATING and MEANINGFUL:

**Definition**: The assessment of financial penalties for conduct or failure to take action that is specified or required in the false alarm ordinance. These fines should be on an escalating and meaningful scale.
COMMENTS AND OBSERVATIONS:

A reasonable scale could be:

- No Fine for dispatch(s) 1, 2 or 3
- $50.00 1st fine
- $100.00 2nd fine
- $200.00 3rd fine

- It was the observation of the Model States Coordinators that a majority of successful programs had 1-3 free false responses in their ordinances
- The initial fine of an alarm user is usually the wake up call
- Subsequent fines should escalate in line with the severity of the problem
- Fines help to offset Law Enforcement costs
- **Fines can be set too high** - unreasonably high fines may result in collection difficulties. City of Spokane under their previous ordinance experienced this problem.

The Model States experience cites the following example:

In 1998 in the state of Illinois every agency that passed a new and stricter ordinance with a meaningful, escalating, fine scale saw a reduction in false alarms.

5. RESTRICTED RESPONSE:

**Definition:** Suspension of agency response to an automatic alarm system activation when the maximum number of false dispatches has been reached or previous fines have gone unpaid as defined by ordinance.

COMMENTS AND OBSERVATIONS:

Provides law enforcement the ability to suspend services after an excessive number of false dispatches to reduce resource abuse by chronic offenders.

Restricted response prevents the continued abuse of law enforcement resources.
by alarm users who fail to pay accumulated fines.

Some alarm users would rather pay the false dispatch fines than take corrective action.

Any restricted response policy should include due process which includes timely notification after each dispatch, warning of impending action, notice of suspension and an appeal process. Proper documentation that includes historical dispatch data, written and verbal communication is essential.

In an effort to provide response to potential life-threatening situations and reduce potential liability, many ordinances or policies require that the department respond to any manually activated alarm signal reported, regardless of the disposition of the alarm permit or the associated response status.

The Model States experience cites the following examples:

70% of the cities with the largest alarm reductions had restricted response as part of their ordinance.

It is a common occurrence, particularly for a commercial customer, to budget for false dispatch fines, as was the case with an Illinois Bank that budgeted $12,000.00 a year for alarm fines.

6. REQUIRING VERIFICATION:

**Definition:** An attempt, by the alarm company, or its representative, to contact the alarm site by telephonic or other electronic means, whether or not actual contact with a person is made before requesting law enforcement dispatch, in an attempt to avoid an unnecessary alarm dispatch request.

**COMMENTS AND OBSERVATIONS:**

Verification should be included as part of any alarm ordinance.

Individual companies that have not previously verified can achieve reductions of up to
70% on their dispatch requests to law enforcement.

The alarm industry estimates that an average of 85% of the alarm dealers have voluntarily complied with verification. However, in an effort to reach total compliance verification should be mandated by an alarm ordinance.

The Model States experience cites the following examples:

Verification was considered so important that the State of Florida made it a statutory requirement.

The city of Seattle included verification in their ordinance in 1992 and also includes a fine of $250.00 to the dispatching alarm company for non-compliance.

7. NOTIFICATION TO USER OF DISPATCH:

**Definition:** The act of law enforcement notifying alarm users of every alarm dispatch.

**COMMENTS AND OBSERVATIONS:**

*Most users are willing to take corrective action, but are unaware of the impact of false dispatches on law enforcement.*

Timely notification of each alarm dispatch, (even when there is no fee) is helpful in alerting users to the problem and eventual consequences of continued false dispatches.

Notification increases the likelihood of early corrective action.

Notification on all responses also serves as a backup to the efforts that the Alarm Company is making to reduce false dispatches.

When the notification comes from law enforcement the alarm user is more likely to take corrective action than if it comes from only their alarm company.

Consistent notification of all alarm responses to users should normally result in lowering false dispatches immediately.
The Model States experience cites the following examples:

The city of Arlington Washington reduced alarm dispatches by 19% by visiting each false alarm location and contacting the alarm user.

The most common method of notification includes the mail or a notice left at the premises by the responding officer.

8. ALARM USER AWARENESS CLASS

Pioneered by the Phoenix Police Department, the development and presentation of alarm user awareness training for chronic alarm abusers has proven very effective in reducing false dispatches, especially those caused by user error.

It is designed to educate the alarm user on how false dispatches impact law enforcement, responsibilities of each system user, requirements of the alarm ordinance and ways to prevent false dispatches.

Used as a community-policing tool, joint participation by law enforcement and the alarm industry has resulted in positive feedback from the community.

**Most agencies have reported that up to 90% of attendees do not experience additional false dispatch problems.**

This training can be optional, or can be mandated by ordinance. Some agencies charge for the training while others allow users to attend once a year for free. In many cases false dispatch fines can be waived by attendance in the class or a credit issued for future use.
**Essential Elements:**

A. DEALER/LAW ENFORCEMENT COOPERATION:

Though the local or state alarm industry associations invite dealer participation in various programs, law enforcement can greatly influence their participation:

- By Chief’s invitation, request dealers are present at these special meetings to address community concerns.
- By ordinance require alarm-servicing companies to be identified.
- By sending reports to the alarm companies that list their customers with the highest dispatch rates.
- Putting in place a procedure that requires the alarm servicing company to report back to the law enforcement agency on corrective action taken.

B. STAFFING:

There is a direct correlation between the alarm unit staffing commitment by law enforcement and false dispatch reductions.

**OBSERVATIONS (for this project):**

In jurisdictions with populations of over 100,000

Virtually every law enforcement agency that committed a full time alarm coordinator reduced false dispatches. **Recommended for any agency looking for long term dispatch reductions.**

Most law enforcement agencies without a full time alarm coordinator increased in alarm dispatches. **Note: Many agencies designate a "part time" officer to coordinate false dispatch reduction efforts – this rarely yields much success.**

In jurisdictions with under 100,000

False dispatch reductions can be achieved with dedicated part time personnel, depending on the priority and time allotted.

**NOTE:** Though many agencies listed in this report with part-time officers reduced dispatches during the program, we must remember the alarm industry provided a full-time coordinator that significantly contributed to helping implement "best practices" and the "essential elements" listed.
C. ALARM DISPATCH TRACKING SOFTWARE:

As previously suggested, to properly manage an issue it is essential that its parameters be measured. We believe it is essential to have in place an automated system to track false dispatches and identify the worst abusers and the responsible Alarm Company.

With accurate information a department may consider publishing alarm company false dispatch rates (same as health reports for restaurants), assuming all alarm companies are given ample notice with the opportunity to correct their worst clients. Contact: Salt Lake City PD for more information.

Essential Basic Capabilities:

- Handle alarm registrations and renewals
- Linking the alarm user to their alarm servicing company
- Creating reports that identifies the worst offenders
- Cumulative tracking of false dispatches
- Separate tracking of Commercial and Residential sites
- Automatic calculation of the "alarm factor" for standardized comparisons

Desirable Capabilities:

- Billing/ accounts receivables process – permits/fines
- Automatic notification to users on every false dispatch
- Tracking alarm school participants
- Full CAD integration with alarm tracking software

A SAMPLE SOFTWARE PROGRAM IS AVAILABLE FROM THE CENTRAL STATION ALARM ASSOCIATION THAT CAN BE USED AS A TEMPLATE FOR A CUSTOM PROGRAM OR THE FALSE ALARM REDUCTION ASSOCIATION CAN PROVIDE A LIST OF CURRENT SOFTWARE VENDORS AND A MORE DETAILED OUTLINE OF ESSENTIAL ELEMENTS TO CONSIDER IN A PACKAGE.

D. EFFECTIVE ORDINANCE:

Any Ordinance should include "Best Practices" as outlined previously.

See references – updated FARA/NBFAA Model Ordinance
## Ten Locations with Highest Reductions & Why!

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<th>Location</th>
<th>Final Period Reported</th>
<th>Reported Prior to Program</th>
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<td>Spokane, WA *</td>
<td>-62%</td>
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<td>Puyallup, WA</td>
<td>-46%</td>
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<td>Chehalis, WA</td>
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* Spokane ordinance included at the end of this report

### What Best practices did they follow?

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<th>Practice</th>
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<td>1. Accepted Dispatch Cancellations</td>
<td>100%</td>
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<tr>
<td>2. Contacting Dealer w/Abuser List</td>
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<td>3. Strict Ordinance Enforcement</td>
<td>100%</td>
</tr>
<tr>
<td>4. Meaningful/Escalating Fines</td>
<td>90%</td>
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<td>5. Required Registration/Permit</td>
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<tr>
<td>6. Restricted Response – Abusers</td>
<td>60%</td>
</tr>
<tr>
<td>7. Verification Required by Dealer</td>
<td>60%</td>
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</tbody>
</table>

*** SEE INDIVIDUAL AGENCY PROFILES FOR DETAIL ***
Data Tables & Agency Profiles

This section contains some of the basic data in tables for quick comparisons, grouped by population:

- under 25,000
- 25,000 – 50,000
- 50,000 – 100,000
- over 100,000

Only agencies that used industry provided tracking software or reasonably equivalent packages were used in summarizing results. Though many cities participated, many were unable to capture required data in a format usable for this project.

Table Definitions:

Staff: "pt" or "ft" represents part-time or full-time law enforcement personnel assigned to the alarm unit.

Population: in thousands, as reported to us during the first quarter 1999.

Residential / Commercial Split % – ratio of residential to commercial users in each city expressed as percentages. When reviewing results or progress mix is important based on the fact that commercial users have about three times higher dispatch rate than residential.

Program Reduction % - end of program percentage increase or decrease in false dispatches compared to previous period measured. (all 12 months except California)

# of Months of Data – total number of months of data collected during this program.

% 12 mo prior Reductions: percentage (increase or decrease) of false dispatches recorded in the 12 months prior to program start.

"X" in block – indicates an acceptable level of cooperation through policy or mandated ordinance change as listed in "Criteria for Participation" and defined in "Best Practices".

- Accepts Cancellations
- Dealer Contacted for Action
- Enforcement (Strict)
- Requires Registration
- Fines (Meaningful)
- Restricted Response
- Verification Required
• Notifies User
• Training Required (Alarm School)

% Dealer Participation – Dealer level of cooperation in taking corrective action for their targeted problem accounts as reflected by the number of checklists returned:

H - 67% or more of all dealers notified took corrective action
M - 34% to 66% of all dealers notified took corrective action
L - Less than 33% of all dealers notified took corrective action

INDIVIDUAL PARTICIPATING AGENCY PROFILES - Following each set of tables you will find a detailed profile for each listed city that includes general agency information, contact information, dispatch data summaries, calls for service and ordinance information.

Alarm Data Source – indicates where listed data was obtained:
FAAP – False Alarm Analysis Program (alarm industry provided)
CAD - Computer Aided Dispatch (agency in-house system)
Computer (PC) - Other proprietary system
Manual - No automation – manually tabulated

Calls For Service (CFS) – There is a natural tendency to compare CFS rates between cities of similar populations. The data listed did not logically follow the pattern a person would expect. We wanted to know why! So during this project our coordinator in Washington (retired Chief – John Wurner) looked at these differences between the seventeen cities he worked with and combined with his experience shares this observation:

Alarm dispatches are a part of an agency’s total (patrol) dispatches, which are a part of total CFS. CFS differs from dispatches in that departments include observations and self-initiated activity by officers into the total CFS, therefore the numbers for CFS are much higher than dispatches alone. Some departments even include warrant service and citations into this statistic, but most do not. Some departments tend to equate their dispatches as 100% of their service, therefore 100% of their patrol budgets. This is not ever the case, because up to one-half of officers time can be spent on non-dispatched activities such as observation, arrests, etc.

Therefore, when trying to determine resource loss and/or budget impact, a department that sees 10% of its total dispatches as being alarm related is incorrect to assume 10% of the patrol time/budget is spent on alarm dispatches. The actual number could be closer to 5% or half the patrol division’s total available manpower or cost.
## Agencies That Provided Useable Data

Population: under 25,000

<table>
<thead>
<tr>
<th>Cities</th>
<th>Staff</th>
<th>Population Thousands (000)</th>
<th>% Residential Commercial Split</th>
<th>% Reduction Program</th>
<th>% 12 mo prior Reductions</th>
<th># of months of Data</th>
<th>% Dealer Contacted for Action</th>
<th>Enforcement</th>
<th>Requires Registration</th>
<th>Fines (Meaningful)</th>
<th>Restricts Response</th>
<th>Verification Required</th>
<th>Notifies User</th>
<th>Training Required</th>
<th>% Dealer Participation</th>
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**H:** 100-67%  **M:** 66-34%  **L0:** 0-33%
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<th>Cities</th>
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<th>Population Thousands (000)</th>
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<th>% Reduction Program</th>
<th># of months of Data</th>
<th>% 12 mo prior Reductions</th>
<th>Accepts Cancel</th>
<th>Dealer Contacted for Action</th>
<th>Enforcement</th>
<th>Requires Registration</th>
<th>Fines (Meaningful)</th>
<th>Restricts Response</th>
<th>Verifies User</th>
<th>Training Required</th>
<th>% Dealer Participation</th>
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H:100-67%  M:66-34%  L:33-0%
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<th>Cities</th>
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<th>Population Thousands (000)</th>
<th>% Residential Commercial Split</th>
<th>% Reduction Program</th>
<th># of months of Data</th>
<th>% 12 mo prior Reductions</th>
<th>Accepts Cancel</th>
<th>Dealer Contacted for Action</th>
<th>Enforcement</th>
<th>Requires Registration</th>
<th>Fines (Meaningful)</th>
<th>Restricts Response</th>
<th>Verification Required</th>
<th>Notifies User</th>
<th>Training Required</th>
<th>% Dealer Participation</th>
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<td>H</td>
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H:100-67%  M:66-34%  L0:33-0%
### AGENCIES THAT PROVIDED USEABLE DATA

Population: over 100,000

<table>
<thead>
<tr>
<th>Cities</th>
<th>Staff</th>
<th>Population Thousands (000)</th>
<th>% Residential</th>
<th>% Commercial Split</th>
<th>% Reduction Program</th>
<th># of months of Data</th>
<th>% 12 mo prior Reductions</th>
<th>Accepts Cancel</th>
<th>Dealer Contacted for Action</th>
<th>Enforcement</th>
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<th>Notifies User</th>
<th>Training Required</th>
<th>% Dealer Participation</th>
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<tbody>
<tr>
<td>Santa Ana, CA</td>
<td>1ft</td>
<td>312</td>
<td>26/74</td>
<td></td>
<td>6</td>
<td>9</td>
<td>15</td>
<td>X</td>
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<td>X</td>
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</tr>
<tr>
<td>Snohomish County, WA</td>
<td>1ft 2pt</td>
<td>290</td>
<td>29/71</td>
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**H:100-67%  M:66-34%  L:33-0%**
Individual Agency Profiles

The following pages contain the complete profiles with contact information for each of the participating agencies listed below. Those listed in boldface provided data in a format that was acceptable, and thus were included in the tables and calculations for this report. We thank each one for their contribution to this effort!

Alachua County Sheriffs Office
Arlington PD
**Auburn PD**
Bellevue PD
Bellingham PD
Carbondale PD
**Carlsbad PD**
Chehalis PD
**Chula Vista PD**
Coral Gables PD
**Cowlitz County SO**
**Federal Way Dept of Public Safety**
Fort Lauderdale PD
**Foster City PD**
Glendale Heights PD
**Huntington Beach PD**
Indian River County Sheriffs Office
Irvine PD
**Itasca PD**
King County Sheriffs Office
**Lombard PD**
Miami Beach PD
Mill Creek PD
**Mundelein PD**
Naperville PD
Newport Beach PD
**Novato PD**
Oak Brook PD
Olympia PD
Palm Beach County Sheriffs Office
**Pasco PD**
**Pinecrest PD**
Port St Lucie PD
**Puyallup PD**
**Redding PD**
Redmond PD
Rockford PD
**Rolling Meadows PD**
San Bruno PD
Santa Rosa PD
**Santa Clara PD**
**Santa Ana PD**
Seattle PD
**Snohomish County Sheriffs Office**
Spokane PD
Springfield PD
St. Johns County Sheriffs Office
**Tiburon PD**
Tinley Park PD
**Tukwila PD**
Tustin PD
Walnut Creek PD
**Westminster PD**
Wheaton PD
Wilmette PD
Alachua County Sheriffs Office Profile
PO Box 1210
Gainesville, FL 32602
Population: 210,000 Sworn Personnel: 230
Alarm Unit Staffing: 1 Part Time Officer w/ other duties

Contact Information:
Sheriff Stephen Olrich
Ph: 1-352-955-2507 Fax: 1-352-955-2513
Email: soelrich@ns1.co.alachua.fl.us

Inspector William Bache
Ph: 1-352-955-2533 Fax: 1-352-955-2920
Email: bbache@ns1.co.alachua.fl.us

Model States Result Summary:

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<td>5,667</td>
<td>unk</td>
<td>unk</td>
<td>-100%</td>
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<td>Valid Alarms</td>
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Total # Alarm Systems: 7,800*
0% (verified 1996)

Residential = unk 0% Commercial = unk

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
How Long? 1984
Permit Required? Yes
Renewal Cycle: Yes/Annually
Calendar/Fiscal Year: Both
Who Bills? Sheriffs Office
Permit Fees:
Commercial = $25 Residential = $25

Degree of Enforcement? No
Alarm Data Source? CAD/ Manual
Suspend/Restrict Response? Yes At 8th
How Many Until Response Suspended? 8
Accept Cancellations? Yes
Require Verification? Yes
Response Priority? High

Fine Structure

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<td>8th False Dispatch</td>
<td>$100*</td>
</tr>
<tr>
<td>9th False Dispatch</td>
<td>$200</td>
</tr>
<tr>
<td>10th False Dispatch</td>
<td>$200</td>
</tr>
<tr>
<td>11th False Dispatch</td>
<td>$200</td>
</tr>
<tr>
<td>12th False Dispatch</td>
<td>$200</td>
</tr>
</tbody>
</table>

SEE COMMENTS - NEXT PAGE
The Alachua County Sheriff and the previous Gainesville Police Chief intended to pass an ordinance that would cover both the unincorporated areas and the City of Gainesville.

The ordinance would not allow any free false dispatches. Additionally, the central station calling in the alarms would be responsible for paying all false alarm fines. If the central station failed to pay a fine then no other dispatches would be accepted from that central station for any customers until such time as the fine in question was paid. This would apply even to wholesale 3rd party monitoring companies could in theory monitor for numerous companies.

At this time the City of Gainesville is proceeding with an attempt to pass the ordinance, but the Alachua County is on hold.
Arlington PD Profile  
238 North Olympic Ave  
Arlington, WA 98223  
Population: 6010 Sworn Personnel: 13  
Alarm Unit Staffing: patrol officers only  

Contact Information:  
Chief Steven Robinson  
Ph: 360-435-2324 Fax: 435-4677  
Email: TPD914@AOL.COM  
Sergeant Ed Erlandson  
Ph: 360-435-2324 Fax: 435-4377  
Email: none  

Model States Result Summary:  

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>253</td>
<td></td>
<td>1997</td>
<td>400</td>
</tr>
<tr>
<td>1997</td>
<td></td>
<td>58%</td>
<td>1998</td>
<td>326</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>-19%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Valid Alarms</th>
<th>Total # Alarm Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>9168</td>
<td>Unknown</td>
<td>unk</td>
</tr>
<tr>
<td>1997</td>
<td>10600</td>
<td>Unknown</td>
<td>??</td>
</tr>
<tr>
<td>1998</td>
<td>10944</td>
<td>unknown</td>
<td>??</td>
</tr>
</tbody>
</table>

Ordinance Information:  
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? No  
- Degree of Enforcement? N/A  
- How long? N/A  
- Alarm data source? CAD  
- Permit Required? N/A  
- Suspend/restrict response? no  
- Renewal Cycle: N/A  
- How many until response suspended? none  
- Calendar/Fiscal Year: N/A  
- Accept cancellations? No  
- Who bills? N/A  
- Require verification? No  
- Permit Fees:  
- Response Priority? High  

- Commercial = N/A  
- Residential = N/A

Fine Structure:

- 1st False Dispatch N/A  
- 5th False Dispatch N/A  
- 9th False Dispatch N/A  
- 2nd False Dispatch N/A  
- 6th False Dispatch N/A  
- 10th False Dispatch N/A  
- 3rd False Dispatch N/A  
- 7th False Dispatch N/A  
- 11th False Dispatch N/A  
- 4th False Dispatch N/A  
- 8th False Dispatch N/A  
- 12th False Dispatch N/A

Comments: Personal contact made on each false alarm. The City of Arlington operates under the philosophy that alarm contacts are currently not a burden, and rather provide a positive contact with the citizens of this jurisdiction. The crime prevention officer contacted each alarm subscriber that had a false alarm during 1998 and achieved a 19% reduction in false alarms. The City continues its practice of not accepting cancellations.
Auburn PD Profile
101 N Division
Auburn, WA 98001
Population: 35000 Sworn Personnel: 74
Alarm Unit Staffing: part-time

Contact Information:
Chief David Purdy
Ph: 253-931-3080 Fax: 931-5108
Email: none
Commander Bob Lee
Ph: 253-931-3080 Fax: 931-5108
Email: none

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1852</td>
<td>2913</td>
<td>2359</td>
<td>57%</td>
<td>-19%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total calls for Service</th>
<th>1996</th>
<th>1997</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>45562</td>
<td>50114</td>
<td>52341</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>unknown</td>
<td>unknown</td>
<td>unknown</td>
<td>unknown</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: unk Residential = unk ?? Commercial = unk ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? yes
How long? 1973
Permit Required? no
Renewal Cycle: no
Calendar/Fiscal Year: calendar
Who bills? no billing
Permit Fees:
Commercial = no Residential = no
Degree of Enforcement? not enforced
Alarm data source? FAAP
Suspend/restrict response? no
How many until response suspended? no
Accept cancellations? yes
Require verification? no
Response Priority? moderate

Fine Structure

<table>
<thead>
<tr>
<th>1st False Dispatch</th>
<th>5th False Dispatch</th>
<th>9th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10 all</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2nd False Dispatch</td>
<td>6th False Dispatch</td>
<td>10th False Dispatch</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>3rd False Dispatch</td>
<td>7th False Dispatch</td>
<td>11th False Dispatch</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>4th False Dispatch</td>
<td>8th False Dispatch</td>
<td>12th False Dispatch</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Comments: Re-writing current ordinance - The City of Auburn has an active alarm reduction process in place and only needs to update its ordinance to include restricted response, etc., to be more effective. The city will accept cancellations. Auburn experienced a 19% reduction in false alarms during 1998. During 1998, a monthly false alarm report was provided to 50 alarm companies, with 69% responding with information as to corrective action taken.
Bellevue PD Profile
PO Box 90012
Bellevue, WA 98009
Population: 100000 Sworn Personnel: 166
Alarm Unit Staffing: 1 full time officer, 1 volunteer

Contact Information:
Chief Jim Montgomery
Ph: 425-455-6952 Fax: 426-6016
Email: jmontgomery@ci.bellevue.wa.us
Detective Mike Bechdolt
Ph: 425-455-6952 Fax: 426-6016
Email: none

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4382</td>
<td>4369</td>
<td>3876</td>
<td>0%</td>
<td>-11%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Valid Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>78413</td>
<td>Unknown</td>
</tr>
<tr>
<td>1997</td>
<td>79700</td>
<td>unknown</td>
</tr>
<tr>
<td>1998</td>
<td>87000 est.</td>
<td>unknown</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 12000 (est.) Residential = unk 0% Commercial = unk 0%

Ordinance Information:

(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- How long? 1977 amended
- Permit Required? Registration card
- Renewal Cycle: No
- Calendar/Fiscal Year: Calendar
- Who bills? Finance dept
- Permit Fees: Commercial = No Residential = No
- Degree of Enforcement? Strict
- Alarm data source? CAD
- Suspend/restrict response? After 6th alarm in 6 months
- How many until response suspended? after 6th alarm
- Accept cancellations? Yes
- Require verification? Yes
- Response Priority? Moderate to High

Fine Structure

- 1st False Dispatch Free
- 2nd False Dispatch $25
- 3rd False Dispatch $50
- 4th False Dispatch $100
- 5th False Dispatch $100
- 6th False Dispatch $100 w/notice
- 7th False Dispatch N/A
- 8th False Dispatch N/A
- 9th False Dispatch N/A
- 10th False Dispatch N/A
- 11th False Dispatch N/A
- 12th False Dispatch N/A

Comments: Highly successful agency in alarm reduction - The City of Bellevue, one of the Model Cities, has been effective in reducing false alarms for each of the past five years while the number of alarm systems in the city has nearly doubled. A module of the CAD system captures information at dispatch and provides the needed components to the crime prevention unit without additional entry.
Bellingham PD Profile
505 Grand Ave  
Bellingham, WA 98225  
Population: 61240 Sworn Personnel: 100  
Alarm Unit Staffing: no

Contact Information:
Chief Don Pierce  
Ph: 360-676-6920 Fax: 738-7322  
Email: dpierce@cob.org
Lieutenant Mark Gill  
Ph: 360-676-6920 Fax: 738-7322  
Email: none

Model States Result Summary:

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1412</td>
<td>1467</td>
<td>1582</td>
<td>4%</td>
<td>8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>44912</td>
<td>45607</td>
<td>46678</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>unknown</td>
<td>unknown</td>
<td>unknown</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: unk  Residential = N/A ??  Commercial = N/A ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? yes
- How long? 1980
- Permit Required? no
- Renewal Cycle: no
- Calendar/Fiscal Year: N/A
- Who bills? finance dept
- Permit Fees: Commercial = no Residential = no

Degree of Enforcement? moderate
- Alarm data source? CAD
- Suspend/restrict response? no
- How many until response suspended? none
- Accept cancellations? yes
- Require verification? no
- Response Priority? moderate

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>1st False Dispatch</th>
<th>2nd False Dispatch</th>
<th>3rd False Dispatch</th>
<th>4th False Dispatch</th>
<th>5th False Dispatch</th>
<th>6th False Dispatch</th>
<th>7th False Dispatch</th>
<th>8th False Dispatch</th>
<th>9th False Dispatch</th>
<th>10th False Dispatch</th>
<th>11th False Dispatch</th>
<th>12th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>free</td>
<td>free</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
<td>$50</td>
</tr>
</tbody>
</table>

Comments: Agency will update ordinance. The City of Bellingham has preliminarily addressed ordinance changes needed to curb the rise in false alarm dispatches. These changes have not taken place as of this date. The current ordinance, enacted in 1980, does not allow for restricted response.
Carbondale PD Profile
P.O. Box 2047 / 610 E. College Street
Carbondale, IL 62902-2047
Population: 27,000 Sworn Personnel: 60
Alarm Unit Staffing: 1 PT

Contact Information:
Chief R.T. Finney
Ph: 618-457-3200 Ext. 421 Fax: 618-457-3204
Email: N/A

Sergeant Chuck Shiplett
Ph: 618-457-3200 Ext. 470 Fax: 618-457-3204
Email: N/A

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>871</td>
<td>Unknown</td>
<td>892</td>
<td>??</td>
<td>??</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>13,759</td>
<td>Unknown</td>
<td>14629</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>11</td>
<td>Unknown</td>
<td>0</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: Unk, Residential = Unk, Commercial = Unk

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- Permit Required? No
- Renewable Cycle: N/A
- Calendar/Fiscal Year: Calendar
- Who Bills? City Finance
- Permit Fees:
  - Commercial = N/A
  - Residential = N/A

Degree of Enforcement? Moderate
- Suspend/Restrict Response? No
- How Many Until Response Suspended? N/A
- Accept Cancellations? No
- Require Verification? No
- Response Priority? High

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>1st</th>
<th>5th</th>
<th>9th</th>
<th>2nd</th>
<th>6th</th>
<th>10th</th>
<th>3rd</th>
<th>7th</th>
<th>11th</th>
<th>4th</th>
<th>8th</th>
<th>12th</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FREE</td>
<td>FREE</td>
<td>FREE</td>
<td>FREE</td>
<td>$100</td>
<td>$100</td>
<td>FREE</td>
<td>$100</td>
<td>$100</td>
<td>FREE</td>
<td>$100</td>
<td>$100</td>
</tr>
</tbody>
</table>

Comments: It was anticipated that a new ordinance would be passed in June 1997 - it was rejected by the city council. In November 1997 a redraft was completed and it also was rejected.
Carlsbad PD Profile
2560 Orion Way
Carlsbad, CA 92008
Population: 70,000 Sworn Personnel: 90
Alarm Unit Staffing: 2 P/T

Contact Information:

Chief Bob Vales
Ph: (760) 931-2197 Fax: (760) 931-8473
Email:

Sgt. Keith Blackburn
Ph: (760) 931-2172 Fax: (760) 931-8473
Email: dstoc@ci.carlsbad.ca.us

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unk.</td>
<td></td>
<td></td>
<td>4,147 (past 12 mo. 4,070)</td>
<td>??</td>
<td>1% (-0.5%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>63,495</td>
<td>64,009</td>
<td>67,072</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unk.</td>
<td>Unk.</td>
<td>Unk.</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 4,901
Residential = 3,367 69%
Commercial = 1,534 31%

Ordinance Information:

(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
How long? 1985
Permit Required? Yes
Renewal Cycle: One time
Calendar/Fiscal Year: Fiscal
Who bills? Outside agency
Permit Fees:
Commercial = $0 Residential = $0

Degree of Enforcement? Moderate
Alarm data source? CAD
Suspend/restrict response? No
How many until response suspended? Unlimited
Accept cancellations? Yes
Require verification? No
Response Priority? Moderate

Fine Structure

1st False Dispatch Free
2nd False Dispatch $25/$100 robbery
3rd False Dispatch $50/$100 robbery
4th False Dispatch $50/$100 robbery
5th False Dispatch $50/$100 robbery
6th False Dispatch $50/$100 robbery
7th False Dispatch $50/$100 robbery
8th False Dispatch $50/$100 robbery
9th False Dispatch $50/$100 robbery
10th False Dispatch $50/$100 robbery
11th False Dispatch $50/$100 robbery
12th False Dispatch $50/$100 robbery

SEE COMMENTS - NEXT PAGE
Other Contacts: Lt. Dale Stockton 760-434-2800 x6050; CSO Dave Felt; CSO Deana Reynolds (entry)

Averaged 11 false dispatches per day during 1997 (4,092 total)
Averaged 11 false dispatches per day during 1998 (4,147 total)
Average 9 false dispatches per day during 1999 (Jan-March)
Reduced false dispatches by 2% - April 1998 to March 1999 (4,070 total)

(Projects to 21% reduction in false alarm dispatches in 1999 vs 1998)

The alarm administrator was promoted to Lieutenant towards the end of the Model States Program. Another Sergeant was put in charge. They also have a very active Community Service Officer handling the duties and seeing that the data is entered into FAAP.

In 1998, their population increased by 14% and Total Calls for Service (CFS) went up by 5% compared with 1997.
Chehalis PD Profile
PO Box 518
Chehalis, WA 98532
Population: 6740 Sworn Personnel: 30
Alarm Unit Staffing: part time

Contact Information:
Chief Randy Hamilton
Ph: 360-330-7680 Fax: 807-6210
Email: none

Sergeant Randy Kaut
Ph: 360-330-7680 Fax: 807-6210
Email: none

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>297</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>365</td>
<td>23%</td>
<td>-17%</td>
</tr>
<tr>
<td>1998</td>
<td>303</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Valid Alarms</th>
<th>Total # Alarm Systems: unk</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>9222</td>
<td>unknown</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>9888</td>
<td>unknown</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>10235</td>
<td>unknown</td>
<td></td>
</tr>
</tbody>
</table>

Ordinance Information:

(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? yes
How long? 1987
Permit Required? no
Renewal Cycle: N/A
Calendar/Fiscal Year: N/A
Who bills? finance dept
Permit Fees:
Commercial = none Residential = none

Degree of Enforcement? moderate
Alarm data source? CAD and FAAP
Suspend/restrict response? none
How many until response suspended? none
Accept cancellations? yes
Require verification? no
Response Priority? high

Fine Structure

1st False Dispatch free
2nd False Dispatch free
3rd False Dispatch $50
4th False Dispatch $75
5th False Dispatch $150
6th False Dispatch $150
7th False Dispatch $150
8th False Dispatch N/A
9th False Dispatch $150
10th False Dispatch N/A
11th False Dispatch N/A
12th False Dispatch N/A

Comments: Will update ordinance April 99 - The City of Chehalis has proposed ordinance changes to create more specificity, such as registration.

MODEL STATES REPORT
Best Practices in Reducing False Dispatches

39
Chula Vista PD Profile
276 4th Avenue
Chula Vista, CA 91910-2699
Population: 164,000 Sworn Personnel: 186
Alarm Unit Staffing: 2 P/T

Contact Information:
Chief Richard Emerson
Ph: (619) 691-5185 Fax: (619) 585-5610
CAU Manager Barbara Brookover
Ph: (619) 691-5128 Fax: (619) 691-5281

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5309*</td>
<td>5349*</td>
<td>5800*</td>
<td>+0.75</td>
<td>+8%</td>
</tr>
</tbody>
</table>

*Above data may have a +/- 10% error rate

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>69,395</td>
<td>70,277</td>
<td>74,013</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unk.</td>
<td>Unk.</td>
<td>Unk.</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 5,050
Residential = 3,500 69% Commercial = 1,550 31%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- How long? 1981
- Permit Required? Yes
- Renewal Cycle: 2-years
- Calendar/Fiscal Year: Fiscal
- Who bills? City Accounting
- Permit Fees:
  - Commercial = $40
  - Residential = $20

- Degree of Enforcement? Strictly
- Suspend/restrict response? Yes
- How many until response suspended? 6
- Accept cancellations? Yes
- Require verification? Yes
- Response Priority? High

Fine Structure

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1st False Dispatch</td>
<td>Free</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>2nd False Dispatch</td>
<td>Free</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>3rd False Dispatch</td>
<td>$ 25</td>
<td>$ 25</td>
<td>$ 50</td>
</tr>
<tr>
<td>4th False Dispatch</td>
<td>$ 50</td>
<td>$ 50</td>
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</tr>
<tr>
<td>5th False Dispatch</td>
<td>$ 50</td>
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<td>$ 50</td>
</tr>
<tr>
<td>6th False Dispatch</td>
<td>$ 50</td>
<td>$ 50</td>
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<tr>
<td>7th False Dispatch</td>
<td>$100</td>
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<td>$100</td>
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<tr>
<td>8th False Dispatch</td>
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<tr>
<td>9th False Dispatch</td>
<td>$100</td>
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<tr>
<td>10th False Dispatch</td>
<td>$100</td>
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<td>$100</td>
</tr>
<tr>
<td>11th False Dispatch</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
</tr>
<tr>
<td>12th False Dispatch</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
</tr>
</tbody>
</table>

SEE COMMENTS - NEXT PAGE
Chula Vista initially struggled with the FAAP software. By early May, they were generating General Protection Faults (GPF) more and more often as they struggled to input the data so that we could start identifying their "worst offenders". We had the programmer work with them directly, but it was July before the problems were resolved. By early August, I had received a copy of a letter signed by Chief Emerson that I mailed, along with the Corrective Action Report, to all of the appropriate alarm companies of record regarding their customer's excessive accounts.

Again, in September, the alarm administrator began having trouble with a "corrupted database" in FAAP. We had tried many avenues by this time to resolve these issues. I then sent back all of the monthly exported data disks that they had provided to me, along with a new set of FAAP #33 disks.

By October the department was back up and running; however, the exported data did not include any of the "comment" fields from the initial data entry so they kept trying to work with the existing data.

By November they were using Crystal Reports to successfully edit the reports generated by FAAP to accurately display their data.

By December the alarm administrator commented that "...the FAAP database program has been so beneficial. All of the heartache and headaches were really worth it. We are now tracking chronic offenders we never tracked before and are able to identify them readily."
Coral Gables PD Profile
2801 Salzedo
Coral Gables, FL 33134

Population: 42,740 Sworn Personnel: 2,740
Alarm Unit Staffing: Agency failed to respond to questions.

Contact Information:
Sgt Craig Leveen
Ph: 305-460-5403 Fax:

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>11142</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>11952</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>11851</td>
<td>+7.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>-7.2%</td>
<td>-1%</td>
</tr>
</tbody>
</table>

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>11142</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>11952</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>11851</td>
<td>+7.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>-7.2%</td>
<td>-1%</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 7500
Residential = ??
Commercial = ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start: Final)

- False Alarm Ordinance? Yes
- How long? 17 Years
- Permit Required? Yes
- Renewal Cycle: Calendar
- Calendar/Fiscal Year: Calendar
- Who bills? City Hall Finance
- Permit Fees: Commercial = $25 Residential = $25
- Degree of Enforcement? High
- Alarm data source? Alarm Report
- Suspend/restrict response? No
- How many until response suspended? N/A
- Accept cancellations? Yes
- Require verification? Yes
- Response Priority? High

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st False Dispatch</td>
<td>FREE</td>
</tr>
<tr>
<td>2nd False Dispatch</td>
<td>FREE</td>
</tr>
<tr>
<td>3rd False Dispatch</td>
<td>$50.00</td>
</tr>
<tr>
<td>4th False Dispatch</td>
<td>$100.00</td>
</tr>
<tr>
<td>5th False Dispatch</td>
<td>$200.00</td>
</tr>
<tr>
<td>6th False Dispatch</td>
<td>$200.00</td>
</tr>
<tr>
<td>7th False Dispatch</td>
<td>$200.00</td>
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<tr>
<td>8th False Dispatch</td>
<td>$200.00</td>
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<tr>
<td>9th False Dispatch</td>
<td>$200.00</td>
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<tr>
<td>10th False Dispatch</td>
<td>$200.00</td>
</tr>
<tr>
<td>11th False Dispatch</td>
<td>$200.00</td>
</tr>
<tr>
<td>12th False Dispatch</td>
<td>$200.00</td>
</tr>
</tbody>
</table>

Starts over January 1st -0- Balance

SEE COMMENTS - NEXT PAGE
When the City of Coral Gables decided to strengthen their existing ordinance the task was turned over to an assistant to the City Manager.

After several meetings with staff the revised ordinance was passed. The new ordinance allows for the offsetting of fines by attendance in an alarm user class.

The new ordinance has been in place since January 1, 1999. There has not been enough time to gage how effective the changes will be in reducing false alarms.

The first alarm users school was held in January with 19 people attending. The class was very well received.

Coral Gables has decided that all that the Police will do as far as false alarms is to respond and notify Code Enforcement of the false alarms. All other activities, billing, notification, hearings, etc will be handled by Code Enforcement.

Coral Gables is unique in that it is an upscale community with a large Code.
Cowlitz County SO Profile
312 SW 12th Ave
Kelso, WA 98626
Population: 37755 Sworn Personnel: 47
Alarm Unit Staffing: 1 part-time employee

Contact Information:
Sheriff Brian Pedersen
Ph: 360-577-3092 Fax: 423-1047
Email: pedersenb@co.cowlitz.wa.us
Chief Deputy Dave Smith
Ph: 360-577-3092 Fax: 423-1047
Email: none

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>436</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>487</td>
<td>12%</td>
<td>-30%</td>
</tr>
<tr>
<td>1998</td>
<td>343</td>
<td></td>
<td></td>
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Total calls for Service:

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Residential</th>
<th>Commercial</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>15213</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>14390</td>
<td>Unknown</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>16450</td>
<td>Unknown</td>
<td></td>
</tr>
</tbody>
</table>

Valid Alarms:

<table>
<thead>
<tr>
<th>Year</th>
<th>Total # Alarm Systems</th>
<th>Residential</th>
<th>Commercial</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>unk</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td></td>
<td>??</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td></td>
<td></td>
<td>??</td>
</tr>
</tbody>
</table>

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
How long? 1990
Permit Required? No
Renewal Cycle: no
Calendar/Fiscal Year: N/A
Who bills? not billed
Permit Fees:
Commercial = no Residential = no

Degree of Enforcement? moderate
Alarm data source? FAAP
Suspend/restrict response? yes
How many until response suspended? discretionary
Accept cancellations? yes
Require verification? no
Response Priority? moderate

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>1st False Dispatch</th>
<th>5th False Dispatch</th>
<th>9th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>free</td>
<td>$50</td>
<td>$50</td>
</tr>
<tr>
<td>2nd False Dispatch</td>
<td>free</td>
<td>6th False Dispatch</td>
<td>10th False Dispatch</td>
</tr>
<tr>
<td>3rd False Dispatch</td>
<td>free</td>
<td>7th False Dispatch</td>
<td>11th False Dispatch</td>
</tr>
<tr>
<td>4th False Dispatch</td>
<td>free</td>
<td>8th False Dispatch</td>
<td>12th False Dispatch</td>
</tr>
</tbody>
</table>

SEE COMMENTS - NEXT PAGE
Agency writing new ordinance with local communities - Cowlitz County had stopped responding to residential burglar alarms for a period of time during 1997. After joining the Model States program, they resumed responses. Basically, no changes were made except for accepting cancellations, but a major reduction in false alarms is contributed to the excellent response by the alarm industry. The county legislators have asked that an ordinance be coordinated between the county and all of the cities to provide for consistency in alarm response. That project is currently being completed. During 1998, a false alarm report was provided to 10 alarm companies on a monthly basis, and 100% responded with information as to corrective action taken.
Federal Way Dept of Public Safety Profile
34008 9th Ave S
Federal Way, WA 98003
Population: 76910 Sworn Personnel: 91
Alarm Unit Staffing: 1 part-time person w/volunteers

Contact Information:
Chief Ron Wood
Ph: 253-661-4739 Fax: 661-4578
Email: none
Administrative Assistant Linda Crum
Ph: 253-661-4700 Fax: 661-4578
Email: linda.crum@ci.federal-way.wa.us

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Newly Incorporated</td>
<td>4570</td>
<td>3687</td>
<td></td>
<td>32%</td>
<td>-19%</td>
</tr>
</tbody>
</table>

Table:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>Newly incorporated city</td>
<td>53,650</td>
<td>50,778</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>unknown</td>
<td>unknown</td>
<td>unknown</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 5000 (7/99) Residential = N/A Commercial = N/A

Ordinance Information:

(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- How long? 1993, Update late 1999
- Permit Required? Yes
- Renewal Cycle: Yearly
- Calendar/Fiscal Year: Fiscal
- Who bills? Police/City
- Permit Fees: One-time only
- Commercial = $15 Residential = $15

Degree of Enforcement? Strict
Alarm data source? FAAP
Suspend/restrict response? Allowed after 6th alarm, not enforced
# until response suspended? 6 alarms
Accept cancellations? Yes
Require verification? Yes
Response Priority? Moderate

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
<th>5th</th>
<th>6th</th>
<th>7th</th>
<th>8th</th>
<th>9th</th>
<th>10th</th>
<th>11th</th>
<th>12th</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Free</td>
<td>Free</td>
<td>Free</td>
<td>$50</td>
<td>$50</td>
<td>$100*</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**w/notice of suspension

Comments: Re-writing ordinance - Federal Way is a city newly incorporated in 1996. The police department uses FAAP for tracking and billing alarm information, and has been identified as the next BETA site for the newest version of FAAP software. The city has instituted an alarm user school that is well attended, and works with alarm dealers on false alarm reduction. Their ordinance provides for non-response, but that provision has not been used. 42 alarm companies received a false alarm report on a monthly basis, and 65% responded with information as to action taken.

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
Fort Lauderdale PD Profile
1000 West Broward Blvd.
Ft Lauderdale, FL 33323
Population: 150,000 Sworn Personnel: 480
Alarm Unit Staffing: 1 Sgt. w/ other duties and 1 staff member part time.

Contact Information:
Chief Michael Brasfield
Ph: 954-761-5369 Fax: 954-761-5718
Email: ChiefMB@ci.ftlaud.fl.us

Sgt. Steve Medley
Ph: 954-761-5369 Fax: 954-761-5718
Email: SteveMed@ci.ftlaud.fl.us

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>28,601</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>29,619</td>
<td>3.5%</td>
</tr>
<tr>
<td>1998</td>
<td>29,486</td>
<td>-1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>210,000</td>
</tr>
<tr>
<td>1997</td>
<td>200,000</td>
</tr>
<tr>
<td>1998</td>
<td>200,000</td>
</tr>
</tbody>
</table>

Valid Alarms:
- 1996: 24
- 1997: 18
- 1998: 12

Total # Alarm Systems: 20,000
- Residential: 0%
- Commercial: 0%

Ordnance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- Degree of Enforcement? Strict
- Alarm Data Source? CAD
- Permit Required? Yes
- Suspend/Restrict Response? No
- Renewal Cycle: Annual
- How Many Until Response Suspended? N/A
- Calendar/Fiscal Year: Fiscal
- Accept Cancellations? Yes
- Who Bills? City
- Require Verification? Yes
- Permit Fees: Commercial = $0 Residential = $0
- Response Priority? High

Fine Structure:

- 1st False Dispatch: 0
- 5th False Dispatch: $50
- 9th False Dispatch: $50
- 2nd False Dispatch: 0
- 6th False Dispatch: $50
- 10th False Dispatch: $50
- 3rd False Dispatch: $50
- 7th False Dispatch: $50
- 11th False Dispatch: $50
- 4th False Dispatch: $50
- 8th False Dispatch: $50
- 12th False Dispatch: $50

SEE COMMENTS - NEXT PAGE
Chief Mike Brasfield was the public safety liaison for the "Model States" project in Florida and one the IACP/SACOP representatives that helped initiate the entire "Model States" Project!

Working with the Alarm Unit Coordinator, Sgt Steve Medley, who also serves as the Model States Project Coordinator for Chief Brasfield, we discussed what could be done to reduce false dispatches without passing a modified ordinance.

Sgt. Medley and I conducted a dealer meeting where we invited over 250 alarm companies to attend. Twenty-three companies were represented at the meeting. The dealer meeting keyed on reduction through working on the worst offenders first.

Accompanying Sgt Medley we visited the worst of the worst, and additionally made contact with the servicing alarm companies. The accounts that we visited were those with over 35 false alarms in the first nine months of 1998. These accounts have since been monitored, all of which have considerably reduced the level of false dispatches. One account in particular is a large auto dealership that has reduced false dispatches from 100 per year to "0".

Of interest was one alarm company that represented a large percentage of the false alarms in 1998. This company has not only cooperated but has assigned a service technician at Sgt Medley’s disposal to address any of their accounts that are having multiple false alarms.

Through a combination of working the worst offenders and aggressively working with the alarm companies the Ft Lauderdale Police has been able to reflect a 8% reduction in false dispatches and a 12% increase in Service Fee collections in the last 9 months.

The local school board monitors their own alarm systems, by working closely with them in a cooperative effort, they instituted a policy of not requesting police response until they have had three (3) sensor activation’s. This has lead to a 30% reduction in school properties’ false alarms. The school board is also in the process of installing video monitoring systems that will further reduce the number of false dispatches.

The Ft Lauderdale Police Department is currently working with the City Attorney’s Office in preparing changes to the alarm ordinance. Although these proposed changes will not include a no response and disconnect policies, they do expect further reduction in the level of false dispatches by an aggressive policy of working with targeted accounts and with the alarm companies.
Foster City PD Profile
1030 E. Hillsdale Blvd.
Foster City, CA 94404
Population: 30,000 Sworn Personnel: 46
Alarm Unit Staffing: 1 P/T

Contact Information:
Chief Robert Norman
Ph: (650) 286-3330 Fax: (650) 573-9080
Email:

Corporal Scott Welch
Ph: (650) 286-3322 Fax: (650) 349-0790
Email:

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>False Dispatches</td>
<td>465</td>
<td>545</td>
<td>565</td>
<td>17%</td>
<td>4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>8,718</td>
<td>9,897</td>
<td>Unk.</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unk.</td>
<td>Unk.</td>
<td>Unk.</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: Unknown  Residential = Unknown  ??  Commercial = Unknown  ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes  Degree of Enforcement? Moderate
Permit Required? No  Suspend/restrict response? Yes (however, never have)
Renewal Cycle: N/A  How many until response suspended? Depends on situation
Calendar/Fiscal Year: Fiscal (i.e. 4 at the discretion of Chief)
Who bills? City Accounting  Accept cancellations? Yes
Permit Fees:  Require verification? No
Commercial = N/A Residential = N/A  Response Priority? Moderate

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
<th>5th</th>
<th>6th</th>
<th>7th</th>
<th>8th</th>
<th>9th</th>
<th>10th</th>
<th>11th</th>
<th>12th</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Free</td>
<td>Free</td>
<td>Free</td>
<td>$ 50</td>
<td>$ 50</td>
<td>$ 50</td>
<td>$ 50</td>
<td>$ 50</td>
<td>$ 50</td>
<td>$ 50</td>
<td>$ 50</td>
<td>$ 50</td>
</tr>
</tbody>
</table>

Comments: In 1997, Foster City Police Department reported 545 false dispatches. In 1998, the number was up 4% at 565. They have had an existing alarm ordinance on the books since 1982 and only moderately enforced it. There is no registration required. They do not have meaningful escalating fines (three free then $50 per alarm thereafter). They can suspend response, but never have -that falls under the discretion of the Chief. They have a dedicated volunteer that enters the data and runs the billing module from the FAAP program.

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
Glendale Heights PD Profile
300 Civic Center Plaza
Glendale Heights, IL 60139
Population: 29,000 Sworn Personnel: 54
Alarm Unit Staffing:

Contact Information:
Chief Roger Mabbitt
Ph: 630-260-6000 ext. 430 Fax: 630-260-0078
Email: N/A

Commander George Barrick
Ph: 630-260-6000 ext. 433 Fax: 630-260-0078
Email: GBarrick@glendaleheights.org

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Total</td>
<td>1077</td>
<td>1066</td>
<td>1134</td>
<td>-1%</td>
<td>6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>20,078</td>
<td>20,000 EST.</td>
<td>19,101</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: Unk  Residential = Unk  ??  Commercial = Unk  ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes  Degree of Enforcement? Moderate
Permit Required? Yes  Suspend/Restrict Response? No
Renewal Cycle: One Time  How Many Until Response Suspended? N/A
Calendar/Fiscal Year: Calendar  Accept Cancellations? No
Who Bills? Village Accounting  Require Verification? No
Permit Fees:
Commercial = $25 Residential = $25  Response Priority? Moderate

Fine Structure

1st False Dispatch  FREE  5th False Dispatch  $25
2nd False Dispatch  FREE  6th False Dispatch  $25
3rd False Dispatch  FREE  7th False Dispatch  $25
4th False Dispatch  FREE  8th False Dispatch  $25
9th False Dispatch  $25  10th False Dispatch  $25
11th False Dispatch  $25  12th False Dispatch  $25

Comments: C.O.P. Beat Officers make personal contact with alarm holders with false alarm problems. Unable to get new ordinance "off the table". Originally, passage was expected in late 1997. It has been unsuccessfully resubmitted to the council 3 times since 1997.
Huntington Beach PD Profile
2000 Main Street
Huntington Beach, CA 92648
Population: 190,000 Sworn Personnel: 225
Alarm Unit Staffing: 1 F/T

Contact Information:
Chief Ron Lowenberg
Ph: (714) 536-5902 Fax: (714) 536-2912
Email:

Alarm Officer Jim Carr
Ph: (714) 960-8805 Fax: (714) 536-2912
Email:

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
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<th></th>
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</thead>
<tbody>
<tr>
<td>10,318</td>
<td>10,321</td>
<td>9,916</td>
<td>0%</td>
<td>-4%</td>
</tr>
<tr>
<td>8,461*</td>
<td>8,850*</td>
<td>7,969*</td>
<td>5%*</td>
<td>-10%*</td>
</tr>
</tbody>
</table>

* 10-22’s Removed

<table>
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<tr>
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<tbody>
<tr>
<td>Total calls for Service</td>
<td>179,400</td>
<td>185,000</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>120</td>
<td>125</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 7380
Residential = 5255 71% Commercial = 2125 29%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance? Yes
Permit Required? Yes
Renewal Cycle: Yearly
Calendar/Fiscal Year: Fiscal
Who bills? Police/City acct.
Permit Fees:
Commercial = $30 Residential = $30
Degree of Enforcement? Strictly
Alarm data source? CAD
Suspend/restrict response? Yes
How many until response suspended? 8
Accept cancellations? Yes
Require verification? No (Not yet)
Response Priority? Moderate

Fine Structure
1st False Dispatch Free 5th False Dispatch $200 9th False Dispatch $500**
2nd False Dispatch Free 6th False Dispatch $300 10th False Dispatch $500**
3rd False Dispatch $100 7th False Dispatch $400 11th False Dispatch $500**
4th False Dispatch $150 8th False Dispatch $500 12th False Dispatch $500**

**(non-response option for 9-12)

SEE COMMENTS - NEXT PAGE
Huntington Beach had 10% fewer false dispatches in 1998 compared to 1997. This was with a very rapid population increase.

Chief Lowenberg had a full-time alarm officer serve as the Model States alarm coordinator to oversee this project. Even with some manpower shortages and changes in the alarm ordinance being challenged at the government level, the alarm administrator was able to: identify the "worst offenders", notify them and their alarm company of excessive activation’s (letters were sent directly from the Chief along with their version of my Corrective Action Report), and the following daily statistics were realized:

Averaged 24 false dispatches per day during 1997

Averaged 21 false dispatches per day during 1998

Their alarm ordinance, which had been revised in 1997, allows for two free alarms; the third is $100; the fourth is $150; the fifth is $200; the sixth is $300; the seventh is $400; the eighth is $500; and the ninth and more carry a fine of $500 each and the possibility of restricted response. This gives credence to having meaningful, escalating fines! The jurisdiction also reports that they have seen increased consumer awareness since getting involved with the Model States Program.

Approximately 40% false dispatch reduction in 1998 compared to 1983, taking into account the number of false dispatches against the increase in population.
Indian River County Sheriffs Office Profile
4055 41st Avenue
Vero Beach, FL 32969
Population: 110,000  Sworn Personnel: 174
Alarm Unit Staffing: 1 Deputy, 1 Clerical

Contact Information:
Sheriff Gary C. Wheeler
Ph: 1-561-569-6700 ext 404 Fax: 1-561-569-8144
Email: GWheeler@ircsheriff.org

Deputy Ron Kramer
Ph: 1-561-569-6700 xt266 Fax: 1-561-569-8344
Email: RKramer@ircsheriff.org

Model States Result Summary:

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<thead>
<tr>
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<tbody>
<tr>
<td>Total calls for Service</td>
<td>unk</td>
<td>53,484</td>
<td>53,431</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>unk</td>
<td>unk</td>
<td>unk</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 7,000 (est)  Residential = unk  0%  Commercial = unk  0%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)


Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>1st False Dispatch</th>
<th>2nd False Dispatch</th>
<th>3rd False Dispatch</th>
<th>4th False Dispatch</th>
<th>5th False Dispatch</th>
<th>6th False Dispatch</th>
<th>7th False Dispatch</th>
<th>8th False Dispatch</th>
<th>9th False Dispatch</th>
<th>10th False Dispatch</th>
<th>11th False Dispatch</th>
<th>12th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>$100</td>
<td>$175</td>
<td>$250</td>
<td>$250 + $500**</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**for reinstatement

SEE COMMENTS - NEXT PAGE
I began working with the Indian River Sheriffs Office in late summer of 98. Initial meetings with the Sheriff and Under Sheriff set forth the basis for the ordinance.

In the draft stages it was decided that alarm companies would be responsible for initial registration of all alarm systems. After meeting with the Chamber of Commerce, an agreement was made that there would not be a non-response clause. Instead, the Sheriff has the right to suspend an alarm permit if the user is abusive, or fails to take corrective action when requested to do so.

Deputy Ron Kramer has been appointed as the alarm coordinator and has already begun his duties.

A dealer meeting was held prior to going before the County Commission with a total of 40 notices sent out. The meeting was attended by 18 companies. At the meeting the new ordinance was discussed in detail and several issues by the alarm dealers were changed in order to present a unified front to the county Commission.

Of special interest was that the Sheriffs Office went out of their way to develop an ordinance that the entire community could embrace. Sheriff Wheeler, after setting down the basic ordinance, allowed Model States to negotiate with the industry representatives.

Now that the ordinance has passed all steps through the County Commission a dealer meeting has been scheduled for 4/28/99 where dealers will become versed in what will be expected of them.

The short and long-term outlook for false alarm reduction in Indian River is excellent. With all areas of the community behind the effort it is hard to believe that large reductions won’t be forthcoming.
Irvine PD Profile
One Civic Center Plaza
Irvine, CA 92606
Population: 123,909 Sworn Personnel: 144
Alarm Unit Staffing: 1 P/T

Contact Information:

Chief Charles Brobeck
Ph: (949) 724-7101 Fax: (949) 724-7114

Lierre Green
Ph: (949) 724-7147 Fax: (949) 724-7153

Model States Result Summary:

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td>13,059</td>
<td>10,384</td>
<td>12,698</td>
<td>-20%</td>
<td>22%</td>
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</tbody>
</table>

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<tr>
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</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>145,898</td>
<td>152,439</td>
<td>207,568</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unk.</td>
<td>Unk.</td>
<td>Unk.</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 11,500  Residential = 4,000  35%  Commercial = 7,500  65%

Ordinance Information:

(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- Permit Required? No
- Renewal Cycle: Rolling year
- Calendar/Fiscal Year: Calendar
- Who bills? Police Department
- Permit Fees:
  - Commercial = N/A
  - Residential = N/A

- Degree of Enforcement? Strictly
- Suspend/restrict response? No
- How many until response suspended? 7
- Accept cancellations? Yes
- Require verification? Yes
- Response Priority? High

Fine Structure

- 1st False Dispatch: Free
- 2nd False Dispatch: Free
- 3rd False Dispatch: Free
- 4th False Dispatch: $50 Res/$100 Com
- 5th False Dispatch: $75 Res/$150 Com
- 6th False Dispatch: $100 Res/$200 Com
- 7th False Dispatch: Permit Revoked
- 8th False Dispatch: Permit Revoked
- 9th False Dispatch: $75 Res/$150 Com
- 10th False Dispatch: $100 Res/$200 Com
- 11th False Dispatch: Permit Revoked
- 12th False Dispatch: Permit Revoked

SEE COMMENTS - NEXT PAGE
The City of Irvine will fully implement the new ordinance within the next month. Technical difficulties arose in finding compatible software for the graduated fine structure, data input, and billing. Software was purchased and is expected to be operational by August 11, 1999.

Our thanks to Chief Brobeck and the Irvine Police Department for their assistance in supporting the Model States effort in California. Without their enthusiastic involvement and interaction with other departments, California participation would have been very limited.
Itasca PD Profile
411 N. Prospect Avenue
Itasca, IL 60143
Population: 8,000 Sworn Personnel: 29
Alarm Unit Staffing: 1 PT

Contact Information:
Chief Michael McDonald
Ph: 630-773-2413 Fax: 630-773-2734
Email: N/A
Commander Rusty Votava
Ph: 630-773-1004 Fax: 630-773-2734
Email: N/A

Model States Result Summary:

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</thead>
<tbody>
<tr>
<td>Total</td>
<td>1,498</td>
<td>1,490</td>
<td>1,287</td>
<td>-1%</td>
<td>-14%</td>
</tr>
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</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>13,646</td>
<td>13,573</td>
<td>13,624</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 338
Residential = 127 38%
Commercial = 211 62%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
Degree of Enforcement? Moderate
Alarm Data Source? FAAP, CAD
Permit Required? Yes
Suspend/Restrict Response? Yes*
Renewal Cycle: One Time
How Many Until Response Suspended? 10
Calendar/Fiscal Year: Fiscal
Accept Cancellations? Yes
Who Bills? Police
Require Verification? Yes
Permit Fees:
Response Priority? High
Commercial = None Residential = None

Fine Structure

1st False Dispatch FREE
2nd False Dispatch FREE
3rd False Dispatch FREE
4th False Dispatch $75
5th False Dispatch $75
6th False Dispatch $200
7th False Dispatch $200
8th False Dispatch $500
9th False Dispatch $500
10th False Dispatch $750
11th False Dispatch $750
12th False Dispatch $750

Comments: Excellent support from chief and administrators. Heavy community involvement in the framing of a very tough (financially) ordinance. Anticipated the new ordinance in September of 1997 but it did not get enacted until June 1998.

*Restricted response not enforced.
King County SO Profile
516 3rd Ave, W-116
Seattle, WA 98104-2312

Population: 547,500
Sworn Personnel: 642
Alarm Unit Staffing: 4 part time employees

Contact Information:
Sheriff David Reichert
Ph: 206-296-4155 Fax: 296-0168
Email: david.reichert@metrokc.gov

Captain Richard Baranzini
Ph: 206-205-7656 Fax: 296-0914
Email: richard.baranzini@metrokc.gov

Model States Result Summary:

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<tbody>
<tr>
<td>19972</td>
<td>18639</td>
<td>19317</td>
<td></td>
<td>-6.7%</td>
<td>4%</td>
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<tr>
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</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>88223</td>
<td>131894</td>
<td>141000est</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>unknown</td>
<td>unknown</td>
<td>unknown</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: unk Residential = N/A ?? Commercial = N/A ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- **False Alarm Ordinance?** Yes
- **How long?** 1974, 1999 (eff. 9/99)
- **Permit Required?** Must have card on file only
- **Renewal Cycle:** N/A
- **Calendar/Fiscal Year:** N/A
- **Who bills?**
- **Permit Fees:**
- **Commercial = No Residential = No**
- **Degree of Enforcement?** Moderate
- **Alarm data source?** CAD
- **Suspend/restrict response?** Yes
- **How many until response suspended?** Old- after 6th in a year, currently four in 6-month rolling period
- **Accept cancellations?** Yes
- **Require verification?** Yes
- **Response Priority?** Moderate (Priority 3 for audible)

Fine Structure

<table>
<thead>
<tr>
<th></th>
<th>1st False Dispatch</th>
<th>2nd False Dispatch</th>
<th>3rd False Dispatch</th>
<th>4th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free, Free</td>
<td>$50, $75</td>
<td>$100, $100</td>
<td>$100, $100</td>
<td>$100, $100</td>
</tr>
<tr>
<td>5th False Dispatch</td>
<td>$100, $100</td>
<td>$100, $100</td>
<td>$100, $100</td>
<td>$100, $100</td>
</tr>
<tr>
<td>6th False Dispatch</td>
<td>$100, $100</td>
<td>$100, $100</td>
<td>$100, $100</td>
<td>$100, $100</td>
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<tr>
<td>7th False Dispatch</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
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<tr>
<td>8th False Dispatch</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
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<tr>
<td>9th False Dispatch</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
</tr>
<tr>
<td>10th False Dispatch</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
</tr>
<tr>
<td>11th False Dispatch</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
</tr>
<tr>
<td>12th False Dispatch</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
<td>N/A, $100</td>
</tr>
</tbody>
</table>

Comments: New ordinance has been signed by County Executive, which replaces 1974 ordinance. Enforcement of new ordinance will begin 9-1-99. In-house CAD system does not identify groups of alarms by alarm companies or monitoring services.

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
Lombard PD Profile
235 E. Wilson
Lombard, IL 60148
Population: 42,000 Sworn Personnel: 69
Alarm Unit Staffing: 2 PT

Contact Information:
Chief Leon Kutzke
Ph: 630-620-5976 Fax: 630-620-0696
Email: Kutzkel@villageoflombard.org
Sergeant Pat Rollins
Ph: 630-620-5969 Fax: 630-620-0696
Email: rollinsp@villageoflombard.org

Model States Result Summary:

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</thead>
<tbody>
<tr>
<td></td>
<td>2,030</td>
<td>2084</td>
<td>2064</td>
<td>3%</td>
<td>-1%</td>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>52,627</td>
<td>57,800</td>
<td>63,023</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>8</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Total # Alarm Systems:</td>
<td>722</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential =</td>
<td>305</td>
<td>42%</td>
<td></td>
</tr>
<tr>
<td>Commercial =</td>
<td>417</td>
<td>58%</td>
<td></td>
</tr>
</tbody>
</table>

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance? Yes
Permit Required? Yes, Yes
Renewal Cycle: One Time, Annual
Calendar/Fiscal Year: Calendar, Calendar
Who Bills? Village, Village
Permit Fees:
Commercial = $25, $25 Residential = $10, $10

Degree of Enforcement? Moderate, Moderate
Alarm Data Source? Manual, FAAP
Suspend/Restrict Response? No, Yes*
How Many Until Response Suspended? 11
Accept Cancellations? No, Yes
Require Verification? No, Yes
Response Priority? Moderate, High

Fine Structure:

<table>
<thead>
<tr>
<th></th>
<th>1st False Dispatch</th>
<th>2nd False Dispatch</th>
<th>3rd False Dispatch</th>
<th>4th False Dispatch</th>
<th>5th False Dispatch</th>
<th>6th False Dispatch</th>
<th>7th False Dispatch</th>
<th>8th False Dispatch</th>
<th>9th False Dispatch</th>
<th>10th False Dispatch</th>
<th>11th False Dispatch</th>
<th>12th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FREE, FREE</td>
<td>FREE, FREE</td>
<td>$25, $25</td>
<td>$25, $25</td>
<td>$25, $50</td>
<td>$50, $50</td>
<td>$50, $50</td>
<td>$50, $50</td>
<td>$50, $50</td>
<td>$50, $50</td>
<td>$100, $100</td>
<td>$100, $100</td>
</tr>
</tbody>
</table>

Comments: Strong support from chief and administrator. Quarterly meetings held with worst offenders. About 80 accounts restricted for no permit or nonpayment of fees. Two accounts were restricted for excessive false alarms.
Miami Beach PD Profile
1100 Washington Avenue
Miami Beach, FL 33139
*Population: 142,000 Sworn Personnel: 384
Alarm Unit Staffing: 1 full time civilian*

Contact Information:
Chief Richard Barretto
Ph: 305-673-7925 Fax: 305-673-7065
Website: http://ci.miami-beach.fl.us

Alarms Coordinator Beth Novick
Ph: 305-673-7115 Fax: 305-673-7879
Email: N/A

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>unk</td>
<td></td>
<td>1997</td>
<td>14690</td>
</tr>
<tr>
<td></td>
<td>unk</td>
<td>??</td>
<td>1998</td>
<td>unk</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>1996</th>
<th>1997</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>66%</td>
<td>unk</td>
<td>unk</td>
<td>unk</td>
</tr>
<tr>
<td></td>
<td>Residential = 4317</td>
<td>unk</td>
<td>unk</td>
<td>unk</td>
</tr>
<tr>
<td></td>
<td>Commercial = 2240</td>
<td>unk</td>
<td>unk</td>
<td>unk</td>
</tr>
</tbody>
</table>

**Total # Alarm Systems:** 6557
- Residential = 4317 (66%)
- Commercial = 2240 (34%)

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- Permit Required? Yes
- Renewal Cycle: Annual
- Calendar/Fiscal Year: Calendar
- Who Bills? Police
- Permit Fees:
  - Commercial = None
  - Residential = None
- Renewal Fee: $10.00 (fee is waived if there are no false alarms during the year)
- Degree of Enforcement? Moderate
- Alarm Data Source? FAAP
- Suspend/Restrict Response? Yes
- How Many Until Response Suspended? 7
- Accept Cancellations? Yes
- Require Verification? Yes
- Response Priority? Medium

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>Charge</th>
</tr>
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<tbody>
<tr>
<td>1st False Dispatch</td>
<td>FREE</td>
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<tr>
<td>2nd False Dispatch</td>
<td>FREE</td>
</tr>
<tr>
<td>3rd False Dispatch</td>
<td>FREE</td>
</tr>
<tr>
<td>4th False Dispatch</td>
<td>$50</td>
</tr>
<tr>
<td>5th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>6th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>7th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>8th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>9th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>10th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>11th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>12th False Dispatch</td>
<td>$100</td>
</tr>
</tbody>
</table>

Comments: Miami Beach has just begun tracking false alarms through the FAAP software (3/99). Previously there was no way to track worst offenders or to grade alarm companies. As this report is being written the first months alarms (January 99) have been entered and worst offenders notifications have gone out to alarm companies. Miami Beach was included in the original Miami Dealers meeting and alarm companies are used to receiving correction notices from other agencies. It is anticipated that Miami Beach should be able to see immediate reductions from working the worst offenders.
Mill Creek PD Profile
15728 Mill Creek Blvd
Mill Creek, WA 98012
Population: 9600 Sworn Personnel: 17
Alarm Unit Staffing: one part time

Contact Information:
Chief John Klei
Ph: 425-745-6175 Fax: 745-4680
Email: none

Model States Result Summary:

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<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
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<tbody>
<tr>
<td>1996</td>
<td>450</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>462</td>
<td>3%</td>
</tr>
<tr>
<td>1998</td>
<td>371</td>
<td>-20%</td>
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<table>
<thead>
<tr>
<th>Year</th>
<th>1996</th>
<th>1997</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>9803</td>
<td>10396</td>
<td>11465</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>unknown</td>
<td>unknown</td>
<td>unknown</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: unk  Residential = unk  ??  Commercial = unk  ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? yes
- How long? 1986
- Permit Required? response card on file
- Degree of Enforcement? moderate
- Alarm data source? CAD
- Renewal Cycle: no
- Suspend/restrict response? after 5th alarm in six mo.
- Calendar/Fiscal Year: N/A
- How many until response suspended? none
- Who bills? N/A
- Accept cancellations? yes
- Permit Fees: 
  - Commercial = none
  - Residential = none
- Require verification? no
- Response Priority? N/A

Fine Structure

1st False Dispatch free
2nd False Dispatch free**
3rd False Dispatch $25
4th False Dispatch $50
5th False Dispatch $100
6th False Dispatch N/A
7th False Dispatch N/A
8th False Dispatch N/A
9th False Dispatch N/A
10th False Dispatch N/A
11th False Dispatch N/A
12th False Dispatch N/A

**if card on file

Comments: Ordinance changes are in process - Mill Creek has made no significant changes from previous years in dealing with false alarms. The existing ordinance follows IACP and Model Ordinance recommendations, and beginning in 1997 the agency allowed for cancellations without logging them as alarms.

MODEL STATES REPORT
Best Practices in Reducing False Dispatches

61
Mundelein PD Profile
200 N. Seymour
Mundelein, IL 60060
Population: 28,000 Sworn Personnel: 35
Alarm Unit Staffing: 1 PT

Contact Information:
Chief Raymond Rose
Ph: 847-949-3256 Fax: 847-949-3254
Email:

Linda Larson
Ph: 847-949-3250 Fax: 847-949-3254
Email:

Model States Result Summary:

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,060</td>
<td>1,092</td>
<td>1020</td>
<td>3%</td>
<td>-7%</td>
</tr>
</tbody>
</table>

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>25,000 EST</td>
<td>20734</td>
<td>20535</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 476
Residential = 213 45%
Commercial = 263 55%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes, Yes
Permit Required? No, Yes
Renewal Cycle: N/A, Annual
Calendar/Fiscal Year: Calendar
Who Bills? Village Accounting
Permit Fees:
Commercial = N/A, $20 Residential = N/A, $10

Degree of Enforcement? Strict
Alarm Data Source? CAD, FAAP
Suspend/Restrict Response? No, Yes
How Many Until Response Suspended? N/A, 10
Accept Cancellations? No, Yes
Require Verification? No, Yes
Response Priority? High, High

Fine Structure

1st False Dispatch FREE, FREE
2nd False Dispatch $50, FREE
3rd False Dispatch $50, FREE
4th False Dispatch $50, $50
5th False Dispatch $50, $50
6th False Dispatch $50, $50
7th False Dispatch $50, $100
8th False Dispatch $50, $100
9th False Dispatch $50, $100
10th False Dispatch $50, $200
11th False Dispatch $50, $200
12th False Dispatch $50, $300

Comments: none
Naperville PD Profile
1350 Aurora Avenue
Naperville, IL 60540
Population: 120,000 Sworn Personnel: 168
Alarm Unit Staffing: 2 PT

Contact Information:
Chief David Dial
Ph: 630-420-6161 Fax: 630-420-6176
Email: DialD@Naperville.IL.US

ALARM COORDINATOR Marita Manning
Ph: 630-420-6725 Fax: 630-420-6176
Email: ManningM@Naperville.IL.US

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
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<tbody>
<tr>
<td>1996</td>
<td>5,551</td>
<td>-14%</td>
<td>1997</td>
<td>4,758</td>
<td>21%</td>
</tr>
<tr>
<td>1997</td>
<td>4,758</td>
<td></td>
<td>1998</td>
<td>5,738</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>5,738</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Total # Alarm Systems: 4415
Residential = 3,429 (78%), Commercial = 986 (22%)

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance? Yes
How Long? 1994
Permit Required? Yes
Renewal Cycle: One Time
Calendar/Fiscal Year: Calendar
Who Bills? City Accounting
Permit Fees:
Commercial = $25 Residential = $10
Degree of Enforcement? Moderate
Alarm Data Source? CAD, FAAP
Suspend/Restrict Response? No
How Many Until Response Suspended? N/A
Accept Cancellations? Yes
Require Verification? No
Response Priority? Moderate

Fine Structure
1st False Dispatch FREE
2nd False Dispatch FREE
3rd False Dispatch FREE
4th False Dispatch $35
5th False Dispatch $35
6th False Dispatch $35
7th False Dispatch $35
8th False Dispatch $35
9th False Dispatch $35
10th False Dispatch $35
11th False Dispatch $75
12th False Dispatch $75

Comments: Current ordinance is enforced as far as the tracking and billing of alarms. Registration of alarms is not enforced. After 20 false alarms the fine is $150 each.
Newport Beach PD Profile
870 Santa Barbara
Newport Beach, CA 92660
Population: 69,301 Sworn Personnel: 134
Alarm Unit Staffing: 2 F/T

Contact Information:
Chief Bob McDonell
Ph: (949) 644-3701 Fax: (949) 644-3700
Email: bmcdonell@nbpd.org
Captain Tim Riley
Ph: (949) 644-3650 Fax: (949) 644-3693
Email: triley@nbpd.org

Model States Result Summary:

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<tbody>
<tr>
<td>False Dispatches</td>
<td>4,865</td>
<td>5,310</td>
<td>6,414</td>
<td>9%</td>
<td>21%</td>
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<tbody>
<tr>
<td>Total calls for Service</td>
<td>66,539</td>
<td>63,945</td>
<td>65,223</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>25</td>
<td>30</td>
<td>18</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 5,743
Residential = 4,422 77%
Commercial = 1,321 23%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
How long? 1982
Permit Required? Yes
Renewal Cycle: 3-years (res.) / 1-year (comm.)
Calendar/Fiscal Year: Fiscal
Who bills? City
Permit Fees:
Commercial = $50 / annual renewal $25
Residential = $50 / triennial renewal $30

Fine Structure

1st False Dispatch Free
2nd False Dispatch Free
3rd False Dispatch $50
4th False Dispatch $100
5th False Dispatch $125
6th False Dispatch $150*
7th False Dispatch $175*
8th False Dispatch $200*
9th False Dispatch $225*
10th False Dispatch $250*
11th False Dispatch $275*
12th False Dispatch $300*

Comments: "Effective 9/9/99. Municipal Code changes will include the following regarding 6th false dispatch and on…" Additionaltwenty-five ($25.00) increase for each subsequent false alarm within a consecutive twelve (12) month period."

Additional Contacts:
Susan Meade/Alarm Officer               Dawna Mulvey/Alarm Officer
(949) 644-3723                                 (949) 644-3722
Email: smeade@nbpd.org                  Email: dmulvey@nbpd.org

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
Novato PD Profile
909 Machin Avenue
Novato, CA 94945
Population: 57,000  Sworn Personnel: 62
Alarm Unit Staffing: 1 P/T

Contact Information:
Chief Brian Brady
Ph: (415) 897-4361
Fax: (415) 898-5344
Email: Bbrady@ci.novato.ca.us

Cpl. Dave Bettin
Ph: (415) 897-4350 / (415) 897-4361
Fax: (415) 898-5344
Email: Bettin Dbettin@ci.novato.ca.us

Model States Result Summary:

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<tbody>
<tr>
<td>N/A</td>
<td>1,098</td>
<td>1,613</td>
<td>??</td>
<td>47%</td>
<td></td>
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<tbody>
<tr>
<td>Total calls for Service</td>
<td>28,936</td>
<td>29,305</td>
<td>27,282</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>N/A</td>
<td>2</td>
<td>7</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: Unk  Residential = Unk  ??  Commercial = Unk  ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- How long? 1992
- Permit Required? No
- Renewal Cycle: N/A
- Calendar/Fiscal Year: Fiscal
- Who bills? N/A
- Permit Fees: N/A
- Commercial = N/A  Residential = N/A
- Degree of Enforcement? Moderate
- Suspend/restrict response? Yes
- # responses until suspended? 4 in 30 days or 6 in 90 days
- Accept cancellations? Yes
- Require verification? No
- Response Priority? Moderate

Fine Structure

1st False Dispatch N/A  5th False Dispatch N/A  9th False Dispatch N/A
2nd False Dispatch N/A  6th False Dispatch N/A  10th False Dispatch N/A
3rd False Dispatch N/A  7th False Dispatch N/A  11th False Dispatch N/A
4th False Dispatch N/A  8th False Dispatch N/A  12th False Dispatch N/A

SEE COMMENTS - NEXT PAGE
COORDINATOR COMMENTS

Other Contacts: Debbie Nelson - FAAP input

Revisions to their current alarm ordinance are with the City Attorney. All through the Model States Program, their false alarm policy has dealt with probation and suspension of response rather than fining for response. They do not have a registration process as of yet. They do accept cancellations. Staff sent out all letters to their "worst offenders". Throughout the program, they commented that they were receiving great compliance from the alarm companies.

The numbers are not so positive, however. A manual count of 1,098 false dispatches was made in 1997 compared to 1,613 using FAAP for 1998. This is an unrealistic increase of 47%. However, during 1995 staff reported 1,789 false dispatches. This reflects a reduction of 10% in 1998 compared to 1995. This seems more in line with their efforts to date. Once the revised ordinance is adopted, perhaps we will see better numbers.
OAK BROOK POLICE DEPARTMENT Profile
1200 OAK BROOK ROAD
OAK BROOK, IL  60521

Population:  10,000  Sworn Personnel:  Alarm Unit Staffing:  1 PT

Contact Information:
CHIEF AL PISAREK
Ph: 708-990-2358  Fax: 708-990-7484

Model States Result Summary:

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</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Valid Alarms</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 1,500  Residential = 0%  Commercial = 0%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance? Yes  Degree of Enforcement? Strict
Permit Required? Yes  Suspend/Restrict Response? No
Renewal Cycle: One Time  How Many Until Response Suspended? N/A
Calendar/Fiscal Year: 3 Month  Accept Cancellations? No
Who Bills? Village  Require Verification? No
Permit Fees:  Response Priority? High
Commercial = $25  Residential = $25

Fine Structure
1st False Dispatch  FREE  5th False Dispatch  $50  9th False Dispatch  $50
2nd False Dispatch  $50  6th False Dispatch  $50  10th False Dispatch  $50
3rd False Dispatch  $50  7th False Dispatch  $50  11th False Dispatch  $50
4th False Dispatch  $50  8th False Dispatch  $50  12th False Dispatch  $50

Comments: Never really participated in program.
Olympia PD Profile
900 Plum St. SE
Olympia, WA 98501
Population: 39000  Sworn Personnel: 69
Alarm Unit Staffing: None currently

Contact Information:

Chief Gary Michel
Ph: 360-753-8300  Fax: 753-8143
Email: gmichel@ci.olympia.wa.us

Tech. Services Mgr. Dick Machlan
Ph: 360-753-8006  Fax: 753-8460
Email: olypol@olywa.net

Model States Result Summary:

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</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>1964</td>
<td>2207</td>
<td>2399</td>
<td>+12.4%</td>
<td>+8.7%</td>
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Model States Result Summary (continued):

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<tr>
<th></th>
<th>1996</th>
<th>1997</th>
<th>1998 est</th>
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<tbody>
<tr>
<td>Total calls for Service</td>
<td>53314</td>
<td>59712</td>
<td>59824 est</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>unknown</td>
<td>unknown</td>
<td>Unknown</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: unk Residential = unk ? Commercial = unk ??

Ordinance Information:

(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
How long? 1990 /New revision due 2000
Permit Required? Yes (one time)
Renewal Cycle: None
Calendar/Fiscal Year: N/A
Who bills? Finance Dept
Permit Fees:
Commercial = $25  Residential = $25

Degree of Enforcement? None currently
Alarm data source? Records system
Suspend/restrict response? Not currently
How many until response suspended? N/A
Accept cancellations? Not currently
Require verification? Not currently
Response Priority? Moderate

Fine Structure:

<table>
<thead>
<tr>
<th>1st False Dispatch</th>
<th>2nd False Dispatch</th>
<th>3rd False Dispatch</th>
<th>4th False Dispatch</th>
<th>5th False Dispatch</th>
<th>6th False Dispatch</th>
<th>7th False Dispatch</th>
<th>8th False Dispatch</th>
<th>9th False Dispatch</th>
<th>10th False Dispatch</th>
<th>11th False Dispatch</th>
<th>12th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td>free</td>
<td>free</td>
<td>$50</td>
<td>$75</td>
<td>free</td>
<td>free</td>
<td>$150</td>
<td>$150</td>
<td>$150</td>
<td>$150</td>
<td>$150</td>
<td>$150</td>
</tr>
</tbody>
</table>

Comments: The current alarm ordinance is out of date, and has not been enforced for several years. A new ordinance, incorporating the provisions recommended by the IACP and the Model States Program has been drafted and is due for adoption in 2000. Having a viable false alarm program is a priority for the Department.
Model States Result Summary:

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<tbody>
<tr>
<td>False Dispatches</td>
<td>63,490</td>
<td>66,283</td>
<td>68,389</td>
<td>4.2%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Total calls for Service: unk
Valid Alarms: 190

Model States Result Summary:

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<tbody>
<tr>
<td>Total calls for Service</td>
<td>unk</td>
<td>277,459</td>
<td>289,751</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>190</td>
<td>198</td>
<td>205</td>
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</tbody>
</table>

Total # Alarm Systems: 59156 ('97), 64018 ('98)
Residential = estimate 70%
Commercial = estimate 30%

Ordinance Information:

False Alarm Ordinance? Yes
How Long? 1988
Permit Required? Yes
Renewal Cycle: Annually
Calendar/Fiscal Year: Calendar
Who Bills? Sheriffs Office
Permit Fees:
Commercial = $25  Residential = $25

Degree of Enforcement? Strictly
Alarm Data Source? CAD
Suspend/Restrict Response? Yes
# Until Response Suspended? Only On Non-Payment
Accept Cancellations? Yes
Require Verification? Yes
Response Priority? High

Fine Structure

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<tr>
<th>False Dispatch</th>
<th>Fee</th>
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<tbody>
<tr>
<td>1st</td>
<td>$25</td>
</tr>
<tr>
<td>2nd</td>
<td>$25</td>
</tr>
<tr>
<td>3rd</td>
<td>$25</td>
</tr>
<tr>
<td>4th</td>
<td>$25 + $50**</td>
</tr>
<tr>
<td>5th</td>
<td>$25</td>
</tr>
<tr>
<td>6th</td>
<td>$25 + $100**</td>
</tr>
<tr>
<td>7th</td>
<td>$25</td>
</tr>
<tr>
<td>8th</td>
<td>$25 + $250**</td>
</tr>
<tr>
<td>9th</td>
<td>$25</td>
</tr>
<tr>
<td>10th</td>
<td>$25 + $350**</td>
</tr>
<tr>
<td>11th</td>
<td>$25</td>
</tr>
<tr>
<td>12th</td>
<td>$25 + $500**</td>
</tr>
</tbody>
</table>

**for reinstatement
Palm Beach County Sheriffs Office has had an atypical alarm ordinance in place for several years. To date their efforts have given them a false rate of .63 spread across 59156 registered alarm systems.

This agency has reached a point where reductions have leveled out and a more dramatic approach needed to be considered.

The revised ordinance for Palm Beach County as proposed by the Sheriffs Office are as follows:

1\textsuperscript{st} alarm, free

2\textsuperscript{nd} alarm, free

3\textsuperscript{rd} alarm, $125.00 fine and mandatory school attendance.

4\textsuperscript{th} alarm, $200.00 fine and 12 month suspension of dispatch with no appeal.

The revised ordinance as proposed by the criminal justice council.

1\textsuperscript{st} alarm, $25.00 fine

2\textsuperscript{nd} alarm, $50.00 fine

3\textsuperscript{rd} alarm, $125.00 and school

4\textsuperscript{th} alarm, $200.00 fine and suspension appeal

5\textsuperscript{th} alarm $250.00 fine

6\textsuperscript{th} alarm $400.00 fine and suspension for 1 year, no appeal.

The two proposed ordinances are pending.
Pasco PD Profile
PO Box 293
Pasco, WA 99301
Population: 24388  Sworn Personnel: 44
Alarm Unit Staffing: one part time

Contact Information:
Chief Denis Austin
Phone: 509-545-3481 Fax: 545-3423
Email: daustin@3-cities.com

Records Supervisor Robin Becher
Phone: 509-545-3481 Fax: 545-3423
Email: none

Model States Result Summary:

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<tr>
<td></td>
<td>1780</td>
<td>1467</td>
<td>876</td>
<td>-18%</td>
<td>-40%</td>
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<tbody>
<tr>
<td>Total calls for Service</td>
<td>30521</td>
<td>27447</td>
<td>30000est</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unknown</td>
<td>unknown</td>
<td>unknown</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: unk Residential = N/A ?? Commercial = N/A ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- Degree of Enforcement? Strict
- How long? 1976
- Alarm data source? FAAP
- Permit Required? No
- Suspend/restrict response? No
- Renewal Cycle: no
- How many until response suspended? no suspend in ordinance
- Calendar/Fiscal Year: N/A
- Accept cancellations? Yes
- Who bills? finance dept
- Require verification? No
- Permit Fees:
  - Commercial = no
  - Residential = no
- Response Priority? high

Fine Structure

- 1st False Dispatch free
- 2nd False Dispatch free
- 3rd False Dispatch $25
- 4th False Dispatch $25
- 5th False Dispatch $25
- 6th False Dispatch $25
- 7th False Dispatch $25
- 8th False Dispatch $25
- 9th False Dispatch $25
- 10th False Dispatch $25
- 11th False Dispatch $25
- 12th False Dispatch $25

Comments: Pasco has not changed its ordinance, the agency does accept cancellations. A monthly false alarm report was provided to 15 alarm companies, and 82% responded with information as to action taken. Agency now has interest in rewriting ordinance.
Pinecrest PD Profile
11555 South Dixie Highway
Pinecrest, FL 33156

Population: 18,000  Sworn Personnel: 35
Alarm Unit Staffing: 1 part time civilian, but efforts by command staff to meet with worst offenders.

Contact Information:
Chief Bruce Davis
Ph: 305-234-2100  Fax: 305-234-2132
Email: police.vop@pinecrest.com

Commander Mike Liotti
Ph: 305-234-2100  Fax: 305-234-2132
Email: police.vop@pinecrest.com

Model States Result Summary:

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<tbody>
<tr>
<td>1996</td>
<td>N/A</td>
<td>N/A**</td>
<td>5103</td>
<td>N/A**</td>
<td>-36% (6-months)</td>
</tr>
</tbody>
</table>

**Pinecrest Police started taking calls in June 1997. Prior to that Sheriff’s Office responded to calls for service.

Total # Alarm Systems: 2773  Residential = 2551  92%  Commercial = 222  8%

Ordinance Information:

(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes  Degree of Enforcement? Strict
Permit Required? Yes  Suspend/Restrict Response? No
Renewal Cycle: Once  How Many Until Response Suspended? N/A
Calendar/Fiscal Year: Calendar  Accept Cancellations? Yes
Who Bills? City  Require Verification? Yes
Permit Fees:
Commercial = None  Residential = None
Response Priority? High

Fine Structure

1st False Dispatch  0  5th False Dispatch $200  9th False Dispatch $300
2nd False Dispatch  0  6th False Dispatch $300  10th False Dispatch $300
3rd False Dispatch  0  7th False Dispatch $300  11th False Dispatch $300
4th False Dispatch  $100  8th False Dispatch $300  12th False Dispatch $300

SEE COMMENTS - NEXT PAGE
Chief Davis worked with Model States initially because of the FAAP software program. Subsequently, I have worked closely with the agency on software usage as well as assisting in the development of the false alarm user class. Officers meet with worst abusers, after 7 false alarms Chief can call a meeting at police department requiring user and Alarm Company to attend.

First agency in Florida to require and hold users classes. Chief Davis had the abusers class added after talking with Model States about the process. As of this writing we have held two classes with around 30 attendees. The ordinance allows someone to attend the class and hold the certificate until they want to use it, (within 1 year). This could value the class at $300.00 since the fine structure escalates to $300.00 after the fifth false alarm. Response from class attendees has been very positive.

Chief Davis is very motivated to reduce false alarms. He understands the drain on manpower and is willing to dedicate whatever resources necessary to accomplish the goal of 60% reduction.

In the first six months that the ordinance was enforced we saw a 36% reduction in false dispatches. In fact we were able to determine that 48% of the false alarms are generated by about 6% of the users.

Meetings with local alarm companies have helped in getting the companies involved in the reduction process.

The outlook for continued reductions in Pinecrest is excellent. Between the Chiefs attitude and the response of local companies it is not out of line to expect to see reductions of 60% by years end.
Port St Lucie Police Department Profile
121 SW Port St Lucie Blvd
Port St Lucie, Fl  34984
Population:  81,000        Sworn Personnel:  134
Alarm Unit Staffing:  1 part time civilian

Contact Information:
Chief John Skinner          Commander Tom Labelle
Ph: 561-871-3664  Fax: 561-844-4083                    Ph: 561-871-5021  Fax: 561-844-4083
Email: unk                          Email: unk

Model States Result Summary:

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td>Unk</td>
<td>Unk</td>
<td>5.635</td>
<td>??</td>
<td>??</td>
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<tr>
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</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>Unk</td>
<td>Unk</td>
<td>Unk</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unk</td>
<td>Unk</td>
<td>35</td>
</tr>
</tbody>
</table>

Total # Alarm Systems:  15,000* (est)  Residential = unk  0%  Commercial = unk  0%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance?  Yes  Degree of Enforcement?  Moderate
Permit Required?  Yes  Suspend/restrict response?  No
Renewal Cycle:  2 years  How many until response suspended?  N/A
Calendar/Fiscal Year:  fiscal  Accept cancellations?  Yes
Who bills?  County Tax office  Require verification?  Yes
Permit Fees:  Commercial = $10  Residential = $10  Response Priority?  High

Fine Structure

<table>
<thead>
<tr>
<th>Rank</th>
<th>False Dispatch</th>
<th>Penalty</th>
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</thead>
<tbody>
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<td>2nd</td>
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<tr>
<td>3rd</td>
<td>False Dispatch</td>
<td>0</td>
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<tr>
<td>4th</td>
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<td>$50</td>
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<td>5th</td>
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<td>$75</td>
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<td>6th</td>
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<td>$100</td>
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<td>7th</td>
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<td>8th</td>
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<td>9th</td>
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<td>$100</td>
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<tr>
<td>10th</td>
<td>False Dispatch</td>
<td>$100</td>
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<tr>
<td>11th</td>
<td>False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>12th</td>
<td>False Dispatch</td>
<td>$100</td>
</tr>
</tbody>
</table>

SEE COMMENTS - NEXT PAGE

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
The first meeting with the three agencies occurred in December of 1997 when we met and flushed out the parameters for the joint ordinance. At that time the County Legal Advisor indicated that by January of 98 a rough ordinance would be ready for discussion.

The rough draft was not delivered until October 1998. The changes discussed at that meeting were presented for discussion in March of 1999. There will be at least one more meeting to flush out additional changes.

Of the three agencies, Port St. Lucie stayed in communication and began working worst offenders. A dealer meeting was held in December of 1998 at Port St Lucie Police Department. 75 alarm companies were invited to the dealer meeting, 9 dealers attended.

By working worst offenders Port St. Lucie is currently 13% lower in false alarms for 1999 over 1998.

When the ordinance is finally passed and all three agencies are enforcing it there will undoubtedly be reductions in the false alarms.
Puyallup PD Profile
311 West Pioneer
Puyallup, WA  98371
Population:  27321       Sworn Personnel:  50
Alarm Unit Staffing:  part time

Contact Information:
Chief Lockheed Reader
Ph: 253-841-5415  Fax: 841-5530
Email:  loc@imail.ci.puyallup.wa.us
Communications Supervisor Lorri Ericson
Ph: 253-841-5434  Fax: 840-6657
Email:  none

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>1997/1998 % Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>1528</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>1937</td>
<td>27%</td>
<td>-46%</td>
</tr>
<tr>
<td>1998</td>
<td>1046</td>
<td></td>
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<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Valid Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>49897</td>
<td>unknown</td>
</tr>
<tr>
<td>1997</td>
<td>47427</td>
<td>unknown</td>
</tr>
<tr>
<td>1998</td>
<td>48021</td>
<td>unknown</td>
</tr>
</tbody>
</table>

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance?  Yes
How long?  1991 revised
Permit Required?  Yes
Renewal Cycle:  yes
Calendar/Fiscal Year:  calendar
Who bills?  finance dept
 Permit Fees:
Commercial = $15  Residential = $15

Degree of Enforcement?  Yes
Alarm data source?  FAAP
Suspend/restrict response?  Yes
How many until response suspended?  non-specific
Accept cancellations?  Yes
Require verification?  No
Response Priority?  moderate

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>Fee</th>
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</thead>
<tbody>
<tr>
<td>1st False Dispatch</td>
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<tr>
<td>2nd False Dispatch</td>
<td>free</td>
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<tr>
<td>3rd False Dispatch</td>
<td>free</td>
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<tr>
<td>4th False Dispatch</td>
<td>free</td>
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<tr>
<td>5th False Dispatch</td>
<td>$15</td>
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<tr>
<td>6th False Dispatch</td>
<td>$15</td>
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<td>7th False Dispatch</td>
<td>$15</td>
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<tr>
<td>8th False Dispatch</td>
<td>$15</td>
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<tr>
<td>9th False Dispatch</td>
<td>$15</td>
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<tr>
<td>10th False Dispatch</td>
<td>$15</td>
</tr>
<tr>
<td>11th False Dispatch</td>
<td>$15</td>
</tr>
<tr>
<td>12th False Dispatch</td>
<td>$15</td>
</tr>
</tbody>
</table>

Comments:  City re-writing ordinance - Puyallup has been an active member of the false alarm reduction effort.  Chief Reader was the public safety liaison for the Washington program and the IACP/SACOP representative that helped initiate the entire "Model States" Project!  Twenty-one alarm companies received false alarm reports on a monthly basis, and 92% responded with information as to action taken..
Redding PD Profile
1313 California Street
Redding, CA 96001
Population: 80,200 Sworn Personnel: 104
Alarm Unit Staffing: 1 P/T

Contact Information:
Chief Robert Blankenship
Ph: (530) 225-4211 Fax: (530) 225-4568
Email:
Sgt. Rich Nance
Ph: (530) 225-4284 Fax: (530) 225-4568
Email:

Model States Result Summary:

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td>4,383</td>
<td>3,836</td>
<td>3,709 (past 12 mo. 3,495)</td>
<td>-12%</td>
<td>-3%</td>
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</table>

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>76,870</td>
<td>81,852</td>
<td>79,117</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>71</td>
<td>44</td>
<td></td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 3,034 Residential = 1,235 41% Commercial = 1,799 59%

Ordnance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance? Yes
How long? 1989
Permit Required? Yes
Renewal Cycle: 3-years
Calendar/Fiscal Year: Fiscal
Who bills? N/A
Permit Fees:
Commercial = $0 Residential = $0
Degree of Enforcement? Moderate
Alarm data source? Computer program
Suspend/restrict response? Yes (up to 15 days)
# until response suspended? After excess (3 in 30; 5 in 90; 15 in 180)
Accept cancellations? Yes
Require verification? No
Response Priority? High

Fine Structure
1st False Dispatch N/A 5th False Dispatch N/A 9th False Dispatch N/A
2nd False Dispatch N/A 6th False Dispatch N/A 10th False Dispatch N/A
3rd False Dispatch N/A 7th False Dispatch N/A 11th False Dispatch N/A
4th False Dispatch N/A 8th False Dispatch N/A 12th False Dispatch N/A

SEE COMMENTS - NEXT PAGE

MODEL STATES REPORT
Best Practices in Reducing False Dispatches

77
Redding PD Profile

COORDINATOR COMMENTS

Draft revisions on hold-City Attorney left. Has notified 6 large alarm companies of program. Want to attend meeting. Working on Feb/Mar stats (having trouble getting data from CAD)

Redding Police Department hosted a meeting during October for all the local alarm companies in order to discuss proposed revisions to the city’s alarm ordinance. I gave an overview of the Model States False Dispatch Reduction Program. The meeting was well attended and very positive. This was the first time that the Redding area alarm dealers had ever met together. They decided to pursue becoming a formal association and joining the regional California Alarm Association (CAA). Further discussions emphasized their interest in finding out more about what the rest of California is doing to reduce false dispatches, as well as the rest of the nation. They also wanted to know how to best utilize the resources that are available through the CAA and the National Burglar and Fire Alarm Association (NBFAA). According to the alarm administrator, most alarm companies in the area know about problem accounts and have already taken steps to correct the problem. The draft revisions to the alarm ordinance are close to being adopted.

Examples of their successes:

Averaged 12 false dispatches per day during 1996 (4,383 total)
Averaged 11 false dispatches per day during 1997 (3,836 total)
Averaged 10 false dispatches per day during 1998 (3,709 total)
Averaged 8 false dispatches per day during 1999 (Jan-April)
Reduced false dispatches by 3% - 1998 compared to 1997
Reduced false dispatches by 8% - April 1998 to March 1999 (3,495 total)
(Projects to a 23% reduction in false alarm dispatches in 1999 vs 1998)
Redmond PD Profile
P.O. Box 97010 - 8701 160 Ave NE
Redmond, WA 98073
Population: 43610  Sworn Personnel: 75
Alarm Unit Staffing: part time

Contact Information:
Chief Steven Harris
Ph: 425-556-2521  Fax: 556-2535
Email: sharris@ci.redmond.wa.us

Lieutenant Ed Billington
Ph: 425-556-2694  Fax: 556-2540
Email: ebillington@ci.redmond.wa.us

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>1959</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>2432</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>2939</td>
<td>24%</td>
<td>21%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>1996</th>
<th>1997</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>17515</td>
<td>17644</td>
<td>23657</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Alarm Systems</th>
<th>Residential</th>
<th>Commercial</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6000 est.</td>
<td>1200 est. 25% est.</td>
<td>4800 est 75% est</td>
</tr>
</tbody>
</table>

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- How long? 1985, revised 1999
- Permit Required? No, Yes
- Renewal Cycle: No, Annual
- Calendar/Fiscal Year: Calendar
- Who bills? Police Dept
- Permit Fees:
  - Commercial = no, $10
  - Residential = no, $10
- Degree of Enforcement? Strict
- Alarm data source? CAD
- Suspend/restrict response? Yes
- How many until response suspended? 6
- Accept cancellations? Yes
- Require verification? No, Yes
- Response Priority? Moderate

Fine Structure

1st False Dispatch  free
2nd False Dispatch  $50, $25
3rd False Dispatch  $50, $50
4th False Dispatch  $50, $75
5th False Dispatch  $50, $100
6th False Dispatch  Suspension
7th False Dispatch  N/A
8th False Dispatch  N/A
9th False Dispatch  N/A
10th False Dispatch N/A
11th False Dispatch N/A
12th False Dispatch N/A

Comments: None
Rockford PD Profile
420 W. State Street
Rockford, IL 61101
Population: 142,000  Sworn Personnel: 292
Alarm Unit Staffing: 1 Clerk

Contact Information:
Chief Jeff Nielsen
Ph: 815-987-5842  Fax: 815-961-3202
Email: N/A
Assistant Deputy Chief Jeff Morris
Ph: 815-961-3213  Fax: 815-961-3203
Email: N/A

Model States Result Summary:

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<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>15,350</td>
<td>??</td>
</tr>
<tr>
<td>1997</td>
<td>Not Available</td>
<td>??</td>
</tr>
<tr>
<td>1998</td>
<td>Not Available</td>
<td>??</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Valid Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>185,490</td>
<td>Unknown</td>
</tr>
<tr>
<td>1997</td>
<td>182,574</td>
<td>Not Available</td>
</tr>
<tr>
<td>1998</td>
<td>187,858</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 6557  Residential = 4317  66%  Commercial = 2240  34%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance?  Yes
How Long?  1997
Permit Required?  Yes
Renewal Cycle: One Time
Calendar/Fiscal Year: Calendar
Who Bills? City
Permit Fees: Commercial = $10  Residential = $10
Degree of Enforcement?  Moderate
Alarm Data Source? Cad
Suspend/Restrict Response?  Yes
How Many Until Response Suspended?  11
Accept Cancellations?  Yes
Require Verification?  No
Response Priority?  Moderate

Fine Structure
1st False Dispatch  FREE
2nd False Dispatch  FREE
3rd False Dispatch  FREE
4th False Dispatch  FREE
5th False Dispatch  $100
6th False Dispatch  $100
7th False Dispatch  $100
8th False Dispatch  $100
9th False Dispatch  $200
10th False Dispatch $200
11th False Dispatch $300
12th False Dispatch $300

Comments: City does not track alarms by alarm company.
Rolling Meadows PD Profile
3600 Kirchoff Road
Rolling Meadows, IL  60008
Population: 23,900  Sworn Personnel: 55
Alarm Unit Staffing: 1 PT

Contact Information:
Chief Steven Williams
Ph: 847-506-6038  Fax: 847-506-0297
Email: WILLIAMS@ci.rolling-meadows.il.us

Officer Robert Warkenthien
Ph: 847-255-2416  Ext. 3090  Fax: 847-506-0298
Email: WARKEN@ci.rolling-meadows.il.us

Model States Result Summary:

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<tbody>
<tr>
<td>False Dispatches</td>
<td>1,462</td>
<td>1423</td>
<td>1289</td>
<td>-3%</td>
<td>-9%</td>
</tr>
</tbody>
</table>

Total calls for Service: 1996 = 17,515, 1997 = 14,000, 1998 = 14,122
Total # Alarm Systems: 463
Residential = 205 44%  Commercial = 258 56%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance? Yes
Permit Required? Yes, Yes
Renewal Cycle: One Time, Annual
Calendar/Fiscal Year: Calendar
Who Bills? City Accounting
Permit Fees: Commercial = $30  Residential = $20
Degree of Enforcement? Moderate, Strict
Alarm Data Source? FAAP
Suspend/Restrict Response? Yes*, Yes
How Many Until Response Suspended? 8 (In the Year 2000 this will be lowered to 6)
Accept Cancellations? Yes, Yes
Require Verification? No, Yes
Response Priority? High

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>1st False Dispatch</th>
<th>2nd False Dispatch</th>
<th>3rd False Dispatch</th>
<th>4th False Dispatch</th>
<th>5th False Dispatch</th>
<th>6th False Dispatch</th>
<th>7th False Dispatch</th>
<th>8th False Dispatch</th>
<th>9th False Dispatch</th>
<th>10th False Dispatch</th>
<th>11th False Dispatch</th>
<th>12th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FREE</td>
<td>FREE</td>
<td>FREE, $50</td>
<td>$50, $75</td>
<td>$50, $75</td>
<td>$50, $75</td>
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<td>$50, $100</td>
<td>$50, $100</td>
<td>$50, $100</td>
<td>$50, $100</td>
<td>$50, $100</td>
</tr>
</tbody>
</table>

Comments: Zone officers visit worst offenders on a regular basis. Anticipated new ordinance in July 1997 - was passed in January 1998. Both the chief and the program administrator changed in 1998. *restricted response in the old ordinance was for non-payment only.
San Bruno PD Profile
567 El Camino Real
San Bruno, CA 94066
Population: 38,000  Sworn Personnel: 50
Alarm Unit Staffing: 1 P/T

Contact Information:
Chief Lee Violett
Ph: (650) 616-7100  Fax: (650) 871-6734
Email:

Officer Mark Phillips
Ph: (650) 877-7100  Fax: (650) 871-6734
Email:

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>False Dispatches</td>
<td>2,026</td>
<td>2,036</td>
<td>2,030</td>
<td>0%</td>
<td>0%</td>
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<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>25,523</td>
<td>25,951</td>
<td>25,097</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unk.</td>
<td>4</td>
<td>Unk.</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: Unk  Residential = Unk  ??  Commercial = Unk  ??

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? No
How long?
Permit Required? No
Renewal Cycle: N/A
Calendar/Fiscal Year:
Who bills?
Permit Fees:
Commercial =  Residential =
Degree of Enforcement? N/A
Alarm data source?
Suspend/restrict response?
How many until response suspended?
Accept cancellations? Yes
Require verification?
Response Priority?

Fine Structure

1st False Dispatch 5th False Dispatch 9th False Dispatch
2nd False Dispatch 6th False Dispatch 10th False Dispatch
3rd False Dispatch 7th False Dispatch 11th False Dispatch
4th False Dispatch 8th False Dispatch 12th False Dispatch

Comments: Lt. Neil Telford (650) 616-7100; Fax (650) 871-6734. No licensing requirements.
Santa Rosa PD Profile
965 Sonoma Avenue
Santa Rosa, CA  95402-1678
Population:  124,913    Sworn Personnel:  158
Alarm Unit Staffing:  1 P/T

Contact Information:
Chief Michael Dunbaugh
Ph: (707) 543-3559  Fax: (707) 543-3557
Email:

Alarm Tech. Kim Svinth
Ph: (707) 543-3616  Fax: (707) 543-3615
Email:

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>2,935</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>3,221 (Manual from permit files, not CAD)</td>
<td>10%</td>
<td>52%</td>
</tr>
<tr>
<td>1998</td>
<td>4,911</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Valid Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>101,757</td>
<td>Unk.</td>
</tr>
<tr>
<td>1997</td>
<td>107,873</td>
<td>Unk.</td>
</tr>
<tr>
<td>1998</td>
<td>103,309</td>
<td>76</td>
</tr>
</tbody>
</table>

Total # Alarm Systems:  3,212
Residential = 1,612  50%  Commercial = 1,600  50%
(105 others, exempt of some fees)

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
How long?  1984
Permit Required? Yes
Renewal Cycle: Yearly
Calendar/Fiscal Year: Fiscal
Who bills? Police
Permit Fees:
Commercial = $25  Residential = $10
Degree of Enforcement? Strict
Alarm data source? CAD
Suspend/restrict response? No
How many until response suspended? N/A
Accept cancellations? Yes
Require verification? No
Response Priority? Moderate

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>Fee</th>
<th>5th False Dispatch</th>
<th>$ 50</th>
<th>9th False Dispatch</th>
<th>$100</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st False Dispatch</td>
<td>Free</td>
<td>6th False Dispatch</td>
<td>$ 50</td>
<td>10th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>2nd False Dispatch</td>
<td>Free</td>
<td>7th False Dispatch</td>
<td>$ 75</td>
<td>11th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>3rd False Dispatch</td>
<td>Free</td>
<td>8th False Dispatch</td>
<td>$ 75</td>
<td>12th False Dispatch</td>
<td>$100</td>
</tr>
<tr>
<td>4th False Dispatch</td>
<td>Free</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments: Pegi Gregson (707) 543-3668 Records & Communication Manager.
Note: Always respond to alarms - liability concern

MODEL STATES REPORT
Best Practices in Reducing False Dispatches

83
Santa Clara PD Profile
1541 Civic Center Drive
Santa Clara, CA  95050-4685
Population: 103,000  Sworn Personnel: 145
Alarm Unit Staffing: 1 F/T

Contact Information:
Chief Charles Arolla
Ph: (408) 261-5333  Fax: (408) 261-9165
Email: c.arolla@ix.netcom.com

Lt. Steve Henry
Ph: (408) 261-5273  Fax: (408) 296-1346
Email: communityservice1@JUNO.com

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3,741</td>
<td>4,035</td>
<td>4,386</td>
<td>8%</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>59,654</td>
<td>46,952</td>
<td>43,912</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>50</td>
<td>30+</td>
<td>19</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 2842  Residential = 314  11%  Commercial = 2528  89%

Ordinance Information:

(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
How long? 1994, Rev. 6/99
Permit Required? No, Yes
Renewal Cycle: N/A, One-time – Update changes
Calendar/Fiscal Year: Fiscal
Who bills? Police & City Accounting
Permit Fees:
Commercial = N/A, $20  Residential = N/A, $20

Degree of Enforcement? Strict
Alarm data source? CAD to a PC
Suspend/restrict response? Yes
# Until response suspended? Depends on nature, 8 in 30 days or unreasonable # in 24 hours.
Accept cancellations? Yes
Require verification? No, Yes-Require Attempt
Response Priority? Moderate

Fine Structure

1st False Dispatch Free  5th False Dispatch $100 + $15**  9th False Dispatch $100 + $15**
2nd False Dispatch Free  6th False Dispatch $100 + $15**  10th False Dispatch $100 + $15**
3rd False Dispatch $50 + $15**  7th False Dispatch $100 + $15**  11th False Dispatch $100 + $15**
4th False Dispatch $75 + $15**  8th False Dispatch $100 + $15**  12th False Dispatch $100 + $15**

**Admin Fee

SEE COMMENTS - NEXT PAGE

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
Other Contacts: Robin Flores, C.S.O. (408) 261-5007 False Alarm Administrator

Santa Clara used the FAAP software and have shown a 9% increase in false dispatches this year over last; however, they have 89% of their false dispatches occurring at commercial sites, compared to approximately 50% in the other cities. The fact remains, commercial sites can generate up to three times (3X) the rate of false activation’s that occur with residential alarms.

By mid-April, Chief Arolla’s alarm administrator had put together a draft revised alarm ordinance and the lengthy process of getting an ordinance changed began. The first of October, the Santa Clara Police Department hosted a joint meeting with the local alarm companies. I presented an overview of the Model States program and the draft alarm ordinance was introduced. There was much discussion regarding various aspects of the document. All comments were recorded and distributed for further discussion. It is expected that the revisions will be adopted by the summer of 1999.

Ordinance passed June, 1999
Santa Ana PD Profile
60 Civic Center Plaza
Santa Ana, CA 92701
Population: 307,000; 311,500  Sworn Personnel: 365
Alarm Unit Staffing: 1 F/T

Contact Information:
Chief Paul Walters
Ph: (714) 245-8003  Fax: (714) 245-8007
Email:

SOA Yvette Clark
Ph: (714) 245-8716  Fax: (714) 245-8195
Email:

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>8,603</td>
<td></td>
<td>9,921</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td></td>
<td>15%</td>
<td></td>
<td>6%</td>
</tr>
<tr>
<td>1998</td>
<td>10,549</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Valid Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>180,756</td>
<td>121</td>
</tr>
<tr>
<td>1997</td>
<td>185,937</td>
<td>78</td>
</tr>
<tr>
<td>1998</td>
<td>10,549</td>
<td>127</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 5,394
Residential = 1,428  26%  Commercial = 3,966  74%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes  Degree of Enforcement? Moderate
Permit Required? Yes  Suspend/restrict response? Yes
Renewal Cycle: Yearly  # Until response suspended? 6 in one year or
Calendar/Fiscal Year: Fiscal  (failure to pay penalties)
Who bills? Police  Accept cancellations? Yes
Permit Fees:  
Commercial = $26  Residential = $0
Require verification? Yes  Response Priority? Moderate (Upgraded if glass breakage)

Fine Structure

1st False Dispatch Free  5th False Dispatch $85 burg/$140 rob
2nd False Dispatch $85 burg/$140 rob  6th False Dispatch $85 burg/$140 rob
3rd False Dispatch $85 burg/$140 rob  7th False Dispatch $85 burg/$140 rob
4th False Dispatch $85 burg/$140 rob  8th False Dispatch $85 burg/$140 rob
9th False Dispatch $85 burg/$140 rob  10th False Dispatch $85 burg/$140 rob
11th False Dispatch $85 burg/$140 rob  12th False Dispatch $85 burg/$140 rob

SEE COMMENTS - NEXT PAGE
Comments: Santa Ana, the largest city participating in Model States, did not use the FAAP software; however, their police department started using the Tiburon Computer Aided Dispatch (CAD) system during 1998 and they were able to begin generating their own tracking and billing procedures. This allowed them to start identifying & contacting their "worst offenders" and to get excessive false dispatch billings out in a timely manner.

While participating in the Model States Program, the police department designed a new and improved alarm user permit and sent it out to 13,500 potential alarm users. (Their existing alarm ordinance included a registration process but they had not issued any permit numbers.) By September of 1998, the letters were generating 30-40 phone calls a day, 1,200 new permits had been sent in, and more were arriving daily. They then merged their database on Access with the 4,500 permit numbers that they generated using the new CAD system, thereby identifying duplications. The process was tedious, however their efforts were effective in identifying alarm users.

They promoted the permit process as a means of registration that would help in reducing the number of false dispatches received by their department. I also made available to them the California alarm dealer's ASCII file for ease in generating mailing labels. The California Alarm Association agreed to publicize the permit process in the "Mirror" and local alarm associations promoted this at their local meetings.

One unusual situation occurred in this city – they have a 'confidentiality issue' when it comes to the release of any information regarding alarms or alarm activity. The way around this was to have the police department take care of its own alarm data, including the excessive accounts. They report that they are receiving excellent cooperation from the alarm companies doing business within their jurisdiction.

They had an increase of 6% in false alarm dispatches during 1998; however they are down 19% since 1995.

The tracking of actual false dispatches has improved this past year as well as their ability to begin linking specific addresses to a unique permit number so as to accurately accumulate the data. Ordinance changes were not necessary – most of our efforts were accomplished through policy changes with stricter enforcement of their existing ordinance.
Seattle PD Profile
610 – 3rd Avenue
Seattle, WA 98104
Attn: Unit #262

Population: 531400
Sworn Personnel: 1218
Alarm Unit Staffing: 1 – F/T Detective, 1 – Admin. Assistant

Contact Information:

Chief Norm Stamper
Ph: 206-684-5577 Fax: 684-5525
Email: none

Detective Dale Garnica
Ph: 206-684-7713 Fax: 684-7730
Email: false.alarms@ci.seattle.wa.us

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>29,926</td>
<td>-8.8%</td>
</tr>
<tr>
<td>1997</td>
<td>27,118</td>
<td>8.7%</td>
</tr>
<tr>
<td>1998</td>
<td>29,721</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>unknown</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>297,375</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>280,255</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>791</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>897</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>738</td>
<td></td>
</tr>
</tbody>
</table>

Total # Alarm Systems: Unk
Residential = N/A
Commercial = N/A

Ordinance Information:

False Alarm Ordinance? Yes
How long? 1972, updated 1992
 Permit Required? No
Renewal Cycle: No
Calendar/Fiscal Year: N/A
Who bills? Citation issued
Permit Fees:
 Commercial = N/A
 Residential = None

Degree of Enforcement? Strict
Alarm data source? CAD and citations
Suspend/restrict response? Yes
How many until response suspended? 6 in roving 12-mo period business only, avg. 8-50 at any given time. Currently 8 businesses on no-response.
Accept cancellations? Yes
Require verification? yes, w/ fine for failing to do so
Response Priority? Moderate

Fine Structure

1st False Dispatch $50
2nd False Dispatch $50
3rd False Dispatch $50
4th False Dispatch $50
5th False Dispatch $50
6th False Dispatch $50
7th False Dispatch N/A
8th False Dispatch N/A
9th False Dispatch N/A
10th False Dispatch N/A
11th False Dispatch N/A
12th False Dispatch N/A

Comments: Unique system - Seattle collects alarm information by issuing a citation for alarms to which officers are dispatched. There are no "free" dispatches, however there is significant officer discretion and many users are not cited. There is no registration requirement. One of the very first cities that required verification by ordinance with fine to alarm dealer (1992).
Snohomish County SO Profile
3000 Rockefeller Ave
Everett, WA 98201
Population: 290,240  Sworn Personnel: 220
Alarm Unit Staffing: part time (4)

Contact Information:
Sheriff Rick Bart
Ph: 425-388-3523  Fax: 388-3839
Email: rick.bart@co.snohomish.wa.us
Deputy Norm Link
Ph: 425-388-3229  Fax: 388-3805
Email: norm.link@co.snohomish.wa.us

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>7865</td>
<td>8865</td>
<td>4829</td>
<td>13%</td>
<td>-46%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total calls for Service</th>
<th>1996</th>
<th>1997</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>171644</td>
<td>185159</td>
<td>203583</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unknown</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total # Alarm Systems: unknown  Residential = unknown  ??  Commercial = unknown  ??

Ordinance Information:

*False Alarm Ordinance?* Yes  
*How long?* 1982  
*Permit Required?* Response card  
*Renewal Cycle:* no  
*Calendar/Fiscal Year:* N/A  
*Who bills?* finance dept  
*Permit Fees:*  
*Commercial = none  Residential = none*  

*Degree of Enforcement?* Strict  
*Alarm data source?* CAD  
*Suspend/restrict response?* after 4th in six months  
*How many until response suspended?* After 4th in six months  
*Accept cancellations?* Yes  
*Require verification?* Yes  
*Response Priority?* High

Fine Structure:

<table>
<thead>
<tr>
<th>1st False Dispatch free</th>
<th>5th False Dispatch N/A</th>
<th>9th False Dispatch N/A</th>
<th>2nd False Dispatch free</th>
<th>6th False Dispatch N/A</th>
<th>10th False Dispatch N/A</th>
<th>3rd False Dispatch $25</th>
<th>7th False Dispatch N/A</th>
<th>11th False Dispatch N/A</th>
<th>4th False Dispatch $50</th>
<th>8th False Dispatch N/A</th>
<th>12th False Dispatch N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>9th False Dispatch N/A</td>
<td>10th False Dispatch N/A</td>
<td>11th False Dispatch N/A</td>
<td>12th False Dispatch N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments: None
Spokane PD Profile
West 1100 Mallon
Spokane, WA 99260
Population: 197000
Sworn Personnel: 289
Alarm Unit Staffing: 2 full time, 1 Sgt, 1 civilian employee.

Contact Information:
Chief Alan Chertok
Ph: 509-625-4050  Fax: 625-4066
Email: none

Sergeant Anthony Giannetto
Ph: 509-625-4232  Fax: 625-4066
Email: none

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>1997/1998 % Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>5217</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>8865</td>
<td>70%</td>
<td>-62%</td>
</tr>
<tr>
<td>1998</td>
<td>3375</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Valid Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>108573</td>
<td>unknown</td>
</tr>
<tr>
<td>1997</td>
<td>109114</td>
<td>unknown</td>
</tr>
<tr>
<td>1998</td>
<td>115500</td>
<td>unknown</td>
</tr>
</tbody>
</table>

Ordinance Information:

False Alarm Ordinance? Yes
How long? 1998
Permit Required? Yes
Renewal Cycle: Yearly
Calendar/Fiscal Year: Calendar
Who bills? Finance Dept
Permit Fees:
Commercial = $10  Residential = $10

Degree of Enforcement? Strict
Alarm data source? FAAP
Suspend/restrict response? Yes
How many until response suspended? after 7 false alarms in one year
Accept cancellations? Yes
Require verification? Yes
Response Priority? High

Fine Structure

1st False Dispatch  free
2nd False Dispatch  free
3rd False Dispatch  $119
4th False Dispatch  $119
5th False Dispatch  $119
6th False Dispatch  $119
7th False Dispatch  $119
8th False Dispatch  N/A
9th False Dispatch  N/A
10th False Dispatch N/A
11th False Dispatch N/A
12th False Dispatch N/A

Comments: New ordinance since mod states - Spokane is one of the most active agencies in the false alarm reduction effort. They have successfully implemented an alarm prevention class and revised their ordinance to reflect all of the IACP and Model Ordinance recommended provisions. Twenty-one alarm companies were provided with false alarm reports on a monthly basis, and 65% responded with information as to corrective action taken.
Springfield PD Profile
800 E. Monroe Street
Springfield, IL  62701
Population:  117,000    Sworn Personnel: 268
Alarm Unit Staffing: PLAN TO HIRE 1 FULL TIME AFTER NEW ORDINANCE IS PASSED

Contact Information:
Chief John Harris
Ph: 217-788-8322  Fax: 217-788-8310
Email: harrisj@cwlp.com

Commander Kent Brunsman
Ph: 217-788-8340  Fax: 217-788-8323
Email: brunsmank@cwlp.com

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>1996</th>
<th>1997</th>
<th>1998</th>
<th>% Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>False Dispatches</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1996</td>
<td>7720 (est)</td>
<td>8176</td>
<td>8014 (est)</td>
<td>6%</td>
<td>-2%</td>
<td></td>
</tr>
</tbody>
</table>

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>1996</th>
<th>1997</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>138,433</td>
<td>118000 (est)</td>
<td>127000 (est)</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unknown</td>
<td>Unknown</td>
<td>Unknown</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 9000 (est)    Residential = Unk 0%    Commercial = Unk 0%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
Permit Required? No, Yes
Renewal Cycle: N/A, Every year
Calendar/Fiscal Year: Calendar
Who Bills? City
Permit Fees:
Commercial = N/A    Residential = N/A
New: $20 Initial  $10 Renewal
Degree of Enforcement? Moderate, High
Alarm Data Source? CAD
Suspend/Restrict Response? No, Yes
How Many Until Response Suspended? N/A, 10
Accept Cancellations? No, Yes
Require Verification? No, Yes
Response Priority? Moderate, High

Fine Structure
1st False Dispatch FREE, FREE 5th False Dispatch FREE, FREE 9th False Dispatch $30, $200
2nd False Dispatch FREE, FREE 6th False Dispatch $30, $100 10th False Dispatch $30, $200
3rd False Dispatch FREE, FREE 7th False Dispatch $30, $100 11th False Dispatch $60, $300**
4th False Dispatch FREE, FREE 8th False Dispatch $30, $100 12th False Dispatch $60

**Revoke Permit/Possible non-response

Comments: Agency has been revising the alarm ordinance since 1995 - passage of latest revision is anticipated by September 1999.

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
St. Johns County Sheriffs Office Profile  
4015 Lewis Speedway  
St. Augustine, FL 32095  
Population: 101,729  
Sworn Personnel: 259  
Alarm Unit Staffing: 1 full time deputy

Contact Information:  
Sheriff Neil Perry  
Deputy William Ouzts  
Ph: 1-904-810-6745  Fax: 1-904-810-6606  
Email: (private)

Model States Result Summary:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>unk</td>
<td></td>
<td>10,562</td>
<td></td>
<td>??</td>
<td>-100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>unk</td>
<td>94,381</td>
<td>112,795</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>unk</td>
<td>35</td>
<td>47</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 9,288  
Residential = unk 0%  
Commercial = unk 0%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes  
- How Long? Pending  
- Permit Required? Yes  
- Renewal Cycle: Yes/Annually  
- Calendar/Fiscal Year: Fiscal  
- Who Bills? Sheriffs Office  
- Permit Fees: Commercial = $25  
- Residential = $25  
- Degree of Enforcement? Strict  
- Alarm Data Source? FAAP  
- Suspend/Restrict Response? Yes  
- How Many Until Response Suspended? 7th  
- Accept Cancellations? Yes  
- Require Verification? Yes  
- Response Priority? High

Fine Structure:

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>1st</th>
<th>5th</th>
<th>9th</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0</td>
<td>$100</td>
<td>$200</td>
</tr>
<tr>
<td>2nd False Dispatch</td>
<td>$0</td>
<td>$200</td>
<td>$300</td>
</tr>
<tr>
<td>3rd False Dispatch</td>
<td>$25</td>
<td>$300</td>
<td>$400</td>
</tr>
<tr>
<td>4th False Dispatch</td>
<td>$50</td>
<td>$400</td>
<td>$500</td>
</tr>
</tbody>
</table>

Comments: St Johns County has recently decided to go forward with an ordinance that was drafted over a year ago. At this writing the ordinance has passed the Sheriffs approval and is being reviewed by the County Attorney. St Johns County has started using the FAAP software and has recently completed entering the known alarm users.
Tiburon PD Profile
1155 Tiburon Blvd.
Tiburon, CA 94920
Population: 8,500  Sworn Personnel: 14
Alarm Unit Staffing: 1 P/T

Contact Information:
Chief Peter Herley
Ph: (415) 435-7351  Fax: (415) 435-4984
Email: pherley@ix.netcom.com

Lt. Tom Aiello
Ph: (415) 435-7352  Fax: (415) 435-4984
Email: tibpd@ix.netcom.com

Model States Result Summary:

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td>809</td>
<td>860</td>
<td>841</td>
<td>6%</td>
<td>-2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>5,589</td>
<td>5,181</td>
<td>5,033</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unk.</td>
<td>Unk.</td>
<td>1</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 1,094  Residential = 984  90%  Commercial = 110  10%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance? Yes  Degree of Enforcement? Strict
Permit Required? Yes  Suspend/restrict response? Yes
Renewal Cycle: 2-Years  How many until response suspended? 8
Calendar/Fiscal Year: Calendar  Accept cancellations? Yes
Who bills? Police  Require verification? No
Permit Fees:
Commercial = $25  Residential = $25  Response Priority? Moderate

Fine Structure
1st False Dispatch $0/$100**  5th False Dispatch $100  9th False Dispatch $100
2nd False Dispatch $0/$100**  6th False Dispatch $100  10th False Dispatch $100
3rd False Dispatch $0/$100**  7th False Dispatch $100  11th False Dispatch $100
4th False Dispatch $100  8th False Dispatch $100  12th False Dispatch $100

** w/o Permit

SEE COMMENTS - NEXT PAGE
Tiburon PD Profile - Con't

COORDINATOR COMMENTS

Other Contacts: Laurie Nilsen (415) 435-7361

Tiburon Police Department entered all of its permit holders into the FAAP software. Their overall False Alarm Factor (FAF) is 0.84 (Eight percent (8%) commercial accounts = 1.78 FAF; Ninety-two percent (92%) residential accounts = 0.77 FAF.) This was the only jurisdiction in California to enter all of the known accounts thus reflecting a true FAF.

Tiburon experienced a 2% reduction in false dispatches in 1998 compared to 1997. That increases to a 4% reduction when you compare the twelve-month statistics through March 31, 1999.

Averaged 70 false dispatches per month during 1998

Averaged 62 false dispatches per month from Jan-Mar 1999

(Potentially an 11% reduction in false alarms dispatched in 1999 vs 1998)
Tinley Park PD Profile
7850 W. 183RD STREET
Tinley Park, IL  60477
Population:  45,300        Sworn Personnel:  69
Alarm Unit Staffing: 1 FT – 1 PT

Contact Information:
Chief Michael O’Connell
Ph: 708-532-9111  Fax: 708-532-7933
Email: N/A

Officer Roger Barton
Ph: 708-532-9111  Fax: 708-532-7933
Email: N/A

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>1,698</td>
<td>3%</td>
<td>1754</td>
<td>-9%</td>
</tr>
<tr>
<td>1997</td>
<td>1,602</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>1,602</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total calls for Service
1996 | 28,708          |
1997 | 27,792          |
1998 | 27,429          |

Valid Alarms
1996 | 0              |
1997 | 0              |
1998 | 0              |

Total # Alarm Systems: 547
Residential = 262  48%
Commercial = 285  52%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance?  Yes
Permit Required?  Yes
Renewal Cycle:  Annual
Calendar/Fiscal Year:  Calendar
Who Bills?  Police
Permit Fees:  Commercial = $25  Residential = $0
Degree of Enforcement?  Strict
Alarm Data Source?  FAAP
Suspend/Restrict Response?  No, Yes
How Many Until Response Suspended?  11
Accept Cancellations?  No, Yes
Require Verification?  No, Yes
Response Priority?  High

Fine Structure
1st False Dispatch  FREE  5th False Dispatch  $25, $100
2nd False Dispatch  FREE  6th False Dispatch  $25, $100
3rd False Dispatch  FREE  7th False Dispatch  $25, $100
4th False Dispatch  FREE  8th False Dispatch  $25, $200
5th False Dispatch  $25, $100  9th False Dispatch  $25, $200
6th False Dispatch  $25, $100  10th False Dispatch  $25, $200
7th False Dispatch  $25, $100  11th False Dispatch  $50, $300
8th False Dispatch  $25, $200  12th False Dispatch  $50, $300

Tukwila PD Profile
6200 Southcenter Blvd
Tukwila, WA 89188
Population: 14880  Sworn Personnel: 68  
Alarm Unit Staffing: part time

Contact Information:
Chief Keith Haines
Ph: 206-433-7175 Fax: 244-6181
Email: khaines@ci.tukwila.wa.us

Administrative Assistant Marja Murray
Ph: 206-433-7175 Fax: 244-6181
Email: mmurray@ci.tukwila.wa.us

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>1685</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>1986</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>1597</td>
<td>18%</td>
<td>-20%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>1996</th>
<th>1997</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>36684</td>
<td>36248</td>
<td>35002</td>
</tr>
</tbody>
</table>

Valid Alarms: unknown, unknown, unknown

Total # Alarm Systems: 806
Residential = 137  17%  Commercial = 669  83%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- Degree of Enforcement? Moderate
- How long? 1985
- Alarm data source? CLEM
- Permit Required? No
- Suspend/restrict response? No
- Renewal Cycle: No
- How many until response suspended? N/A
- Calendar/Fiscal Year: N/A
- Accept cancellations? Yes
- Who bills? Finance Dept
- Require verification? Yes
- Permit Fees: Commercial = No
- Residential = No
- Response Priority? Moderate

Fine Structure

1st False Dispatch free  5th False Dispatch $25  9th False Dispatch $25
2nd False Dispatch free  6th False Dispatch $25  10th False Dispatch $25
3rd False Dispatch $25**  7th False Dispatch $25  11th False Dispatch $25
4th False Dispatch $25  8th False Dispatch $25  12th False Dispatch $25

**each subsequent alarm

Comments: Agency is rewriting ordinance - Tukwila experienced a 4% increase in false alarms during the first six months of 1998. Initial problems with incompatible software caused errors in reporting of false alarms. As a result, records were three to four months behind, and alarm companies were reluctant to confront customers at such a late date. A change in software at mid-year brought false alarm records up to date, and the City experienced a 20% reduction in false dispatches during the second half of 1998. Thirty-one alarm companies were provided with false alarm reports on a monthly basis, and 57% responded during the first six months, with 70% responding during the second six months of 1998 with information as to corrective action taken.
Tustin PD Profile
300 Centennial
Tustin, CA  92680
Population:  67,000  Sworn Personnel:  91
Alarm Unit Staffing:  1 P/T

Contact Information:
Chief Steve Foster
Ph: (714) 573-3300  Fax: (714) 730-8027
Email: None

Christine Schwartz
Ph: (714) 573-3285  Fax: (714) 730-5134
Email: None

Model States Result Summary:

<table>
<thead>
<tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3,423</td>
<td>4,157</td>
<td>5,015</td>
<td>21%</td>
<td>21%</td>
</tr>
</tbody>
</table>

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>1996</th>
<th>1997</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>30,254</td>
<td>58,609</td>
<td>55,250</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>36</td>
<td>39</td>
<td>35</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 2,024
Residential = 1,145  57%
Commercial = 879  43%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

- False Alarm Ordinance? Yes
- Degree of Enforcement? Moderate
- How long? 1989
- Alarm data source? CAD
- Permit Required? Yes
- Suspend/restrict response? No
- Renewal Cycle: Yearly
- How many until response suspended? Not enforced
- Calendar/Fiscal Year: Fiscal
- Accept cancellations? Yes
- Who bills? City accounting
- Require verification? No
- Permit Fees:
  - Commercial = $10
  - Residential = $10
- Response Priority? Moderate

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatch</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
<th>5th</th>
<th>6th</th>
<th>7th</th>
<th>8th</th>
<th>9th</th>
<th>10th</th>
<th>11th</th>
<th>12th</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>$ 25</td>
<td>$ 25</td>
<td>$ 25</td>
<td>$ 25</td>
<td></td>
<td>$ 25</td>
<td></td>
<td></td>
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<td>$ 25</td>
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</tr>
</tbody>
</table>

Comments: Christine Schwartz replaced Sgt. Mike Pettifer (4/6/99)
Walnut Creek PD Profile
1666 N. Main Street
Walnut Creek, CA  94596
Population:  63,000        Sworn Personnel:  80
Alarm Unit Staffing:  1 P/T

Contact Information:
Chief Richard Gregson
Ph: (925) 943-5844  Fax: (925) 256-3582
Email: rangel@ci.walnut_creek.ca.us

David Rangel
Ph: (925) 943-5885
Email: rangel@ci.walnut_creek.ca.us

Model States Result Summary:

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<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>3767</td>
<td>3701 (Manual)</td>
<td>3899</td>
<td>-1.7%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Total calls for Service</td>
<td>31,659</td>
<td>33,868</td>
<td>33,406</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unk</td>
<td>Unk</td>
<td>Unk</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)
False Alarm Ordinance?  Yes  Degree of Enforcement?  Strict
Permit Required?  Yes  Suspend/restrict response?  Yes
Renewal Cycle:  One time  How many until response suspended?  Varies
Calendar/Fiscal Year:  N/A  Accept cancellations?  Yes
Who bills?  N/A  Require verification?  No
Permit Fees:
Commercial = $0  Residential = $0  Response Priority?  High

Fine Structure
1st False Dispatch Free  5th False Dispatch Free  9th False Dispatch Free
2nd False Dispatch Free  6th False Dispatch Free  10th False Dispatch Free
3rd False Dispatch Free  7th False Dispatch Free  11th False Dispatch Free
4th False Dispatch Free  8th False Dispatch Free  12th False Dispatch Free

Westminster PD Profile
8200 Westminster Blvd.
Westminster, CA 92683
Population: 82,000    Sworn Personnel: 101
Alarm Unit Staffing: 1P/T

Contact Information:
Chief James Cook
Ph: (714) 898-3311  Fax: (714) 898-5932
Email:

Lt. Larry Woessner
Ph: (714) 898-3315 ext. 394  Fax: (714) 898-5932
Email:

Model States Result Summary:

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<tr>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>3,091</td>
<td>2,868</td>
<td>2,790</td>
<td>-7%</td>
<td>-3%</td>
</tr>
<tr>
<td>Total calls for Service</td>
<td>Unk.</td>
<td>Unk.</td>
<td>56,902</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>Unk.</td>
<td>Unk.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total # Alarm Systems:</td>
<td>2,876</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ordinance Information:

(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
How long? 1980-81
Permit Required? No
Renewal Cycle: N/A
Calendar/Fiscal Year: Fiscal
Who bills? City accounting
Permit Fees:
Commercial = N/A Residential = N/A

Degree of Enforcement? Strict
Alarm data source? CAD
Suspend/restrict response? Yes
How many until response suspended? 8
Accept cancellations? Yes
Require verification? No
Response Priority? High

Fine Structure

1st False Dispatch Free 5th False Dispatch $400 9th False Dispatch Non-response
2nd False Dispatch Free 6th False Dispatch $400 10th False Dispatch Non-response
3rd False Dispatch $200 7th False Dispatch $400 11th False Dispatch Non-response
4th False Dispatch $300 8th False Dispatch $400 12th False Dispatch Non-response

Comments: Westminster Police Department responded to 2,868 false dispatches during 1997 compared to 2,790 during 1998, a reduction of 3%. They have the highest escalating fine structure of all of the participating cities in California: Two free alarms; third is $200; the fourth is $300; the fifth through the eighth is $400 each; with restricted response after the eighth.

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
Wheaton PD Profile
900 W. Liberty Drive, Box 146
Wheaton, IL 60189-0146
Population: 55,755 Sworn Personnel: 70
Alarm Unit Staffing: 1 PT

Contact Information:
Chief Mark Field
Ph: 630-260-4860 Fax: 630-260-4865
Email: MField@ICJIA.ORG

Martha Barmantje
Ph: 630-260-4860 Fax: 630-260-4865
Email: MBarmantje@wheaton.il.us

Model States Result Summary:

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1996</td>
<td>1,863</td>
<td>1,699</td>
<td>1,493</td>
<td>-9%</td>
<td>-12%</td>
</tr>
</tbody>
</table>

<table>
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<tr>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total calls for Service</td>
<td>27,423</td>
<td>26,384</td>
<td>25,740</td>
</tr>
<tr>
<td>Valid Alarms</td>
<td>2</td>
<td>5</td>
<td>4</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 1088 Residential = 738 68% Commercial = 350 32%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes
How Long? 1997
Permit Required? Yes
Renewal Cycle: One Time
Calendar/Fiscal Year: Calendar
Who Bills? City Finance Department
Permit Fees:
Commercial = None Residential = None

Degree of Enforcement? Strict
Alarm Data Source? FAAP
Suspend/Restrict Response? Yes
How Many Until Response Suspended? 10
Accept Cancellations? Yes
Require Verification? Yes
Response Priority? High

Fine Structure

<table>
<thead>
<tr>
<th></th>
<th>1st False Dispatch</th>
<th>2nd False Dispatch</th>
<th>3rd False Dispatch</th>
<th>4th False Dispatch</th>
<th>5th False Dispatch</th>
<th>6th False Dispatch</th>
<th>7th False Dispatch</th>
<th>8th False Dispatch</th>
<th>9th False Dispatch</th>
<th>10th False Dispatch</th>
<th>11th False Dispatch</th>
<th>12th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FREE</td>
<td>FREE</td>
<td>FREE</td>
<td>FREE</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
<td>$200</td>
<td>$200</td>
<td>$300</td>
<td>$300</td>
</tr>
</tbody>
</table>

Comments: Excellent support from chief and administrator, worst offender meetings held twice per year. The best Illinois agency in terms of adopting all elements of false alarm reduction program as presented by the Model States program.
Wilmette PD Profile
710 Ridge Road
Wilmette, IL  60091
Population:  27,000    Sworn Personnel:  43
Alarm Unit Staffing:  1 PT

Contact Information:
Chief George E. Carpenter
Ph: 847-853-7554  Fax: 847-853-7709
Email: N/A
Officer Patrick Collins
Ph: 847-853-7565  Fax: 847-256-2739
Email: pd239mgr@icj.org

Model States Result Summary:

<table>
<thead>
<tr>
<th>Year</th>
<th>False Dispatches</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>2,426</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>2145</td>
<td>-12%</td>
</tr>
<tr>
<td>1998</td>
<td>2247</td>
<td>4.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Total calls for Service</th>
<th>Valid Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>22,348</td>
<td>5</td>
</tr>
<tr>
<td>1997</td>
<td>21,087</td>
<td>0</td>
</tr>
<tr>
<td>1998</td>
<td>19,044</td>
<td>0</td>
</tr>
</tbody>
</table>

Total # Alarm Systems: 801  Residential = 674  84%  Commercial = 127  16%

Ordinance Information:
(Any field with a double entry reflects program start information versus current i.e. Start; Final)

False Alarm Ordinance? Yes, Yes
Permit Required? No, Yes
Renewal Cycle: N/A, 2-Years
Calendar/Fiscal Year: Calendar, Calendar
Who Bills? Village Accounting
Permit Fees:
Commercial = N/A, $15  Residential = N/A, $15

Degree of Enforcement? Moderate, Strictly
Alarm Data Source? Cad, FAAP
Suspend/Restrict Response? No, Yes
How Many Until Response Suspended? N/A, 11
Accept Cancellations? No, Yes
Require Verification? No, Yes
Response Priority? High

Fine Structure

<table>
<thead>
<tr>
<th>False Dispatches</th>
<th>1st False Dispatch</th>
<th>5th False Dispatch</th>
<th>9th False Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FREE</td>
<td>$50, $100</td>
<td>$100, $200</td>
</tr>
<tr>
<td></td>
<td>2nd False Dispatch</td>
<td>FREE</td>
<td>6th False Dispatch</td>
</tr>
<tr>
<td></td>
<td>FREE</td>
<td>10th False Dispatch</td>
<td>$100, $200</td>
</tr>
<tr>
<td></td>
<td>3rd False Dispatch</td>
<td>FREE</td>
<td>7th False Dispatch</td>
</tr>
<tr>
<td></td>
<td>FREE</td>
<td>11th False Dispatch</td>
<td>$100, $300</td>
</tr>
<tr>
<td></td>
<td>4th False Dispatch</td>
<td>$50, $100</td>
<td>8th False Dispatch</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>12th False Dispatch</td>
</tr>
</tbody>
</table>

Comments: Changed in administrator in January 1998. New ordinance is now in effect and the Chief expects favorable results in 1999.
Individual State Reports

The following reports contain comments from each Model State Coordinator that reflects achievements, issues or items that may be of particular interest to participants of that state or other readers. A complete month to month chronological history for each state is available for review at the web site www.airef.org.

Illinois

Illinois was the start-up state for the project. The first state coordinator Dan Petesch was hired on March 24, 1997. His office space was generously donated by Chief David Dial and located within the Naperville Police Department. It should be noted that Elgin, was one the original "Model Cities" and dispatch reduction efforts have been quite extensive in this area of Illinois for over five years!

Liaisons for the Illinois Model State Program included:

- Chief Lee Kutzke, Lombard PD, served as the Public Safety Chairman for the Illinois Chiefs Association
- Bob Bonifas, ADS represented the Illinois dealers association
- Dan Petesch, was the Industry False Alarm Coordinator for Illinois

General Overview of the 8 Participating Jurisdictions:
Itasca, Lombard, Mundelein, Naperville, Rolling Meadows, Tinley Park, Wheaton, Wilmette

- The total population represented (all cities above) was approximately 347,000.
- Representing 9123 alarm systems.
  - 3044 are commercial (33.4%)
  - 6079 are residential (66.6%)

The number of false alarms were:

<table>
<thead>
<tr>
<th>Year</th>
<th>TOTAL</th>
<th>Residential</th>
<th>Commercial</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>17588</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>1997</td>
<td>16445</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>1998</td>
<td>16026</td>
<td>5489</td>
<td>10537</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>8.9% REDUCTION (from '96)</td>
</tr>
<tr>
<td>1999(3 mo)</td>
<td>3642</td>
<td>1257</td>
<td>2385</td>
</tr>
<tr>
<td>1999(proj.)</td>
<td>14568</td>
<td>5028</td>
<td>9540</td>
</tr>
</tbody>
</table>
The number of false alarms per system per year were (Alarm Factor):

<table>
<thead>
<tr>
<th>Year</th>
<th>TOTAL</th>
<th>Residential</th>
<th>Commercial</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>2.11</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>1997</td>
<td>1.89</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>1998</td>
<td>1.76</td>
<td>.905</td>
<td>3.46</td>
</tr>
<tr>
<td>1999-annualized(proj.)</td>
<td>1.62</td>
<td>.839</td>
<td>3.18</td>
</tr>
</tbody>
</table>

Over 200 of 425 alarm service/installation companies in Illinois have accounts in the participating jurisdictions. 140 companies were mailed corrective forms for accounts with excessive alarms in 1998. 62 companies returned completed forms to the coordinator.

Other statistical information Commercial accounts only: (1998)
- Central station connected accounts - 3.22 false alarms per system per year.
- Direct connect accounts - 9.42 false alarms per system per year.

Eight jurisdictions used the FAAP software to track all of their 1998 dispatches. Of those, Naperville was the only one to show an increase in false dispatches over the previous year. Naperville is the only one of the eight jurisdictions to not pass a new ordinance. Although they have had an ordinance in place since 1994, the permitting of alarms is not enforced, the fine structure is not meaningful, and there is no restriction of response for excessive dispatches. The worst account had 62 false dispatches in 1998 with fines totaling $7295.

Of the six jurisdictions that began participation in the program but did not use the FAAP software, only one reported a reduction in false dispatches in 1998 versus the base year of 1996. Rockford has reported 20% reductions since the enactment of their new ordinance in 1997. Of those six jurisdictions, Rockford is the only one to enact a new ordinance. The ordinance includes alarm permits, a meaningful fine structure, and suspension of response after ten false dispatches.

Jurisdictions, which did not enact a new ordinance, reported 2-5% increases in false dispatches. Glendale Heights and Carbondale both had decreases in their total calls for service, but their number of false dispatches increased.

**False Dispatches versus Total Calls for Service**

- In 1996 false dispatches accounted for 7.06% of the total calls for service in the eight participating jurisdictions. There were 248,952 total calls for service, of which 17,588 were false alarm calls.
- In 1998 false dispatches accounted for 6.48% of the total calls for service in the eight
participating jurisdictions. There were 247,399 total calls for service, of which 6,026 were false alarm calls.

- Total calls for service decreased from 1996 to 1998 by 1,553 calls.
- False alarm dispatches decreased from 1996 to 1998 by 1,562 calls.

Problem Areas Encountered:

Political Considerations - When the program first started in April of 1997 there were city elections taking place throughout the State of Illinois. With the prospect of new mayors and councils coming into office many of the Police Departments were not anxious to begin discussions of new and stricter ordinances. Once the elections were over the process of developing an ordinance, educating both public officials and the general public, and getting through the varied processes in each jurisdiction actually began. As a result, most of the ordinances did not take effect until late 1997 or even 1998.

Changes in Personnel - Of the 14 Chiefs from the original participating jurisdictions, only eight remain in that position at the end of the program. Of the 14 Alarm Administrators from the original participating jurisdictions, only seven remain in that position at the end of the program. Maintaining continuity was difficult whenever there was a change in personnel. Getting ordinances passed and collecting alarm data both lost momentum.

Software, FAAP (False Alarm Analysis Program) - A software training class was held on June 26, 1997. Unfortunately, the alarm tracking software was not available for release until September. The delay in having a working software package caused an initial lack of interest in the program and a real difficulty in collecting usable data. Most of the jurisdictions were able to supply me with their total number of false dispatches each month, and none were able to supply the alarm companies that serviced the accounts.

Agencies in Illinois were the first to get the new software and work through the initial "bugs". Whenever there was a problem I would need to go to the jurisdiction, backup their database, take it to the programmer, wait a day or two for it to be fixed, and then return to the jurisdiction to replace their faulty database with the fix.

A key feature of the software, "Export Data to Disk", was not ready until 1998. As a result, prior to 1998, it was necessary to go to each jurisdiction to retrieve the previous month’s data. The zipped data files from the eight jurisdictions were then given to the programmer and returned to me in a format that allowed me to enter the data into my database. This process took anywhere from 1-2 weeks, which meant that by the time reports could be sent to the alarm companies detailing the problem accounts it was already a month after the fact.

Once these start-up problems were corrected – the data collection process improved considerably.
Lessons Learned - Support from the private sector (users) is as important as strong support from Law Enforcement or the Alarm Industry. When the Village of Itasca held a public forum to present the newly proposed alarm ordinance to the business community, there was some apprehension as to how the fine structure and restricted response would be received. However, as the meeting unfolded and the facts were presented, there was total agreement that chronic abusers should not receive Police response to their repeated alarms. By the time the final draft reached the Village Board the fine structure was changed from the Police proposal (1-3 free, 4-6 $50.00, 6-10 $100.00, 11 and over $200.00) to the strongest progressive fine structure of all of the participating jurisdictions, with fines as high as $750.00. A similar response occurred in the Village of Rolling Meadows. The business community in attendance felt that 10 false alarms were too many and that the revocation of an alarm permit should occur sooner than the 10th alarm. It was the business community of alarm users who decided that the cutoff should be made on the 7th false dispatch. It should be noted that the "business community" invited to the meeting were alarm users who had 20 or more false dispatches the previous year.

The majority of Law Enforcement in Illinois agrees that private Central Stations should do burglar alarm monitoring, not in Police Dispatch Centers. Although no department has yet made it an official policy, most all agree that burglar alarm signals should be removed from Police Department Alarm Boards. Every department which has its own alarm monitoring board is running a significantly higher false alarm factor for accounts monitored in the Police dispatch center versus those accounts monitored by a Central Station, because there is no verification or screening of these signals. Overall, commercial alarm systems tied into a Police Board have almost three times the false alarm factor of commercial accounts monitored by a Central Station.

Washington

Washington was the second state to enter the project. The coordinator John Wurner started work in July, 1997. His office was generously donated and located within WASPC (Washington Association of Sheriffs and Police Chiefs).

Liaisons for the Washington Model States Program included:

- **Chief Lockheed Reader**, Puyallup PD, serving as the Public Safety Liaison
- **Mike Miller**, Washington BFAA., serving as the Alarm Industry Liaison
- **John Wurner**, serving as the False Alarm Coordinator for Washington

During the Fall meeting of WASPC, a number of cities and counties in Washington State volunteered to participate in this false alarm reduction effort. They agreed to follow our suggested guidelines for
participation. 17 law enforcement agencies that desired to participate in this project were contacted and profiled as to a number of factors in order to provide a base year for comparison. The years selected were 1996 and 1997.

Each agency presented a unique challenge, in that no two were at the same stage in the process at the same time. Differences ranged from no ordinance being in place to having extremely cumbersome and unenforceable statutes that caused resentment between the alarm industry, law enforcement and the customers.

Using the NBFAA Model Ordinance and IACP resolution for alarm reduction as a guideline, helped with changing past practices. Where possible, I helped with installing and training personnel on the use of software provided by the alarm industry for tracking false alarms (False Alarm Analysis Program, or FAAP), identifying alarm dealers and monitoring centers with clients in Washington State. I also worked with law enforcement and legislative bodies to change and update ordinances.

Generally, those cities/counties receiving the highest alarm company responses achieved the largest reductions in false alarms. While this does not appear to hold true for Cowlitz County (with a 29% reduction during 1998), one must consider that this agency experienced a 24% increase in false alarms during 1997, creating a turn around of 53% with 100% alarm company participation. In other jurisdictions, however, it is clear that an alarm company's active participation plays a major role in alarm reduction. Snohomish County made no major changes in its approach to alarm reduction other than providing the coordinator with needed alarm company information. With 91% alarm company participation, this populated county reduced false alarms by 45% in one year.

During 1998, the coordinator attended 14 alarm dealer functions, with a specific effort at updating and encouraging dealers to participate in their portion of the reduction efforts. There were 202 alarm companies contacted in writing--many on a monthly basis--and presented with corrective action reports. If reports were not returned within two weeks, a follow-up telephone call would be made. Responses ranged from a low of 57% to 100%, with a monthly average of 77% response by the alarm industry.

Law enforcement agencies agreed to participate in this Model States Program with the best of intentions. It is important to note that as the leadership changes in departments, so can the priorities placed on programs such as alarm reduction. Municipalities with systems of public participation in changes in ordinances may require more lead time to change ordinances, and should be encouraged to make these changes before becoming active participants in this alarm reduction effort, particularly if there is great reliance on a coordinator position that is temporary in nature. The effort clearly points out that false alarm reduction is a reality that can be realized by a prescribed and proven process that has been clearly identified through the Model States Program.
Florida

Florida was the third state to enter the project. The first Chief’s meeting was held in September of 1997. In October, unlike the other states the coordinator was chosen by and with the mutual consent of Chief Mike Brasfield and the Alarm Association of Florida.

Liaisons for the California Model State Program included:

- **Chief Mike Brasfield**, Fort Lauderdale PD, served as the Public Safety Liaison
- **Sgt Steve Medley**, Fort Lauderdale PD, was the Alarm Unit Coordinator
- **Ron Walters**, was the Industry False Alarm Coordinator for Florida

While there are many observations that will be included in this final report these three issues seemed to stand out as challenges for Florida. As we seek to take our findings nation-wide these areas will have to be addressed and efforts will have to be made to improve upon them.

1. **First and foremost is the issue of ordinance adoption:**

   It was commonly believed at the onset of the Model States Program that ordinance adoption would be forthcoming. This is still true; it’s just that the process is much longer than we anticipated. Based on the Florida experience, a period of 18 months from draft to passage would be a safe timeline for ordinance adoption. Motivated agencies can, and have, completed the process in a much shorter time, but generally speaking we should allow for 18 months.

2. **Most agencies have no method by which to accurately track false dispatches or the associated data required to implement a false dispatch reduction effort.**

   From small to large, almost every agency we came in contact with in Florida had no method to track false dispatches, cancellations, alarm registrations, or other pertinent data. In fact, it is surprising how many agencies only knew how many alarm calls were dispatched, but had no other data. There are even a few agencies that have to track this information manually.

   There is a definite need for a tracking process and hopefully FAAP will fill this need, or at least serve as a template for agencies to follow.

3. **Non-response is a very controversial issue in most Florida jurisdictions.**
In all but the smallest of agencies, non-response was an option that all chief law enforcement officials would like to have, and almost all commission or council members do not want to pass.

There is such a misconception about non-response that it is difficult to get it included in many ordinances. We need to get the message across that very few alarm users ever reach non-response. (Usually less than 1%)

The Florida program worked closely with 13 agencies during the Model States Program. In these and other jurisdictions the following activities took place that are not listed in the final report.

- **13 agencies drafted ordinances, or changes to existing ordinances.**
  - 4 agencies passed new or amended ordinances.
  - 6 agencies have drafted but not passed new or amended ordinances.
  - 3 agencies are still in the draft stage of a new or amended ordinance.

- **3 agencies put on at least one false alarm user class.**

- **8 agencies have included classes as part of a new or amended ordinance and will be sponsoring classes in the immediate future.**

- **46 agencies consulted with me on at least one occasion, or participated at some level with Model States in Florida.**

- **6 agencies outside of Florida contacted us for additional information.**

- **11 presentations were made to City Councils or County Commissions under the banner of Model States.**

- **7 presentations were made to non-governmental groups about the false dispatch problem.**

- **23 local and 5 state alarm association meetings were attended.**

- **6 informal meetings were held with local alarm unit coordinators as a group.**

- **Over 130 visits were made to participating agencies. Many of these meetings lasted over 4 hours.**

- **5 dealer meetings were held, notifying over 500 alarm companies and presentations were made 97 companies.**

While most of these statistics will never show up as a measured element or goal of this project, one can readily see the impact and benefits that the Model States project had for many
agencies’ in Florida.

EDITOR’S NOTE: These outreach efforts to non–Model State agencies, governmental bodies and other associations were quite common among all four coordinators.

California

California was the final state selected to participate in the Model States Program in October, 1997. The coordinator, Pam Harlan started employment on December 1, 1997. Her office was generously donated and located at the CPOA – California Peace Officers Association in Sacramento.

Liaisons for the California Model State Program included:

- Chief Charles Brobeck, Irvine PD, serving as the Public Safety Liaison
- Frank Burke, California Alarm Assn., serving as the Alarm Industry Liaison
- Pam Harlan, serving as the False Alarm Coordinator for California

The California Alarm Association worked very diligently with me to help promote the concepts of the Model States Program. In fact, Past President George Gunning remarked recently that "the relationship between law enforcement and our alarm industry has never been better." One of the important elements of my position is to see that philosophy continue. "TOGETHER, WE CAN MAKE A DIFFERENCE!"

Seventeen (17) California cities were initially selected to participate in the model program. The City of Vallejo was not able to spare the administrative time necessary for the compilation of data and the follow-up on accounts that had excessive false dispatches. Of the remaining sixteen cities who, to some degree, tracked alarms, identified their "worst offenders," revised ordinances, restricted or suspended police response to chronic abusers, sent corrective action reports, communicated with the alarm companies, shared their information with us, had meaningful and escalating fines, accepted cancellations, encouraged or required alarm central stations to attempt to verify alarms, participated in joint meetings with alarm companies, and supported alarm system user education. False alarm reductions of 1% – 47% were realized in forty percent (40%) of those cities.

Dozens of additional jurisdictions within California have taken our lead and used the NBFAA Model Ordinance as a guide to revise existing ordinances or to implement new ones (please see the
attached list of additional California contacts). Several of these cities are using the Central Station Alarm Association’s False Alarm Analysis Program (FAAP) to track their excessive accounts and are using the billing feature to recover some of the costs of response. California Model State participating cities using FAAP included Carlsbad, Chula Vista, Foster City, Novato, Santa Clara, and Tiburon Police Departments.

In January of 1998, almost nineteen hundred (1900) licensed alarm company operators’ information was downloaded into the software for California to help identify the alarm company that either installed, maintained, or monitored the customer account where the false dispatch occurred. Being able to link the Alarm Company to the alarm account has been most advantageous.

The FAAP software has proven to be invaluable in the identification of "worst offenders" within a given jurisdiction and tracking alarm companies by their false alarm factor. The software has also enabled jurisdictions to track false dispatches by category (i.e. commercial, residential, financial institutions, schools, and so on); however, this same positive element was also the source of much frustration, especially during the onset of this project.

Several cities, Carlsbad PD and Chula Vista PD in particular, met with many challenges along the way. Most of the problems revolved around either a "corrupted database" or dates exporting incorrectly. Many hours of work and a lot of communication were involved in resolving these issues. Once we got past the early problems, most agencies were able to enter data and prepare reports without incident. The billing feature seemed to rate highly with the jurisdictions using it.
Roles of Key Organizations

**IACP/PSLC**

*International Association of Chiefs of Police / Private Sector Liaison Committee* - Represent all interested law enforcement agencies during the project and provide for alarm industry direction, facilitate dialogue, review findings and distribute the final report.

**SACOP**

*State Association of Chiefs of Police* - To oversee project, set strategic intent, determine tactics, and appoint a representative in each of the Model States to organize law enforcement participation and act as a liaison to the alarm industry for the project in their respective state.

**NSA**

*National Sheriffs Association* – Through their representative on PSLC - Sheriff Charlie Houper, NSA was continually updated on the project and participated in all briefings. NSA also passed a nearly identical resolution supporting the effort.

**AIREF**

*Alarm Industry Research & Educational Foundation* – A non-profit umbrella organization for the alarm industry including: NBFAA, CSAA, SIA and CANASA, sets overall alarm industry policy/direction for program and is responsible for the budget, funding & operational structure for the project.

**NBFAA**

*National Burglar and Fire Alarm Association* – responsibilities included: coordinate local alarm dealer efforts in the four Model States through their Chartered State Associations; disseminate information to any state not in the Model States Program for the purpose of proactively pursuing false alarm reduction; support regional fundraising programs, and provide the administrative support for the program.

**CSAA**

*Central Station Alarm Association* – developed, funded (over $100,000) and technically supported software to track false dispatches for free, to law
enforcement, for use in this program. Also financially supported main budget from individual member donations; helped educate large monitoring centers, and influenced positive changes in Underwriters Laboratory procedures to help reduce false dispatches.

**SIA**

**Security Industry Association**, (manufacturers of security equipment, distributors and service providers) provided the initial funding by agreeing to reimburse expenses up to $250,000 for the project, and also revised equipment standards to help reduce dispatches.

**CANASA**

**Canadian Alarm Association** - provided information and project support to the AIREF False Alarm Committee on lessons learned in Canada on dispatch reductions.
Staff & Administration

NATIONAL COORDINATOR:

The National Coordinator reported to the AIREF False Alarm Committee Chairman and was responsible for proper execution and field support of the project including the hiring, training and daily supervision of the four state coordinators. The National Coordinator was responsible for monthly updates and reports to IACP, PSLC, SACOP and all alarm industry national and state meetings and preparation of the final report.

Stan Martin, Vice President, Industry Relations, was loaned almost exclusively to manage this project from ADI. As a previous alarm dealer/owner, past Executive Director NBFAA and Chairman of the IACP/PSLC False Alarm Committee he was well suited for the position.

STATE FIELD COORDINATORS:

In the initial planning of this project it was decided that to minimize the administrative burden on law enforcement the alarm industry would budget and pay for field coordinators for each state.

In general terms, the coordinator in each state was responsible for the collection, tabulation, reporting and coordination of false alarm reduction efforts and data collection within that state working with the alarm companies and the law enforcement community. Other general activities include coordination with these agencies, information dissemination, and public relations within the context of the false alarm reduction program in that state. This person also attended regional and/or national meetings as directed.

Both law enforcement and the alarm industry jointly interviewed and selected the state coordinator. An interview team was established that included a member from the state alarm association, the National Model States Coordinator and one or two Chiefs from the state. The process involved multiple interviews and in some cases took four to six weeks to complete.

Associated documents covering the hiring process, qualifications and job description are included later in this document.
Criteria for Participation

To participate in the Model States Project, both law enforcement and the alarm industry agreed there should be some understanding of what would be expected from each party. We recognized that not all Police departments/agencies would be able to incorporate all the criteria outlined in this program. We also understood that alarm dealers might not fully participate in all that was required of them. However, a cooperative spirit and dedication of reasonable resources would be required to accomplish our mission.

All State Alarm Associations were expected to:

1. Commit to a standardized data collection method by an entity dedicated to the use and sharing of such data for false alarm reduction purposes.
2. Work for adoption or modification of municipal false alarm ordinances in each municipality to comply with the principles set forth in the NBFAA False Alarm Ordinance.
3. Work to maximize dealer participation in the program and subsequent funding.

All alarm dealers and monitoring companies were expected to:

1. Attempt to verify ALL burglar alarm signals by telephonic or other electronic means before requesting police dispatch, along with any other signals that can be prudently verified.
2. Proactively call customers who have experienced alarm activation’s to investigate and prescribe corrective action as needed.
3. Use only dual-action holdup devices and eliminate using "1 +" duress keypad coding and money clips.
4. Implement procedures to prevent or cancel exit/entry false alarms. (Extend delay times, enable delays before dialing, enable panel cancel code, etc.)
5. Educate alarm system owners and ALL users about their responsibilities relating to alarm system use and false alarms.
6. Provide training for ALL Company personnel on false alarm causes and solutions.
7. Communicate and respond to local authorities about their particular problems and work with them toward a local false alarm reduction plan.
8. Avoid installing silent alarm applications and direct connect applications.
9. Participate in scheduled meetings & provide timely information as requested by police and/or the state coordinator.
10. Participate in the industry program for funding the state coordinator.

Police/Agency Criteria continued next page...
Criteria for Participation - con’t

Police and community officials were asked to:

1. Accept at police or 911 dispatch centers only those requests, which involve a stated attempted verification by the alarm company excluding panic or hold-up type alarms.
2. Implement a locally-predetermined procedure to restrict or suspend police response to chronic abusers of alarm systems, and implement procedures which allow resumption of police response after the imposed period of suspension and/or corrective action has been taken.
3. Implement procedures to accept verified cancellation of dispatch requests from alarm companies.
4. For chronic abusers, support user training by the alarm company and annual inspections of alarm systems.
5. Support efforts to establish or strengthen statewide licensing of alarm companies and employees.
6. Use the NBFAA Model Alarm Ordinance as a framework to develop steps to combat this problem in concert with local representatives of the alarm industry.
7. Use a standardized data collection method.
8. Commit to sharing all collected false alarm data with the industry.
9. Help influence dealer participation by directly requesting their presence at joint meetings. (Meeting notice signed by the Chief)
10. Help influence end-user participation or action as needed through letters, meetings, visits, etc.
11. If alternative response was utilized, appropriate standards will be adopted for non-sworn responders.
General Timeline - For Process Utilized
( Approx. time to complete item in parenthesis)

1. **Detailed explanation of the program to prospective cities/Chiefs** – with the help of the SACOP/law enforcement liaison Chief - multiple meetings were held in each (Model) state to solicit interest and participation in the program. Criteria for participation were reviewed, questions answered, and willing agencies were asked to confirm their interest in writing. *(1-3 months)*

2. **Decision on which cities will participate** – the SACOP/law enforcement liaison Chief made follow-up calls, selected and confirmed agencies that would participate. *(1-2 months)*

3. **Alarm Industry leadership meeting** – local alarm associations and respective leaders were briefed on process and agencies that had signed up. *(1-2 months)*

4. **Initiate process to change city ordinance and/or department policies as needed** – a review of suggested ordinance changes, software/tracking issues and potential problems were reviewed with Chiefs and department heads as required. *(3-18 months; ordinance change process can be very slow based on politics, elections, budgets, priorities, etc)*

5. **Data compilation by Alarm Industry/Police on active accounts in each city** – each city installed the alarm industry provided software "FAAP" (False Alarm Analysis Program) or initiated changes to their tracking system to accommodate program requirements. *(1-8 months; some departments had great difficulty in changing or implementing tracking systems)*

6. **Worst accounts determined for each city** – list was compiled from software or manually of worst dispatch abusers and associated responsible alarm company. *(1-6 months; based on process utilized)*

7. **By Chiefs invitation, a joint meeting of Alarm Dealers/Chiefs held** – alarm companies that had users identified in item 6 above were strongly encouraged to attend meetings where "report cards" listing worst offenders by alarm company were given to each attendee. We found dealer attendance at these meetings doubled when the invitation came from a Police Chief/Sheriff versus a letter only from the alarm coordinator or local association. Police Chief/Sheriff participation in the meeting was paramount in getting alarm dealers motivated. *(1-3 months)*

8. **Alarm company action utilizing checklist** – dealers were asked to visit customers listed and fax back a checklist (see reference documents) to confirm action was taken. *(1-3 months; dealer compliance varied from 29%-76%, coordinators had to make follow-up calls in many instances)*

9. **Second meeting of dealers/chiefs that missed first meeting** - required in some states with poor attendance or dealers with poor follow-up on customers.
10. **Review of resistive/difficult accounts requiring additional dealer/ police interaction** – feedback through dealers/coordinator of customers who were difficult or not cooperative in taking corrective action on their system sometimes required a letter, call or meeting (see below) to resolve. *(3-6 months)*

   - Some departments dispatched a patrol officer to speak with citizens reluctant to cooperate.
   - Some Chiefs made personal calls to the worst of non-compliant alarm dealers urging their participation.

11. **By Chiefs invitation, separate group meetings with Banks, Schools, and Community facilities** – some departments held group meetings with these unique – high dispatch rate users. Alarm industry leaders participated in these meetings explaining solutions and supporting law enforcement. *The City of Elgin reduced bank dispatches 75% in six months after such a meeting.* *(3-6 months)*

12. **Progress meeting with Chiefs (Alarm Dealers)** – various follow-up meetings were held depending on local need. Some meetings were held at scheduled association events to give dealers a progress report and encourage more participation. At minimum – leadership communicated every 30-45 days to evaluate program progress. *(monthly)*

13. **Data sent to and processed by State Coordinator monthly** – all participating departments sent monthly data to coordinator for compilation and progress analysis by SACOP and AIREF National Coordinator. *(monthly)*
Chronological List Events For Projects

The following list of events/actions is a representative sample of what each coordinator encountered or accomplished during the Model States Project, of course the items varied from state to state. This list as detailed by the California coordinator - highlights (18) eighteen months of general activity.

11/04/1997 Interviewed by Chief Brobeck, Stan Martin, Frank Burke – Irvine PD
11/5-20 '97 Background check, drug testing
12/01/1997 Effective date of hire
12/02/1997 Met with Calif. Peace Officers Assn. Executive Director re: office space
12/3-5/1997 Set up office/phones/internet/paging/computer, etc
12/08/1997 Dallas, Texas for training w/Stan Martin @ADI
12/09/1997 Dallas, Texas for training w/Stan Martin @ADI
12/10/1997 Dallas, Texas for training w/Stan Martin @ADI
12/11/1997 Dallas, Texas for training w/Stan Martin @ADI
12/12/1997 Dallas, Texas for training w/Stan Martin @ADI – flew to SFO
12/16/1997 Contacted the Department of Consumer Affairs, Bureau of Security Investigative Services to obtain state alarm company license numbers to enter into the False Alarm Analysis Program (FAAP) software
01/28/1998 Orientation meeting with Southern California agencies/FAAP/manuals
01/29/1998 Orientation meeting with Northern California agencies/FAAP/manuals
Jan/Feb 98 Profile data gathered for each participating agency
02/01/1998 Timelines established
02/01/1998 "Letters of Intent" requested from each Chief of Police
02/03/1998 Sacramento Area Alarm Assn. (SAAA) Meeting – Rancho Cordova, CA
Model States Presentation
02/05/1998 Fremont PD – Ord. modeled after NBFAA. Following IACP guidelines.
02/05/1998 San Bruno PD – currently do not have an alarm ordinance; however, they are looking at Model Ord. I suggested they utilize the CAA.
02/10/1998 Riverside PD–too large to participate (243,000); incorporate MS concepts
02/10/1998 Costa Mesa PD – decides not to participate in MS Program
02/11/1998 Ventura PD – forwarded FAAP software and dealer list
02/12/1998 Oakland PD – forwarded FAAP software and instruction book
02/13/1998 Deadline for agencies to confirm participation in the program
03/01/1998 Data collection begun
03/03/1998 Escondido PD – forwarded FAAP software, books, list of dealers.
03/05/1998 CAA Board of Directors Meeting – Burbank, CA (Model States update)
03/06/1998 CAA Board of Directors Meeting – Burbank, CA (Model States update)
03/21/1998 LAPD - Spoke w/Jack Ng re: Model States Program/Sent FAAP/binder
(SIA False Alarm Reduction Committee & various other committees and meetings)
03/30/1998 Santa Ana generating permit numbers off the CAD system
03/31/1998 Covina PD, Captain Harvey – MS information
04/01/1998 Redding PD, Pat Hanes, Systems Specialist – working on CAD system
04/01/1998 Newport Beach PD – Dealer list to Todd Hickerson (Corel Paradox)
04/02/1998 Redding PD – getting close to extracting data from CAD
04/02/1998 Chula Vista PD – needed to empty data folder to enter their data
04/02/1998 Newport Beach PD – FAAP questions
04/02/1998 Mailed letters to each agency reminding them of data collection timelines
04/03/1998 Generation of first month’s reports from data collection due
04/07/1998 Reminded all participants to use FAAP 33
04/07/1998 SAAA General Membership Meeting – Rancho Cordova, CA
04/13/1998 Chino Hills PD (San Bernardino SO) – requested MS information after reading an article in the February Network.
04/14/1998 Newport Beach PD – follow-up and profile questions. After receiving ASCII format for data collection, they successfully loaded the CA alarm companies into their CAD system and are sending me data from 01/01/1998 – 04/30/1998.
04/14/1998 Walnut Creek PD – reconfirmed "1997 Total CFS" from profile info.
04/14/1998 Newport Beach PD – I suggested Chief McDonnell speak to Chief Brobeck re: "non response"
04/14/1998 East Bay Alarm Assn. Board Meeting – San Leandro, CA
04/15/1998 Golden Gate Alarm Assn. General Meeting - Model States Presentation
04/17/1998 Sent False Alarm School (FARA/NBFAA) information to each participating agency
04/20/1998 Santa Cruz PD, Officer David Newman – requested MS information
04/21/1998 Hanford PD – sent FAAP 33 disks and MS binder
04/21/1998 Covina PD – sent partnership video/MS handbook for council presentation
04/21/1998 M/S Overview to Chief Brobeck for B/LEA presentation
04/21/1998 Santa Cruz PD – sent FAAP 33 disks and MS binder
04/21/1998 Met w/Chief Peter Herley, Tiburon PD
04/22/1998 Roseville PD – reviewed alarm ordinance revisions
04/22/1998 LAPD wanted MS update and profile data
04/22/1998 Vallejo PD – re: non-response/cancellations/false alarms/set-up site visit
04/23/1998 Chula Vista PD – sending ordinance for review (cc to Frank Burke)
04/23/1998 LAPD – Chief Brobeck asked that Frank Burke, George Gunning and myself meet personally with their admin / alarm unit.
04/24/1998 Santa Clara PD draft ordinance revisions ready for review
04/24/1998 Newport Beach PD asked for disposition codes from FAAP for CAD
04/27/1998 Newport Beach PD converting to a new CAD system in one week
04/27/1998 Tustin PD – left message re: status of FAAP / CAD for data collection
04/28/1998 Roseville PD – ordinance revision discussion w/Patti Hartman (SAAA)
04/29/1998 Chula Vista PD – entering April date into FAAP (May 15th timeline ext.)
04/30/1998 Carlsbad PD – volunteers not progressing as fast as they hoped; however, still moving forward.
05/03/1998 Carlsbad PD – volunteer able to input March data – ready for export
05/03/1998 Chula Vista – getting GPF errors (referred to Mark and Stan)
05/05/1998 Business/Law Enforcement Alliance Meeting – Sacramento, CA Model States Program Overview
05/05/1998 Sent Model States info to John Jay College (NY) per IACP request
05/07/1998 Site visit – Vallejo PD
05/08/1998 Chula Vista PD – still experiencing GPF (referred to Mark and Stan)
05/11/1998 Carlsbad PD – FAAP data showing up as four digits (others are two)
05/13/1998 Newport Beach PD – disk ready to mail; might have a problem getting next month’s data out due to the new computers
05/13/1998 Huntington Beach, Jim Carr – FAAP would require double entry; instead they will extract data from CAD
05/14/1998 Carlsbad PD – data interpreted as "1919". I edited the exported data and changed all the "1998" entries to "98". It worked!
05/14/1998 Chula Vista PD – Alarm Administrator getting very frustrated. Besides the continuous GPF errors and "Application Error @ Data base engine," they have received no software support after ten days of requests. Programmer notified.
05/15/1998 Chino Hills PD (San Bernardino SO) – Sgt. Merritt downloaded FAAP from the internet (needed to know passwords). He was evaluating our model ordinance and FAAP software.
05/18/1998 Irvine PD, Lierre Green – still waiting for a PC. Will manually generate the "worst offenders" list prior to the Orange County Alarm Association meeting.
05/18/1998 Mark Schramm returned my calls. Will call Chula Vista PD
05/18/1998 Santa Ana, Sgt. Despenas – redesigned alarm permit. (5,000 existing accounts reassigned numbers in CAD.)
05/18/1998 Newport Beach PD – CAD export disk not compatible w/FAAP
05/19/1998 Inland Empire AA – Crime Prevention Award (Law Enforcement Appreciation Night) – Model States Presentation

MODEL STATES REPORT
Best Practices in Reducing False Dispatches

119
05/20/1998 Site visit – Los Angeles PD (Management Division / Alarm Unit); they...
- Contact accounts w/more than 4 activation’s in a 28-day period
- have 150,000 false dispatch activation’s per year
- charge for excessive false dispatch alarm activation’s
- conduct an alarm abuser school
- identify their "worst offenders"
- include many of the important elements from the Model Ordinance

05/20/1998 Orange County Alarm Assn. "Dinner Meeting w/Law Enforcement"
05/25/1998 Pomona PD – sent MS binder and information
05/26/1998 Santa Rosa PD – still has no computer. Will send "worst offenders."
05/26/1998 CA Model States update to Dan Petesch for ISC
05/28/1998 Fax to all Alarm Administrators: need for data; use of FAAP 33; additional alarm company input; "Corrective Action Report" draft
05/28/1998 Created a history binder for the CA Model States Program
05/28/1998 Tustin PD, David Kreyling – limited computers. Not using FAAP. Light duty officer to identify "worst offenders"
05/29/1998 Chula Vista PD, Barbara Brookover – her e-mail not working. "Zip" data file transfer to Mark did not go through.

06/01/1998 City of Orange, Barbara Brown- checking to see if they have MS binder
06/02/1998 Carlsbad Finance Dept. working on billing portion of FAAP
06/02/1998 SAAA General Membership Meeting – Rancho Cordova, CA
06/02/1998 Vallejo PD- left a message on need for base information, etc.
06/04/1998 CAA Summer Convention – Palm Springs, CA
06/05/1998 CAA Summer Convention – Palm Springs, CA
06/06/1998 CAA Summer Convention – Palm Springs, CA (Model States Panel)
06/09/1998 San Bruno PD - ready to work diligently on getting alarm ordinance draft prepared. Stan agreed to help with presentations to council and C of C. "No real problem alarm accounts" per Mark Phillips.

06/10/1998 Oakland PD – George Gunning requested city ordinance information
06/10/1998 Santa Ana PD – CAD criteria given to them for worst offenders
06/11/1998 Chula Vista PD – frustration over errors, data file still corrupted
06/11/1998 Foster City PD, Crpl. Scott Welch - got computer up and running w/FAAP
06/12/1998 Chula Vista PD – teleconference with Stan, Mark, and Bob Bonifas

06/12/1998 Vallejo PD -
- currently uses a computer-generated billing for excessive false alarms
- working on revisions to their alarm ordinance, including non-response after eight excessive false dispatches
- does not have a personal computer that will support FAAP
- is compiling a list of their "worst offenders" for our use
- has received the tab-delimited ASCII file layout for their communications manager to use

06/15/1998 Santa Clara PD sent draft ordinance on disk to San Bruno PD (per my request)
06/15/1998 Chula Vista PD – Mark Schramm called: file not corrupted
06/16/1998 Chula Vista PD – Mark suggested reloading FAAP. Still having errors.
06/17/1998 Foster City PD – Site visit. Installed FAAP 33 and trained volunteer.
06/17/1998 Golden Gate AA – General meeting (SSF, CA). Jeff Gorlick, Atty - spoke
06/18/1998 Foster City PD – inquired about default information in FAAP (city, zip...)
06/24/1998 Santa Ana PD – mailed FAAP CA Alarm Dealers (Paradox & Corel Quattro Pro formats to them.

06/24/1998 Chula Vista PD – e-mailed Barbie re: Mark’s phone call (see printout).
06/24/1998 Tustin PD – status of light duty officer for list.
06/24/1998 Tiburon PD – getting computers on July 1st. F axing "worst offenders."
06/24/1998 Novato PD – Alarm ordinance drafted. Copies to alarm associations/me.
06/25/1998 Tustin PD, Dave Kreyling-data by next week. Re-writing alarm ordinance.
06/26/1998 Foster City PD, Dan Lee (vol.) data input / using the billing feature
06/29/1998 Camarillo PD (Ventura County SO), Bob Fleming – ADI mailed VHS tape
06/29/1998 Walnut Creek PD – e-mailed Richard Bartlett on status of program
07/01/1998 DOJ request for Y2K problems/solutions
information.” Reluctance on the part of the city to give out F/A information to anyone. I explained to him that I had signed a non-disclosure / confidentiality statement and undergone a background check. He will discuss further.

07/06/1998 Novato PD, Dave Bettin – changing billing parameters
07/06/1998 Santa Ana PD – still attempting to permit all existing accounts
07/08/1998 Vallejo PD – requested "worst offenders" list (again)
07/17/1998 Mailed 1900 letters to alarm dealers doing business in CA re: MS
07/19/1998 CPOA Executive Director asked if an alarm system could be provided due to a large donation of computers. (Tax deductible (501C3)/booth at CPOA Conference/plaque.) I contacted Frank Burke w/request.

08/04/1998 SAAA General Membership Meeting – Rancho Cordova, CA
08/05/1998 Vallejo PD – still need list of "worst offenders". No response yet.
08/05/1998 Tustin PD – changed alarm administrators. Still trying to identify "worst offenders"- laborious task.
08/06/1998 Twin Cities PD (Corte Madera/Larkspur) – Chief Green’s secretary downloaded FAAP. I helped them w/software installation and billing processes.
08/17/1998 Santa Clara PD – setting up meeting w/alarm companies. Requested a speaker for October 1st meeting. Confirmed.
08/18/1998 Shasta County SO, Sgt. Tom Bosenko – sent MS information
08/25/1998 Chula Vista PD – edited "date" and was able to successfully load data.
08/25/1998 Contacts began for setting-up dealer/police meeting for Southern CA.
08/28/1998 Meeting set for October 12th, Irvine Civic Center
08/28/1998 Letter of Support from President George Gunning (CAA) for MS
08/28/1998 San Diego – faxed history, corrective action letter, MS participants list to Andy Sanchez.
08/31/1998 Tiburon PD, Laurie Nilsen – entered all alarm holder accounts.
08/31/1998 City of Beverly Hills, Director of Finance Administration – sent MS book, FAAP 33 disks, FAAP binder (per George Gunning, CAA Pres.)
09/02/1998 Irvine PD, Chief Brobeck – I…
  • confirmed dealer meeting for October 12th
  • discussed Santa Ana’s confidentiality issue
  • advised him that Vallejo PD has been non-responsive to requests.
09/03/1998 Santa Ana PD, Sgt. Despenas-returned my phone call. 13,500 letter have been sent to capture more alarm holders.
09/08/1998 Mailed alarm dealer/police "invites" for October 12th meeting.
09/14/1998 Six-month update to Stan.
09/15/1998 Chula Vista PD – FAAP crashed. I re-sent all exported data disks, new FAAP 33 (including the CA alarm dealers)
09/15/1998 Santa Clara PD, - had a "corrupt error". Was able to get her computer back up and running.
09/16/1998 CPOA 78th Annual Conference & Trade Show (Indian Wells, CA)
09/17/1998 CPOA Workshop – Model States Panel discussion w/police
09/17/1998 CCPOA Annual Training Conference / Award Banquet
09/18/1998 Forwarded Mobile Security Device information to Riverside & Ventura
09/18/1998 Ventura PD – invited to attend dealer/police meeting and sent copies of CA Corrective Action Reports (they are using FAAP software)
09/21/1998 Mailed informational packets to: Corona PD, Simi Valley PD, Yuba City PD, Moreno Valley PD, LASO, and Riverside County SO. (Req.)
09/22/1998 Chula Vista PD – back on target. Still experiencing some errors. (Haven’t reloaded the data disks yet)
09/28/1998 Santa Clara PD – files reloaded okay
10/01/1998  Santa Clara PD / Silicon Valley Alarm Assn. –
  • Model States Presentation
  • Introduction/discussion of draft alarm ordinance revisions for the city
  • Eleven alarm companies represented (draft to GGAA & EBAA)
  • Tiburon PD alarm administrator attended
  • Chief Arolla offered to discuss the possibility of county-wide standardization of FA
    ordinances and permits w/the Santa Clara County Chiefs Assn. (he serves as
    President)

10/02/1998  San Diego County SO, June Stewart – will attend dealer/police meeting. Interested in MS
  concepts.

10/07/1998  Denver PD, Leslie Minor – requested MS information

10/12/1998  Alarm Dealer/Police Meeting for Southern CA @ the Irvine Civic Center
  • Over one hundred (100) attendees
  • Fourteen (14) law enforcement agencies represented
  • Over fifty (50) alarm companies represented
  • "Worst Offenders" lists delivered
  • Laguna Beach PD and San Diego SO received MS packets
  • Extremely effective / positive meeting

10/13/1998  San Bruno PD, Officer Mark Phillips--still looking at Adopt-A-City vs MS

10/13/1998  Chula Vista PD – Needed information re: school false alarm reductions

10/13/1998  Irvine PD received approval of first reading of revised alarm ordinance

10/14/1998  Santa Clara added San Bruno to mailing list for draft ord. revisions

10/14/1998  Santa Clara had to have Mark fix their data files

10/14/1998  Follow-up letters sent to alarm companies with excessive accounts that could not, or did
  not, make the 10/12/1998 meeting.

10/15/1998  Developed a spreadsheet to track alarm company responses to our letters by agency.

10/21/1998  Westminster PD – left message for Ken Edwards to get list of worst accounts to me by the
  end of the month. Attended Irvine meeting

10/21/1998  Novato PD-received FAAP data.  Debbie reports they contact all alarm companies and
  customers on excessive accounts.  Draft ordinance is still at the City Attorney’s office.


10/26/1998  Tiburon PD- Sent Laurie Nilsen alarm company contact list.  She reports that most of her .
  alarm dealers get all the information back to her within four days.

10/28/1998  Redding PD –
  • met w/alarm dealers and police.  This was the first time the alarm dealers from this
    area had met as a group.  Interest shown in starting their own alarm assn.
  • Model States Presentation
  • introduction/discussion of draft alarm ordinance revisions

10/29/1998ADI Super Expo - Santa Clara, CA.  Over 80 exhibitors; 900 guests!!

10/30/1998Santa Clara - ADI Super Expo

10/31/1998Requested 6 – 9 month statistics from each agency

11/03/1998Tiburon PD – using the FAAP billing.  Had some problems w/new data.

11/04/1998Newport Beach PD – Susan Meade req: copy of CA alarm dealers list.  E-mailed as attachment to Todd
  Hickerson (MIS)


11/17/1998Irvine PD / Santa Clara PD – I requested "letters of support" for the continuation/expansion of our false alarm
  reduction program.

11/18/1998Photos of Irvine alarm dealers/police meeting to Stan and to Jerry (CAA)

11/18/1998Santa Ana – still dealing with the "confidentiality" issue re: release of info

11/22/1998City of Sunnyvale requested MS information.


MODEL STATES REPORT
Best Practices in Reducing False Dispatches
11/30/1998 Foster City PD – inquired about stats. Per Lt. Courtin they were late getting their stats to me due to their PC having to be used in dispatch, along w/printer and monitor. Will resolve soon.
12/01/1998 SAAA – regular meeting (Rancho Cordova, CA)

12/02/1998 Irvine PD – per Lierre, ordinance has passed; not fully implemented until March or April; interfacing w/billing; personnel may be hired.
12/10/1998 CAA Winter Conference – San Francisco
12/12/1998 CAA Winter Conference – San Francisco
12/14/1998 Westec Security, Cindy Smith – requested Model Ord. for Japan trip
12/14/1998 CPOA needs my office space soon. Advised Stan / Chuck / Frank.
12/14/1998 Santa Clara PD – FAAP working well. Req: fee/ fine structures for Chamber of Commerce
12/14/1998 Prepare for NBFAA meeting in January (Dallas)
12/15/1998 Antioch PD, Tom Menasco – requested FAAP 33 & MS information
12/16/1998 Developed questionnaire / letter requesting year-end profile information
12/18/1998 Print / mail "profile98.wpd" on letterhead, w/envelopes
12/31/1998 Mailed 108 Corrective Action Reports this month. (57% compliance)
01/06/1999 Spoke w/ Curt Wengeler re: Adopt-A-City program
01/06/1999 Requested letters from agencies that would like to be included in a list of references – Irvine PD and Santa Clara PD
01/08/1999 Carlsbad PD, Dave Felts – FAAP data saved on the server. Works great.
01/14/1999 Foster City PD, Dan Lee re: error message 386exe at 0002.306e
01/19/1999 Curt Wengeler Adopt-A-City - mailed him FAAP 33 & help binder
01/21/1999 NBFAA / MS meeting, Dallas
01/22/1999 NBFAA / MS meeting, Dallas
02/06/1999 Released 1998 Annual Report for California’s MS Program
02/09/1999 Exported latest dealer contact data to Mark Schramm (for new FAAP)
Feb/Mar99 Continued to work with participating agencies in the following areas:
• Gathered data
• Requested agencies take over notifying alarm companies of excessive accounts
• Requested profile data for comparison
• Compiled final report for the California Model States Program
• Sent letters (03/31/1999) to each participating agency thanking them for participating, providing them with their individual benchmarks, and advising them of the next phase of false alarm reductions, including the Summit Meetings.
• Prepared for expansion of program nationally (CARE)
• Contacted each of my new State Association leaders, FARA members, and / SACOG representatives.
• Began to set up future Summit locations.

3/31/1999 Data collection for Model States participants officially ends
4/1-14 ’99 Profiles updated for each agency
4/15/1999 Final (data) & reports due from all agencies
4/16-30 ’99 Final report submitted for state & meeting w/National Coordinator to review data/results

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
Coordinators Hiring Process

1. Start process after participating cities are confirmed.
2. Assign Interview team: include Stan, State Assn rep., SACOP rep - REVIEW:
   a. Pay rate for the area
   b. Start date for coordinator
   c. Special needs/considerations for the state
3. Determine Office location - SACOP to supply - No relocation expense.
4. Submit information(above) to AIREF Chair for approval
5. Solicit Applications: (Disclose EEO)
   a. State Association
      1) Meetings - membership/board
      2) Newsletter
   b. National Assn.’s members - newsletter
   c. Trade publications
   d. Other Professional Organizations - NAM, ASAE(only if needed)
6. Review/Screen Initial applications - Stan Only.
7. Select site for interviews - PD- Hotel?
8. Notify applicants - summary/dates to interview team
9. Prepare some standard questions based on criteria from the job description
   a. Documents required item 10 below
   b. Computer skills
   c. Effort to determine personality
   d. Etc, etc.
10. Provide written documents to applicant defining:
    a. Duties...
    b. Travel requirements
    c. Non-disclosure form
    d. Probability of limited term employment
    e. Disclosure pilot program subject to change
    f. Program goals - general
11. Interview candidates - share documents above.
12. Team - review & select 1st & 2nd choices
13. Contact references - utilize form for consistency
14. Forward results to team - reconvene by phone if necessary
15. Forward recommendation/salary to AIREF Chair for final authorization
16. Make offer by phone & letter - copy to AIREF Chair
17. Letter confirming acceptance w/employment forms - notify team/NBFAA
18. Order phone lines - NBFAA/AIREF name
19. Purchase necessary equipment - budget pre approved AIREF Chair
20. 2-3 day training of applicant - by Stan - in Dallas
21. Start daily tasks as indicated by job detail.

MODEL STATES REPORT
Best Practices in Reducing False Dispatches
Field Coordinator - Job Description

General Description

The Alarm Industry Research and Education Foundation will employ a False Alarm Coordinator in each of four states. The individual selected in each state shall be responsible to the AIREF Board of Directors, and to the overall Program Coordinator directly designated by AIREF, the NBFAA, the CSAA and the SIA. In general terms, the False Alarm Coordinator in each state shall be responsible for the collection, tabulation, reporting and coordination of false alarm reduction efforts and data collection within that state working with the alarm companies and the law enforcement community. Other general activities include coordination with these agencies, information dissemination, and public relations within the context of the false alarm reduction program in that state. This person may also attend regional and/or national meetings as directed.

Specific Duties

The AIREF False Alarm Coordinator will be responsible, on a daily basis, for the liaison between the alarm companies within the state and the law enforcement community, police or sheriff's organizations. The "FAC" shall work to encourage participation by alarm companies and the law enforcement community in the "Model States Program" and work diligently to have all parties cooperate in the collection, tabulation, and reporting of false alarm statistics. Reports shall be made to the AIREF Coordinator on a monthly, quarterly and annual basis or as directed.

The state FAC shall also be directly responsible for the implementation of false alarm reduction activities by participating alarm companies and work with the law enforcement community to promote ordinances, public relations opportunities, and other such means so as to effectively reduce false alarm activation’s.

The FAC shall be required to sign a non-disclosure/confidentiality agreement that includes items of sensitive nature, such as customer lists, problem accounts, lists of dealers with top abusers, etc.

The coordinator shall also facilitate and serve as a recording secretary for all meetings between the law enforcement community and the alarm company representatives with regard to AIREF False Alarm Reduction Program including any and all physical arrangements necessary for such meeting. Attendance at state, local or national meetings may require overnight stays.

The FAC shall also be responsible for implementing and promoting the use of the False Alarm Reduction Software, its' maintenance and reporting capabilities.

The FAC shall also maintain lists for mailings/fax and phone numbers of key contacts to
include alarm companies operating in target cities, police dept. contacts, and alarm association contacts.

**JOB DESCRIPTION – Con’t**

The FAC shall also be responsible for generating and reviewing the top 100 worst false alarm abusers each month, for each target city of jurisdiction and contact corresponding alarm companies and/or customers for corrective action and follow-up until the situation is resolved.

The FAC shall also assist the police in reviewing/contacting and identifying target dealers, customers, monitoring companies to insure accurate database and communication.

The FAC shall also be responsible for contact with the local media and community officials whenever necessary in a public relations capacity to explain the objectives and goals of the program while working with the alarm industry elected officials in that state. From time to time the FAC may be asked to provide written reports or articles for trade publications, alarm industry publications or local media.

The FAC shall also be responsible for the maintenance of any such office or facilities as may be approved by state alarm industry officials and the AIREF Coordinator including the purchasing of any equipment needed. All expenditures shall be submitted to the AIREF Coordinator for approval and a monthly or quarterly financial report be made to the AIREF Coordinator and/or state alarm industry officials as requested. Expenses for travel shall be submitted in a timely manner and reimbursed in a timely manner.

**ADDITIONAL REQUIREMENTS**

Prior to employment the applicant must submit to and satisfactorily pass background checks, criminal record searches and drug testing.

Permanent or temporary office space may be provided in public safety, police, city or county facilities. FAC will be required to abide by all rules, policies, or conditions for such occupancy.

Other duties may be assigned from time to time or as the needs of the program change. It should be recognized that this is a pilot-project and all position expectations may not be known at this time. The AIREF Coordinator as necessary shall assign additional responsibilities.

**SKILL REQUIREMENTS**

This person should have excellent interpersonal and diplomatic communications skills, both written and verbal; sufficient and professional word-processing skills, be organized, a self-starter and require minimum supervision. A professional appearance is mandatory and some meeting planning, financial and computer skills (WordPerfect, Lotus 123, etc.) are also necessary as well as the ability to operate most normal office equipment.
False Alarm Factor

The alarm industry recognizes and supports the fact that most law enforcement agencies are interested in lowering their total number of alarm dispatches from year to year. However, more systems are being installed all the time, about 10%-15% increase per year and just like with population increases resource demands may eventually increase. In order to manage this issue it is important to have the right information. The alarm factor is most useful in comparing progress in reducing false dispatches from month to month, year to year or even dealer to dealer. Using the factor you can compare yourself to other cities as well. You must however know how many systems are in place through registration or permitting (discussed in "best practices" section of this report) and know the number of total false dispatches.

Definition:

\[
\text{False Alarm Factor} = \frac{\text{Number of false dispatches}}{\text{Total number of alarm systems permitted}}
\]

Example: Cityville has 10,000 permitted systems and they had 10,000 alarm dispatches last year, 500 were determined to be "real", that is, there was no evidence of criminal activity having tripped the alarm. Therefore 10,000 minus 500 leaves 9,500 "false" dispatches, divided by 10,000.

The False Alarm Factor is 0.95

If, one year later, the total number of permitted systems remained the same (10,000), but false dispatches were now 5,000, the alarm factor would be 5000 divided by 10,000 or "0.5", roughly 50% of what it was previously. Another way to think of it – "the number of dispatches per system per year". Using the alarm factor we have found commercial users (1.5) ran a THREE TIMES higher rate than residential users (0.5).

Other Key Statistics: To most effectively manage alarms, there are several other key statistics that should be tracked, if at all possible. These are:

**Repeat Offenders:** during the Model States Program, in jurisdictions where the data was available, it was very clear that 80% of all alarm activity came from about 20% of the total users. This is VERY significant, since it clearly shows that by "correcting only 20%" of the "problem" users, the total enforcement effort can be reduced substantially.

**Alarm Factor calculated per alarm company:** it is very useful to track the alarm rate per installing company. However, to do this, it is necessary to know how many systems each company has in the municipality. Otherwise, the sheer volume of calls from users installed by the very large companies would skew the results. Once a "problem" company has been identified, corrective action can be initiated.

We recommend that any software program used for tracking false dispatches be capable of providing separate "alarm factors" for commercial and residential users. Even better if it breaks it out by company. You will continue to see all dispatches calculated this way.
CSAA False Alarm Analysis Program "FAAP"

Background
The Central Station Alarm Association (CSAA) developed the "FAAP" software for the "Model States" Project at the request of the IACP/SACOP. The software was provided "FREE" to over 30 agencies during the course of this project at a cost to CSAA in excess of $100,000. After the initial version (Beta 33) was completed, CSAA decided to enhance and upgrade the software to make it even better. Contact information is provided at the end of this section.

Purpose
To provide alarm companies and police/fire jurisdictions with a tool to identify, monitor and correct accounts with excessive false alarms.

Functionally
The false alarm tracking system is a windows based program. It was designed to reside on a stand-alone computer in the dispatch center. When a false alarm is identified, the dispatcher clicks a button to enter the false alarm into the system.

The first screen the dispatcher sees is a search screen. This is to ensure that the dispatcher checks first to see if that alarm customer is already in the system. The search can be on any component of the name or address. For example, a search on an address of MAIN will bring up a list of all accounts in the system on Main Street. If the dispatcher sees the account they are looking for, they will select it with the mouse and will then see a screen of all false alarm history for that account. The dispatcher can then select a button to add a false alarm to that account history. The dispatcher will then select the date and time of the false alarm (default is current date and time), a disposition and enter any appropriate comments.

If the dispatcher does not find the account in the search, they may choose to add the account to the database. They will then enter all name/address information, who to contact information, account classification, servicing alarm company, monitoring alarm company, whether the alarm is registered, active/suspended and automatically assigns a default alarm number.

There are screens to enter alarm company information, including a unique identifier, name/address, and the name and phone number of a contact person and the number of a secure modem at the alarm company.

Account information may be entered ahead of time. For example, if they have registered their alarm, but have not had a false alarm. An administrator must approve any accounts added to the system before they are truly added. This is to help ensure accuracy of the collected information and also to ensure that duplicates
do not get added to the system. The administrator is notified that new not yet approved accounts exist every time they log into the system.

Only the administrator can run the reports. The base year is user selectable for all reports, the Horrible Hundred also allows selections for date range and minimum number of false alarms to be included in the report.

There is a billing function that allows jurisdictions to specify a dollar amount for each false alarm, per a user-defined schedule. It will also print out invoices and mailing labels to bill the accounts. Messages may be applied to the invoices based on the number of false alarms for that account. If the jurisdiction has a separate department to handle billing, a report or diskette can be made with the billing information on them to give to that other department. It will also keep track of payments received and a balance due. The administrator may also specify a number of false alarms to suspend service. When an account reaches this number, a flag is set indicating that service has been suspended.

FAAP Beta Version 33 was the last revised program that participants used. The CSAA (Central Station Alarm Association) has a newer version available FREE to law enforcement agencies. They may be contacted at:

**Central Station Alarm Association**  
440 Maple Avenue East  
Suite 201  
Vienna, VA 22180  
Ph: 703/242-4670  
Fax: 703/242-4675  
Email: admin@csaaul.org
THE FOLLOWING PAGES REPRESENT SAMPLES OF REPORTS THAT WERE GENERATED BY THE CSAA PROVIDED "FAAP" SOFTWARE. OF PARTICULAR INTEREST IS THE #109 REPORT THAT SHOWS COMPARATIVE RESULTS FROM YEAR TO YEAR. THESE REPORTS ARE VERY USEFUL IN MEASURING PROGRESS AND ARE HIGHLY RECOMMENDED FOR MANAGING A DISPATCH REDUCTION PROGRAM.
## ALARM PROJECT SUMMARY

**BASE YEAR: 1998**

**JURISDICTION - NAPERVILLE**

### FALSE ALARMS BY YEAR / ACCT TYPES

<table>
<thead>
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<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
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<th>Nov</th>
<th>Dec</th>
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<td>0</td>
<td>0</td>
<td>780</td>
</tr>
<tr>
<td><strong>1999 RESIDENTIAL FALSE ALARMS:</strong></td>
<td>167</td>
<td>163</td>
<td>215</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>545</td>
</tr>
<tr>
<td><strong>1999 TOTAL FALSE ALARMS BY MONTH</strong></td>
<td>479</td>
<td>390</td>
<td>456</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,325</td>
</tr>
</tbody>
</table>

### FALSE ALARMS BY YEAR / ACCT TYPES (continued)

<table>
<thead>
<tr>
<th></th>
<th>998 COMMERCIAL FALSE ALARMS</th>
<th>998 COMMERCIAL FALSE ALARMS</th>
<th>998 RESIDENTIAL FALSE ALARMS</th>
<th>998 TOTAL FALSE ALARMS BY MONTH</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>998 COMMERCIAL FALSE ALARMS:</td>
<td>998 RESIDENTIAL FALSE ALARMS:</td>
<td>998 TOTAL FALSE ALARMS BY MONTH:</td>
<td>998 TOTAL FALSE ALARMS BY MONTH:</td>
</tr>
<tr>
<td></td>
<td>220</td>
<td>203</td>
<td>338</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>210</td>
<td>203</td>
<td>368</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>203</td>
<td>203</td>
<td>364</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>260</td>
<td>203</td>
<td>515</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>277</td>
<td>203</td>
<td>509</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>311</td>
<td>203</td>
<td>557</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>290</td>
<td>203</td>
<td>477</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>265</td>
<td>203</td>
<td>490</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>276</td>
<td>203</td>
<td>520</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>312</td>
<td>203</td>
<td>535</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td>306</td>
<td>203</td>
<td><strong>5,738</strong></td>
<td>505</td>
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</tbody>
</table>

### NAPERVILLE

**CURRENT COMMERCIAL ACCOUNTS**

<table>
<thead>
<tr>
<th></th>
<th>986</th>
<th>22.3%</th>
</tr>
</thead>
</table>

**CURRENT RESIDENTIAL ACCOUNTS**

<table>
<thead>
<tr>
<th></th>
<th>3,429</th>
<th>77.7%</th>
</tr>
</thead>
</table>

**TOTAL CURRENT ACCOUNTS**

<table>
<thead>
<tr>
<th></th>
<th>4,415</th>
<th>100%</th>
</tr>
</thead>
</table>

### Alarm Companies Identified

<table>
<thead>
<tr>
<th></th>
<th>2,873</th>
<th>1,541</th>
<th>1,543</th>
<th>4,415</th>
</tr>
</thead>
</table>

### Alarm Companies Identified (continued)

<table>
<thead>
<tr>
<th></th>
<th>1,541</th>
<th>1,543</th>
<th>4,415</th>
</tr>
</thead>
</table>

### Total Active Alarm Systems

<table>
<thead>
<tr>
<th></th>
<th>4,415</th>
</tr>
</thead>
</table>

### No Current Alarm System Active

<table>
<thead>
<tr>
<th></th>
<th>1</th>
</tr>
</thead>
</table>

### Total Alarm Systems Tracked

<table>
<thead>
<tr>
<th></th>
<th>4,416</th>
</tr>
</thead>
</table>

### F/A Totals

<table>
<thead>
<tr>
<th></th>
<th>BASE YEAR</th>
<th>1998</th>
<th>5,738</th>
</tr>
</thead>
</table>

### Reductions / Increase

<table>
<thead>
<tr>
<th></th>
<th>BASE YR. YTD</th>
<th>1,279</th>
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</table>

### 1999 YTD

<table>
<thead>
<tr>
<th></th>
<th>1,325</th>
<th>-46</th>
<th>-3.6%</th>
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</table>

### Alarm Companies Identified (continued)

<table>
<thead>
<tr>
<th></th>
<th><strong>FA</strong></th>
<th>1998 FAF</th>
<th>1998 FA</th>
<th>1999 FAF*</th>
</tr>
</thead>
</table>

### Alarm Companies Identified (continued)

<table>
<thead>
<tr>
<th></th>
<th>COMMERCIAL</th>
<th>3.27</th>
<th>3.27</th>
<th>3.16</th>
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</table>

### Alarm Companies Identified (continued)

<table>
<thead>
<tr>
<th></th>
<th>RESIDENTIAL</th>
<th>0.73</th>
<th>0.73</th>
<th>0.64</th>
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</table>

### Alarm Companies Identified (continued)

<table>
<thead>
<tr>
<th></th>
<th>COMMERCIAL AND RESIDENTIAL</th>
<th>1.30</th>
<th>1.30</th>
<th>1.20</th>
</tr>
</thead>
</table>

### False Alarms per System per Year

<table>
<thead>
<tr>
<th></th>
<th>1998 FAF</th>
<th>1998 FA</th>
<th>ACCTS</th>
<th>1999 FAF*</th>
<th>1999 FA*</th>
</tr>
</thead>
</table>

### Commercial Alarm Breakdown

<table>
<thead>
<tr>
<th></th>
<th>1998 FAF</th>
<th>1998 FA</th>
<th>ACCTS</th>
<th>1999 FAF*</th>
<th>1999 FA*</th>
</tr>
</thead>
</table>

### Best Practices in Reducing False Dispatches

- Central Station Connected
- Direct Police Connected
- Combined Total

**Model States Report**

Best Practices in Reducing False Dispatches

---

131
# ALARM PROJECT SUMMARY

**JURISDICTION - CARLSBAD POLICE DEPARTMENT**

**F/A Totals**

<table>
<thead>
<tr>
<th>Year</th>
<th>Month</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>F/A Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999 Commercial False Alarms</td>
<td></td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>1999 Commercial False Alarms</td>
<td></td>
<td>180</td>
<td>174</td>
<td>157</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>511</td>
</tr>
<tr>
<td>1999 Residential False Alarms</td>
<td></td>
<td>110</td>
<td>93</td>
<td>130</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>333</td>
</tr>
<tr>
<td>1999 Total False Alarms By Month</td>
<td></td>
<td>291</td>
<td>268</td>
<td>287</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>846</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Month</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>F/A Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998 Commercial False Alarms</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>1998 Commercial False Alarms</td>
<td></td>
<td>0</td>
<td>1</td>
<td>144</td>
<td>217</td>
<td>228</td>
<td>227</td>
<td>201</td>
<td>250</td>
<td>231</td>
<td>157</td>
<td>224</td>
<td>284</td>
<td>2,164</td>
</tr>
<tr>
<td>1998 Residential False Alarms</td>
<td></td>
<td>0</td>
<td>1</td>
<td>73</td>
<td>131</td>
<td>127</td>
<td>137</td>
<td>144</td>
<td>157</td>
<td>129</td>
<td>133</td>
<td>135</td>
<td>175</td>
<td>1,342</td>
</tr>
<tr>
<td>1998 Total False Alarms By Month</td>
<td></td>
<td>0</td>
<td>2</td>
<td>217</td>
<td>350</td>
<td>356</td>
<td>364</td>
<td>245</td>
<td>407</td>
<td>360</td>
<td>290</td>
<td>360</td>
<td>460</td>
<td>3,511</td>
</tr>
</tbody>
</table>

**Carlsbad Police Department**

| Current Commercial Accounts | 940 | 47.0% |
| Current Residential Accounts | 1,062 | 53.0% |
| Total Current Accounts | 2,002 | 100% |

**Alarm Companies Identified**

- Have Alarm Companies Identified: 1,779
- Had a 1994 Alarm-No Contact Since: 1,423
- Alarm Company "Unknown": 222
- Have No Alarm Company: 2
- Total Active Alarm Systems: 2,002
- No Current Alarm System Active: 1
- Total Alarm Systems Tracked: 2,003

**F/A Totals**

<table>
<thead>
<tr>
<th>Year</th>
<th>F/A</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998</td>
<td>3,511</td>
<td></td>
</tr>
<tr>
<td>1999</td>
<td>846</td>
<td>-388</td>
</tr>
</tbody>
</table>

**Reductions / Increase**

<table>
<thead>
<tr>
<th>Year</th>
<th>Reductions / Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998</td>
<td>0</td>
</tr>
<tr>
<td>1999</td>
<td>0.0%</td>
</tr>
<tr>
<td>1999 YTD</td>
<td>846</td>
</tr>
</tbody>
</table>

**False Alarms by System Per Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>Commercial</th>
<th>Residential</th>
<th>Commercial and Residential</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998 FAF</td>
<td>2.30</td>
<td>1.26</td>
<td>1.75</td>
</tr>
<tr>
<td>1999 FAF</td>
<td>2.17</td>
<td>1.25</td>
<td>1.69</td>
</tr>
</tbody>
</table>

**Commercial Alarm Breakdown**

<table>
<thead>
<tr>
<th>Category</th>
<th>1998 FAF</th>
<th>1998 FA</th>
<th>ACCTS</th>
<th>1999 FAF*</th>
<th>1999 FA*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Station Connected</td>
<td>2.30</td>
<td>2,164</td>
<td>940</td>
<td>2.17</td>
<td>2,044</td>
</tr>
<tr>
<td>Direct Police Connected</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Combined Total</td>
<td>2.30</td>
<td>2,164</td>
<td>940</td>
<td>2.17</td>
<td>2,044</td>
</tr>
</tbody>
</table>

*Current Year is Annualized

FA = False Alarms
FAF = False Alarm Factor

**Model States Report**

Best Practices in Reducing False Dispatches
IACP, NSA & Other Resolutions

THE FOLLOWING PAGES CONTAIN VARIOUS RESOLUTIONS THAT WERE PASSED IN THE COURSE OF THIS PROGRAM:

- IACP RESOLUTION – FALSE ALARM ISSUE
- NATIONAL SHERIFFS ASSN – FALSE ALARM ISSUE
- ILLINOIS CHIEFS – CONTINUING MODEL STATES EFFORT
- WASPC – SUPPORT CONTINUING MODEL STATES
IACP Resolution
Measures to Reduce the Number of Police Responses to False Alarms

Whereas
one of the critical concerns of police administration should be to address the problem of false alarms in their jurisdictions; and

Whereas
about 90 percent of all alarm calls made to police are false or unfounded and in many jurisdictions those calls constitute 10 to 15 percent of all police calls for service; and

Whereas
the number of false alarms is growing along with the number of alarm systems in use, thereby taking police away from real emergencies and making each alarm system less reliable, credible and valuable; and

Whereas
professionally installed and monitored alarm systems are useful instruments to deter crime and provide peace of mind for residential and business users of those alarm systems; and

Whereas
this is a national problem (with both national and local solutions) that warrants the interest and concern of state chief's associations; now, therefore be it

Resolved
that IACP will continue, through the efforts of its Private Sector Liaison Committee (PSLC), to study the false alarm problem; and be it further

Resolved
the IACP recommends that false alarms remain an issue for the PSLC and that the PSLC work with the state chiefs’ association and the alarm industry to stimulate state-level initiatives to lessen the problem; and, be it further

Resolved
that IACP urges police chiefs to attempt to reduce their false alarm response workload by considering various options, some of which could include the following:

- Encouraging or requiring alarm central stations to attempt to verify alarms by telephone or by other electronic means before calling the police
- Moving the alarm industry towards self-regulation by suspending services to chronic abusers of alarm systems
- Supporting alarm system user education
- Utilizing supplementary or alternative response (leaving initial alarm response to private, contract responders or to municipal employees other than commissioned officers)
• Encouraging the passage of alarm ordinances that provide for, among other things, user permits and fines for excessive numbers of false alarms

• Supporting security industry technology research and equipment standards

• Supporting cooperative efforts to reduce the administrative burden to local government through efficient permitting, licensing, and centralized management of the false alarm data and fee collection process

• Accepting dispatch cancellations

• Supporting licensing of alarm companies

• Supporting consumer ratings of alarm companies and systems based on dependability
MEASURES TO REDUCE THE NUMBER OF LAW ENFORCEMENT RESPONSES TO FALSE ALARM

 Whereas One of the critical concerns of law enforcement private security administration should be to address the problem of false alarms in their jurisdictions; and

 Whereas About 90 percent of all alarm calls made to police are false or unfounded, and in many jurisdictions those calls constitute 10 to 25 percent of all law enforcement calls for services; and

 Whereas The number of false alarms is growing along with the number of alarm systems in use, thereby taking law enforcement away from real emergencies and making each alarm system less reliable, credible and valuable; and

 Whereas Professionally installed and monitored alarm systems are useful instruments to deter crime and provide peace of mind for residential and business users of those systems; and

 Whereas This is a national problem (with both national and local solutions) that warrants the interest and concern of N.S.A;

 Resolved That the National Sheriffs' Association will continue through the efforts of the Private Security Committee and the nations numerous Alarm Associations to study the false alarm problem; and

Resolved That the National Sheriffs' Association recommends that false alarms remain an issue for the Private Security Committee and that the Private Security Committee work with the state Sheriffs' Associations and the alarm industry to stimulate state and local level initiatives to reduce the problem; and

Further Resolved That the National Sheriffs' Association urges our Sheriff's Office/Sheriff's Department to attempt to reduce their alarm response workload by considering various options, some of which could include the following:
• Encouraging or requiring alarm central stations’ response to attempt to verify alarms by telephone or by other electronic means before calling the law enforcement

• Moving alarm industry towards self-regulation by suspending services to chronic abusers of alarm systems

• Supporting alarm systems user education

• Utilizing supplementary or alternative response (leaving initial alarm response to private, contract responders or to municipal employees other than commissioned officers/deputies

• Encouraging the passage of alarm ordinances that provide for, among other things, user permits and fines for excessive numbers of false alarms

• Supporting security industry technology research and equipment standards

• Supporting cooperative efforts to reduce the administrative burden to local government through efficient permitting, licensing and centralized managing of the false alarm data and fee collection process

• Accepting dispatch cancellations

• Supporting dispatch cancellations

• Supporting licensing of alarm companies

• Supporting consumer ratings of alarm companies and systems based on dependability

THEREFORE, BE IT RESOLVED that the National Sheriffs’ Association urges all State Sheriff’s Association/Sheriff’s Departments/Office of Sheriff to participate in this program to reduce the number of false alarms on a nationwide basis.

Adopted at a general membership
Meeting on the 14th day of June, 1995
In San Antonio, Texas
CONTINUATION OF THE MODEL STATES FALSE ALARM REDUCTION PROGRAM AND THE CONTINUATION OF FUNDING FOR THE STATE COORDINATORS.

WHEREAS A primary concern of law enforcement and private security companies is the increasing number of false alarms; and

WHEREAS up to 95% of all alarms generated by security and responded to by police are false; and

WHEREAS the Illinois Association of Chiefs of Police supports the National Model States Program to reduce false alarms and has provided leadership, oversight, and facilities through the association's Public/Private Liaison Committee and the Illinois Model States Program subcommittee, and

WHEREAS through the efforts of the Illinois States Coordinator, the false alarm program is proving effective in reducing the number of false alarm dispatches and increasing the officer and citizen safety; and

WHEREAS the alarm industry has funded the state coordinators position through the Alarm Industry Research and Educational Foundation.

NOW, THEREFORE, BE IT RESOLVED, that the Illinois Association of Chiefs of Police supports and encourages the continuation of the work of the state coordinators and the funding of the state coordinators positions for a minimum of one additional year beginning April 1999 to facilitate the continuation and completion of the Model States Program.
A RESOLUTION OF THE
WASHINGTON ASSOCIATION OF SHERIFFS AND POLICE CHIEFS
IN SUPPORT OF THE CONTINUATION OF THE MODEL STATES FALSE ALARM
REDUCTION PROGRAM AND THE CONTINUATION OF THE STATE
COORDINATOR PROJECT

JULY 28, 1998

WHEREAS, The members of the Washington Association of Sheriffs and Police
Chiefs (WASPC) and their agencies recognize that the issue of false
alarms has adversely impacted the police departments' ability to respond
to other crimes.

WHEREAS, The members of WASPC and their partners, the Washington Alarm
Association are members of the Model States False Alarm Reduction
Project. And further, that their liaison is enhanced by the State
Coordinator Project.

WHEREAS, The State Coordinator has worked with local law enforcement to
standardize false alarm reporting, implementation of ordinance changes,
education processes, and schemes aimed at reducing false alarms that
were developed in the National False Alarm Reduction Project; a
partnership of the International Association of Chiefs of Police, the
National Burglar and Fire Alarm Association, the Central Station Alarm

WHEREAS, The alarm industry has contributed the funding for the State
Coordinators through the Alarm Industry Research and Education
Foundation.

NOW THEREFORE BE IT RESOLVED,

That the Executive Board of the Washington Association of Sheriffs and Police Chiefs support
and encourages the continuation of the Model States Program and the work of the State
Coordinators.

And, recommends to the alarm industry through its Alarm Industry Research and Educational
Foundation to continue the funding of the State Coordinators for an additional year beginning
in April, 1999.
Letters of Support (Law Enforcement)

THE FOLLOWING PAGES CONTAIN LETTERS THAT WERE RECEIVED FROM AGENCIES SUPPORTING THE MODEL STATES EFFORT:

- IACP/PSLC - Mike Shanahan
- City of Irvine, CA - Chief Charles Brobeck
- Itasca Police Dept, IL - Chief Michael McDonald
- Village of Lombard Police, IL - Chief Leon Kutzke
- Village of Mundelein Police, IL - Chief Raymond J. Rose
- Village of Pinecrest Police, IL - Chief Bruce W. Davis
- Puyallup Police Dept, WA - Chief Lockheed Reader
- City of Santa Clara, CA - Chief Charles R. Arolla
- Cowlitz County Sheriffs Office - Sheriff Brian D. Pederson
- Indian River County Sheriffs Office - Sheriff Gary C. Wheeler
November 23, 1998
Stan Martin
Vice President of Government Affairs
ADI
12880 Valley Branch Lane
Farmers Branch, Texas 75234

Dear Stan:

Clearly one of the most difficult tasks to overcome in police management is the inertia caused by the exercise of police power at the local level. At the Watergate Hearings, Sam Irvin observed, "This country was not founded on the theory of efficiency, but rather on the diffusion of power." This clearly applies to policing. In international policing, America is a model all to its own in that over 80% of all police departments have 25 or fewer commissioned personnel. At the other extreme are the 50 major cities in which over 50% of all Americans reside.

Given the above, I can't articulate clearly enough just how significant the progress has been in advancing the false alarm reduction agenda. Seldom have I seen as positive a reaction as we are receiving these last months through the reports of the alarm reduction coordinators and the chiefs of the agencies involved. Our timing was good, as was the presentation of the case for attacking the false alarm issue. Where a year or two ago we would be told, "Well, we just aren't going to answer those things anymore," today police department CEO's as pointing out the positive resource savings that come with being part of the Model States Program.

This letter is an appeal to you and members of the Alarm Industry to stay the course, as there is still much to be achieved beyond Model States. The proposed regional workshops hold much potential because administrators know this is an IACP agenda in their interests. Working to develop that agenda has taken time and patience. It is like the goodwill found in corporations, which make them worth more than the normal accounting figures indicate. You can already see the results of this goodwill reflected by the recent addition of the IACP Division of State and Provincial Police and the Patrol and Tactical Operations Committee representatives to our Mobile
Security Devises (MSD) Work Group. Ten years ago we would have waited for the "crash" between public/private interests before dealing with the issue. Without the work of the Private Sector Liaison Committee (PSLC) AIREF, CSAA, NBFAA, & SIA there would be little basis for trust in addressing what promises to be a very difficult issue - cross jurisdictional alarm responses to MSD's.

As you prepare for 1999, I know I reflect the feelings of the active police officials who have worked to make this project successful. There are many other more pressing public safety issues that confront police CEO's. One needs but view the local news in any area of our country. My hope is that you and your superiors in the Alarm Industry understand the strategic point at which we stand. I believe they do. I also believe they can appreciate how much more successful we have been with our public/private agenda on alarm reduction than with such issues as drugs, gangs, child abuse and domestic violence, just to name a few. We can get our arms around this problem together.

You deserve considerable credit for these achievements because you are trusted on both sides of the issue. That is an enviable condition. Let's take every advantage of the results and goodwill the past two years have brought us into 1999 and beyond. Thank you for your review of these observations.

Respectfully,

Michael G. Shanahan
Co-Chair, PSLC
International Association of Chiefs of Police
November 23, 1998

Mr. Stan Martin
ADI
12880 Valley Branch Lane
Farmers Branch, TX 75234

Dear Mr. Martin,

As you know, a substantial amount of law enforcement resources throughout the United States is committed to alarm responses, the vast majority of which are false. To address this issue, the Model State False Alarm Dispatch Program was developed as a collaborative effort of the International Association of Chiefs of Police, National Burglar and fire Alarm Association, Central Station Alarm Association and the Security Industry Association. This effort has resulted in removing many barriers of distrust between law enforcement and the alarm industry. In addition, it has provided an excellent false alarm reduction program, which can be tailored to the needs of any city.

Serving as the Law Enforcement Coordinator for California, I am pleased with the response to the Model States Program. A number of law enforcement agencies have adopted the program and many others are in various stages of completion. The cooperation between alarm companies and associations in California has been excellent.

Congratulations to IACP and the alarm industry for their joint efforts in developing and promoting the Model States Program. Without question, this program will play a role in reducing false alarms in the future. I would recommend the program to any city desiring to confront the false alarm problem.

Sincerely,

CHARLES S. BROBECK
Chief of Police

CSB:PR:kb
November 20, 1998

Mr. Stan Martin
C/O Dan Petesch
1350 Aurora Avenue, #2026
Naperville, Illinois 60540

Mr. Martin,

As a participating agency in the Model States program, I would like to take this opportunity to urge you to see that the necessary steps are taken to continue the funding, as well as support of this worthwhile program.

While the village of Itasca has only recently passed a false alarm ordinance this year, a thirteen-percent drop in false alarms has already been achieved in the last reporting period. Statistics indicate that this percentage will continue to increase as public awareness, as well as enforcement efforts expand over the upcoming months.

Before the Village of Itasca's commitment to the Model States program when it was first introduced in Illinois, the Village had no false alarm program or ordinance, and in fact had very little information or resources available to address the spiraling problem. The Village had no idea as to how many different alarm companies or even alarms were being operated in the Village since that time, an ad hoc citizens advisory group was formed to assist in addressing the problem, a false alarm ordinance was enacted, alarm permitting has commenced, and enforcement action initiated. Preliminary results indicate that the Village will meet or exceed expectations of reducing false alarms by over fifty percent in the first year.

These results could not have been obtained without the assistance of the Model States program, particularly Mr. Petesch, who has made himself readily available to the Village's False Alarm Coordinator. While tremendous progress has been made in Itasca in regards to false alarms, much work needs to be done, especially in the area of software as it pertains to tracking and billing. (continued next page)
Again, I ask that you take the necessary steps required to see that adequate funding remains available to continue this beneficial program. If you have any questions regarding this matter, please do not hesitate to contact me.

Sincerely,

Michael McDonald
Chief of Police

MM/rv
November 23, 1998

Mr. Stan Martin, Vice President
ADI
2400 Arbuckle Court
Dallas, Texas 75229

Dear Stan,

I want to again express my support for the continuation of the "Model States False Alarm Reduction Program". Through the funding provided and the efforts of the state coordinators, we have made significant progress in drawing attention to the problem created by false alarms and impact on the safety of police officers and the community.

I agree that the continuation and expansion of the program is desirable and support the efforts to learn from the results of the model states experience and broaden the effort.

If I, or the members of the Illinois False Alarm Subcommittee, can assist in these efforts, please let us know.

Sincerely,

Leon R. Kutzke
Chief of Police

LRK/jz
Cc: Dan Petesch
November 20, 1998

Mr. Dan Petesch
Illinois Coordinator
Model States Program
1350 Aurora Avenue, Room 2026
Naperville, IL 60540

Dear Mr. Petesch:

As you know the Village of Mundelein is a participant in the Model States False Alarm Program. We wholeheartedly support the current efforts of the program and urge not only its continuation but the expansion of it. While many things have been accomplished, to end the program at this point in time would leave it short of its goal. Far too much time and effort have been expended to not see the program through to completion.

As President of the Illinois Association of Chiefs of Police, I bring another perspective of support to the program, not only regarding my community but also the support of Police Chiefs from across the state. The Illinois Association of Chiefs of Police passed a resolution at a recent conference, which shows our desire to reduce false alarms and all the issues that accompany the false-alarm subject.

Thank you for your time and consideration.

Sincerely,

Raymond J. Rose
Chief of Police - Village of Mundelein
President, Illinois Association of Chiefs of Police

RJR/ckp
December 8, 1998

Mr. Stan Martin  
ADI Vice President  
Industry Relations  
12880 Valley Branch Road  
Farmers Branch, Texas 75234

Dear Mr. Martin:

I am writing at the request of Ron Walters, the Florida Coordinator for Model States Program.

We have been working with Ron Walters and the Model States for about 6 months. Our agency is also using your software, which proved invaluable in helping us track our false alarms, especially the multiple offenders. On November 30th 1998, Ron conducted our first alarm users class, in which 15 people attended this class. He did a great job.

The Model States concept of bringing the police, alarm users and alarm companies together in a unified front makes this effort to reduce false alarms much more effective than a single effort by any of these entities. I am sure that we could have accomplished all of these things on our own, but I doubt that we would have been able to do so in such a short period without Ron's help.

Please consider this as our hearty endorsement of the Model States concept. Every law enforcement agency in the United States should have access to this program.

We wish you the best in expanding the program.

Sincerely,

Bruce W. Davis  
Police Chief
15 December, 1998

SUBJECT: Support of the False Alarm Reduction Program

Stan Martin, VP Govt. Relations
ADI, Inc.
Fax: (972) 488-8122

Dear Stan,

I have been talking to John Wurner, The Washington State False Alarm coordinator. I wanted to drop you a line advising you how valuable his services have been to local law enforcement and the alarm industry here in Washington.

Now that we are drawing close to the end of this phase of our project I believe that it is important that I re-state my support for the continuation of the False Alarm agenda. Attached is a resolution that we took to the Washington Association of Sheriffs and Police Chiefs stating their support for continuation also. There have been so many good steps taken to build a better relationship between law enforcement and the alarm industry community. We hope that you will be able to continue to spearhead the effort.

Respectfully,

Lockheed D. Reader
Chief of Police
President,
Washington Association of Sheriffs and Police Chiefs

File: A2215
Cc: John Wurner
TheSanta Clara Police Department has been an active participant in the Model States Program for over a year. Model States has been an important factor in our ability to move forward with our own false alarm reduction efforts. The coordination and assistance provided by Model States has aided in the standardization and updating of our False Alarm Reduction Program.

Model States has been instrumental in establishing communication between the local alarm industry and the police department. The significance of having the alarm industry's support, as demonstrated in the Model States Program, has provided us the ability to engage the local alarm companies in our pursuit of reducing false alarms.

The software assistance provided to us through the Program has allowed for more accurate reporting of chronic offenders referred to as our "horrible performers". The capabilities designed into the false alarm tracking software also allow us to meet the needs of the alarm industry by identifying their problem "end users" easily and accurately.

The Santa Clara Police Department clearly demonstrates that the Model States Program is a viable and necessary element in dealing with the serious issue of false alarms. It is our position that the Model States Program is of value, really works, and its continuation is critical to our needs.

Sincerely,

Charles R. Arolla
Chief of Police

CRA:wbr
November 24, 1998

Stan Martin
ADI
12880 Valley Branch Lane
Farmers Branch, Texas 75234

Dear Mr. Martin:

May I take a few minutes of your time to relate to you some of the benefits this office has gained from the current "Emergency False Alarm Reduction" program here in Washington State. Over the years that I have been Sheriff of Cowlitz County, we have experienced a continual increase in the number of false burglar alarms from all over the unincorporated areas of the county. The number of false alarms was simply overloading this agency's ability to deal with them. There seemed to be no desire on the part of the alarm site owners and many of the alarm companies to deal with the issue. Our own alarm ordinance was outdated and had always been ineffective and difficult to maintain. In other words, from the site owners to the line deputies, everyone was fed up with the alarm ordinance and the never-ending growth of false alarms.

In 1996, I issued a general order to all Sheriff's Office personnel that we would no longer respond to any emergency alarms in the county, whether burglary or emergency. To say the lease, this created a series of responses and outcries from alarms owners and alarm companies. Yet, our system simply had broken down. We could not respond to the previous level of false alarms and still provide all the other needed services to the people of this county. Something had to go, and alarm response was that something.

We had heard about the false alarm reduction program at the state association meetings but had failed to take a closer look at what it was all about. We simply decided to stop responding to alarms. Fortunately for us and our many citizens who
depend on security and emergency alarm systems, John Wurner, Washington State coordinator for the false alarm reduction project, contacted this office and invited us to a meeting concerning the program and its targeted results. We attended, received the model alarm code, the video, and the computer program and returned to our office to address the issue head on.

Working with John and the representatives of the alarm industry who had been at that meeting, we decided to reinstate our alarm response program. Because of the interest of the alarm industry, the hard work of John, and the wake-up call that my actions brought to our county, we have seen significant success in reducing the number of false alarms.

We have submitted our new alarm ordinance to our county prosecutor and will be submitting the ordinance to the Board of County Commissioners sometime in 1999. In addition, the five cities and towns in this county have voiced an interest in this new alarm ordinance and may well become involved in applying it within their boundaries.

The important thing about this process is that it brought the alarm industry together with the law enforcement community to deal with a mutual problem, one that affects that livelihood of the alarm industry and the ability of local law enforcement agency to deal with alarm responses. It greatly improves the reliability of alarms received and has reduced the overall number of alarm dispatches we respond to.

This kind of cooperation and mutual interest in the use and maintenance of alarm systems, both residential and business has been a long time coming. The resulting benefits have been impressive, but there is still much more to do. We have taken the preliminary steps, but we need to continue the process.

Thank you for your consideration and the opportunity to voice my support for the current system and to report our success. In the end, it means greater and better service to the citizens who depend on us for assistance.

Respectfully yours,

BRIAN D. PEDERSEN
Sheriff

BDP:kk
November 13, 1998

Mr. Stan Martin
ADI V.P. Industry Relations
12880 Valley Branch Road
Farmers Branch, TX 75234

RE: FALSE ALARM REDUCTION EFFORTS: MODEL STATES PROGRAM

Dear Mr. Martin:

I am writing to you today to express our utmost appreciation for your active efforts towards the reduction of false alarms and the resulting critical impact such calls have on the delivery of law enforcement services. Your participation in the Model States Program is to be commended. It is not often that leaders in private industry take such an active and responsible role in refining their impact to other industries.

As Sheriff of a growing county in Florida, I must continually strive to maximize our available resources while ensuring the safety of our community. As budgets continue to dry up, this balancing act becomes increasingly more difficult. We have been forced to look at many options, including eliminating certain services. Fortunately, through innovation and partnerships with our community, we have been able to avoid such drastic measures, for now. Again, I am especially pleased to see the efforts being made by the alarm industry to "police" your own industry and to do so with the active involvement of law enforcement as a true partner in providing a solution.

As we attempt to implement a false alarm ordinance, my office is fortunate to have the added resources and expertise offered through the Model States Program, and in particular Mr. Ron Walters. With Mr. Walters' assistance and unique perspective of both the alarm industry and law enforcement, we have been able to draft an ordinance that we believe will meet everyone's needs. Thus, we hope to ensure that the alarm industry can continue to provide a deterrent to criminals and service to their customers without the loss of police response. We are convinced that through alarm dealer/user education and appropriate accountability, the citizens of Indian River County will actually increase their level of law enforcement service through optimal use of police presence.

I hope that you can continue to provide the enthusiastic leadership such an effort requires; the industry, both the alarm as well as law enforcement is well served by individuals with your commitment and vision.

Sincerely,

Gary C. Wheeler, Sheriff

GCW:ss

The 173rd Internationally Accredited Law Enforcement Agency
Accredited by the Commission on Accreditation for Law Enforcement Agencies, Incorporated
FALSE ALARM ORDINANCE
SMC 10.04.010 False Alarm – Prohibited.

A. No person may willfully tamper with, damage, or interfere with any wire, switch, telephone, radio, or other equipment or apparatus of any public or private alarm system.

B. No person may willfully and without reasonable grounds give or send any false alarm of fire or other emergency, including shouting in a public place.

C. No person may intentionally activate any alarm system, for the purpose of summoning emergency response personnel, except in the event of an actual or attempted criminal activity or other actual emergency necessitating emergency response personnel response, and no person notifying emergency response services of an activated alarm and having knowledge that such activation was apparently caused by an electrical or other malfunction of the alarm system may fail at the same time to notify the emergency response personnel of such apparent malfunction.

D. No alarm system user may cause or allow more than two false alarms to occur within any one-year period. This one-year period shall commence from the date of the first false alarm incurred by the alarm system user and continue for a 12-month period thereafter.

E. No person may provide alarm system monitoring service to the user of an automatic alarm system without maintaining a verification process as provided in Section 10.07.016.

F. A violation of subsections A through C, inclusive, is a misdemeanor; a violation of subsections D or E is a civil infraction.

SMC 10.07.011 Definitions.

A. "Alarm system" means any assembly of equipment, mechanical or electrical, designed to alert law enforcement agencies, emergency response personnel, the public, or any person of the commission or attempted commission of a crime or of an emergency. "Alarm system" includes, but is not limited to, burglary, robbery, fire, emergency panic, or traffic control alarms whether on public or private premises.

B. "Alarm system monitoring personnel" means any person that engages in the business of monitoring emergency alarm systems and reporting any activation of such alarm systems to the appropriate public safety agency.

C. "Alarm system user" means the person who owns or has control over any premises where an alarm system is maintained. An alarm system user is regarded as the person requesting activation of the emergency alarm response and who is responsible for corrective action under this ordinance as a result of a false alarm.

D. "Authorized service personnel" means those persons who, by reason of their experience, trade, or occupation, can demonstrate to the chief of police that they are qualified to inspect or repair alarm systems.

E. "Emergency response personnel" means law enforcement, fire fighting or emergency dispatch personnel, or any other person or entity responsible for responding to an alarm system.

F. "False alarm" means the willful, intentional or unintentional activation of any alarm system for the purpose of summoning the police or fire department or other emergency response personnel at a time when there is no evidence of criminal activity having been committed or attempted on the premises, or no fire or other emergency exists. False alarm also includes an alarm activated due to an equipment malfunction, improper installation or maintenance of equipment, human error or negligence, or any cause other than the actual commission or attempted commission of a criminal act.

G. "Non-Response Order" means an order given by the police chief or his/her designate
directing the police department not to designate a response to an alarm when false alarms generated from that alarm system have exceeded the number permitted under this ordinance.

H. "Premises" means any building, structure, enclosure, real property, or vehicle.

I. "Verification process" means an independent method of determining that a signal from an automatic alarm system reflects a need for immediate police assistance or investigation. The verification process must be conducted by the alarm system monitoring personnel and may not take more than five minutes, calculated from the time the alarm signal has been accepted by the alarm system monitoring personnel until a decision is made whether to call for a police dispatch.

SMC 10.07.012 Alarm System Registration

A. No person may have or maintain on any premises, except a vehicle, an alarm system unless the alarm system user has registered the alarm system with the police department. A separate registration is required for each alarm site. The police department shall be authorized to charge a nominal registration fee as set forth by the department’s rules and regulations under SMC 10.07.015(A). The information on the registration will be available to notify the emergency dispatching offices of the names and telephone numbers of the alarm system user and of the individuals authorized to enter such premises and turn off the alarm.

B. If the alarm system user has the premises monitored by an alarm system monitoring personnel, the name, contact person and twenty-four hour telephone number of the personnel shall be listed on the registration form.

C. The individual or individuals authorized to enter the premises and to turn off the alarm will be responsible to respond at all times to the police or fire department’s request to come to the premises and turn off the alarm system within a reasonable time after being notified. Failure to respond in a timely and reasonable fashion to deactivate the alarm will be grounds for a non-response.

SMC 10.07.013 Automatic Calling Device Prohibited.

No person may use or operate, or attempt to use or operate, or cause to be used or operated, or arrange, adjust, program, or otherwise provide or install any device or combination of devices that will upon activation, either mechanically, electronically, or by any other automatic means, initiate a telephonic or recorded message to the 9-1-1 emergency telephone number, or to any telephone number assigned or any additional telephone numbers assigned to the City police or fire department.

SMC 10.07.014 Penalties.

A. Criminal Penalty.

A violation of subsections 10.07.010 A through C, inclusive, is a misdemeanor.

B. First Response.

Upon the first two false alarms from an alarm system, the police department shall send a notice to the alarm system user informing the user of the time and location of the false alarm, the nature of the response and the requirements of this ordinance.

C. Civil Infraction.

1. Each false alarm after the first two from the same alarm system within a one-year period is a civil infraction and subjects the alarm system user to the penalty provided in Section 1.05.160.

2. The failure of an alarm system monitoring company to comply with the requirements of the verification process is a civil infraction and subjects the company to the penalty provided in Section 1.05.170.

D. Seventh Violation.

Upon the seventh false alarm from the same alarm system within a one-year period the chief of police may impose a non-response order directing the department not to designate a response to that
SMC 10.07.015 Enforcement.

A. Rules and Regulations.

The chief of police administers and enforces the provisions of this ordinance. The chief is authorized to make and enforce such rules and regulations as are necessary to implement this ordinance.

B. Non-response.

1. Notice is given to the alarm system user at least forty-eight hours prior to issuance of a non-response order if the name of the alarm system user has been furnished to the department. Failure to furnish the name, address and phone number of the alarm system user constitutes a waiver of this notice provision.

2. The alarm system user may petition the chief to reinstate police response to an alarm. The chief rescinds the non-response order if the alarm system user satisfactorily demonstrates that the cause of the previous false alarms has been corrected. In determining whether to rescind a non-response order the chief uses criteria set forth in the rules and regulations made pursuant to subsection A.

3. When a non-response order has been rescinded, the alarm system will be on probationary status for a period of time not to exceed one year. If the repeated instances of false alarms continue during the probationary period, the non-response order may be reinstated.

C. Additional Information.

1. On the first false alarm, the department may require the alarm system user to provide information to the department regarding the cause of the false alarm, whether any corrective action has been taken and whether the system has been inspected or repaired by authorized service personnel.

2. Upon the third false alarm, the alarm system user will be given the option of receiving a class three infraction or attending a false alarm prevention training class taught by a representative of the police department. Where the alarm is installed in a commercial establishment, the owner or manager will be the person who will attend the training class in order to qualify for the waiver of the infraction.


All alarm system monitoring personnel engaging in business activities in the city must maintain A. a current list, accessible to the police department at all times, of all subscribers’ names, addresses and telephone numbers and the associated protected premises, and B. a verification process with those subscribers who have an automatic alarm system to prevent false alarms from resulting in unnecessary emergency dispatch.

SMC 1.05.160 Penalty Schedule.

The third and subsequent false alarms within a one-year period shall constitute a civil infraction subject to a monetary penalty as set forth below.

(b) For the third false alarm (Class 3 Infraction), a penalty of $50.00, plus $69.00 statuary assessment.
FARA/NBFAA Model Ordinance

The model ordinance that follows was updated in June 1999. A current copy of the file may be found on their web site at www.alarm.org. For more information please contact NBFAA at:

ADDENDUM TO ORIGINAL REPORT (Rev. 8/2001): The FARA/NBFAA Model Ordinance is a living document that is updated periodically. The most current version should be utilized, therefore the original version has been intentionally omitted from this electronic document. Please go to www.alarm.org for the updated file or contact NBFAA directly.

NBFAA
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Silver Spring, MD 20910
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