False Alarm Reduction

Tennessee City Manager's Association

Spring Conference Franklin, TN

Welcome!

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Overview

For more than 20 years the Security Industry Alarm Coalition (SIAC) has worked closely with law enforcement agencies across the country to reduce the problem of false alarms.

Funded by the various alarm response, manufacturers and monitoring companies, SIAC provides its services at no cost to communities and law enforcement agencies

Overview

SIAC efforts include:

- Make every reasonable effort to reduce false alarms that result in false dispatches by law enforcement.

- Be diligent in educating alarm dealers. law enforcement, consumers and other interested parties.

- Assist communities and law enforcement at no charge.
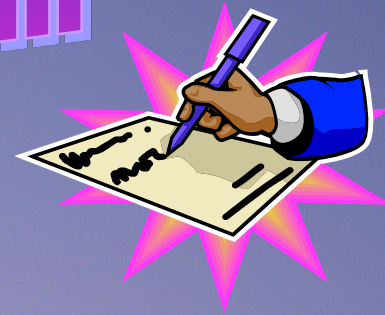
Benefits to Law Enforcement

- Reduces the number of calls (Per Data).

- Able to talk with businesses or homeowners having constant issues by billing and talking to them.

- Data shows that most alarms are false, therefore your community is safe.

False Alarm Issues

- **Mostly Unaware of Impact on Police**
- **Vast Majority Willing to Take Remedial Action!**
- **20% Systems DO CAUSE 80% Alarm Dispatches….**
- **Some Don't Care - Will Just Pay Fines!**
- **Greatest Offenders – Schools, Churches, Businesses & MUNICIPAL FACILITIES!**

Model Alarm Ordinance

Jointly developed by law enforcement & the alarm industry...

The key to successful alarm reduction - 20 years of studying data/results & incorporating only the Best Practices!

Potential Obstacles to Alarm Ordinance Adoption

- Registration Fees
- Yearly renewals
- Management Costs
- Fine structure
- How/who collection recovered

Enhanced Call Verification and how does it work?

- Adopted in Tennessee in 2007

- Enhanced Call Verification is a simple and effective way that prevents law enforcement from responding to a false alarm at a home or business. It requires the alarm company to verify a alarm activation by making a minimum of two phone calls to two different numbers prior to dispatching law enforcement.

The Ordinance

- Excessive false alarms unduly burden the Police Department's law enforcement resources.

- An Ordinance establishes guidelines for alarm users.

- The purpose of the Ordinance is to establish reasonable expectations of alarm users and to ensure that alarm users are held responsible for their use of alarm systems.

Registering

- All alarm users within the city must register their alarm systems.

- Fee to to register a burglar alarm system and yearly renewal.

- Notices sent out each year to users to renew and update information.

- Life alerts, fire, and car alarms are NOT required to be registered.

Management Options

- Management Options-city-police/city staff or outsource

- At least 3 different companies currently exist that would allow communities to outsource management of registrations and fines
  - % of funds collected to be negotiated

- City or Department staff could do management based on resources, potential cost recovery and preference. Key is accountability and timeliness.

- The goal in mind is NOT to make money off the program but to reduce alarms.

Industry Updates

ANSI/TMA-AVS-01 2023

ALARM VALIDATION SCORING STANDARD

- Over the last three years there has been a group of professionals from both the security industry and public safety working on the new standard called AVS-01

- AVS-01 means to prioritize handling of the 10-15% of alarms that are not cleared using the previous call-filtering standards

- AVS-01 is the first standard to look at nearly all available data/conditions and use that to ascertain with a degree of certainty the probability of criminal activity

- In turn, public services can use these now well-defined levels of threat to help set dispatch priorities thus better managing their patrol response assets.

Industry Updates

- New Technology in the Industry

- DIY growth and issues

- Future technology

About the TMA-AVS-01 Alarm Validation Scoring Standard

AVS (Alarm Validation Scoring) is an intrusion alarm classification standard. The standard defines intrusion alarms based on various threat levels and the process to determine the alarm level. This process can be done manually by a central station operator or can be adapted by automation providers or other parties for automated processing. It also includes language on communicating these classified or scored alarms to Public Safety through Emergency Communication centers (ECCs/911) as well as language regarding compliance for centrals.

There are five alarm levels:

0

Alarm Level 0
No call for police response

1

Alarm Level 1
Police response request with no or limited additional information

2

Alarm Level 2
Police response request with confirmed or 'highly probable' human presence with unknown intent

3

Alarm Level 3
Police response request with confirmed threat to property

4

Alarm Level 4
Police response request with confirmed threat to life

- **Priority Zero**: These are alarms where there is no reasonable belief that a crime is in progress and no response is needed.

- **Priority One**: These are what all alarms are today; an alarm is received, but there is no other data beyond the alarm signals.

- **Priority Two**: These are alarms in which there is significant data that a person is onsite.

- **Priority Three**: These are alarms in which there is data to validate that an intrusion is in process. This takes Priority Two to a higher standard but with many of the same analytics, along with audio and video, and can determine that the human on site is not authorized to be there.

- **Priority Four**: These are alarms where there is clear evidence that a threat to human life is present. This would include things like video, weapon detection or threatening audio.
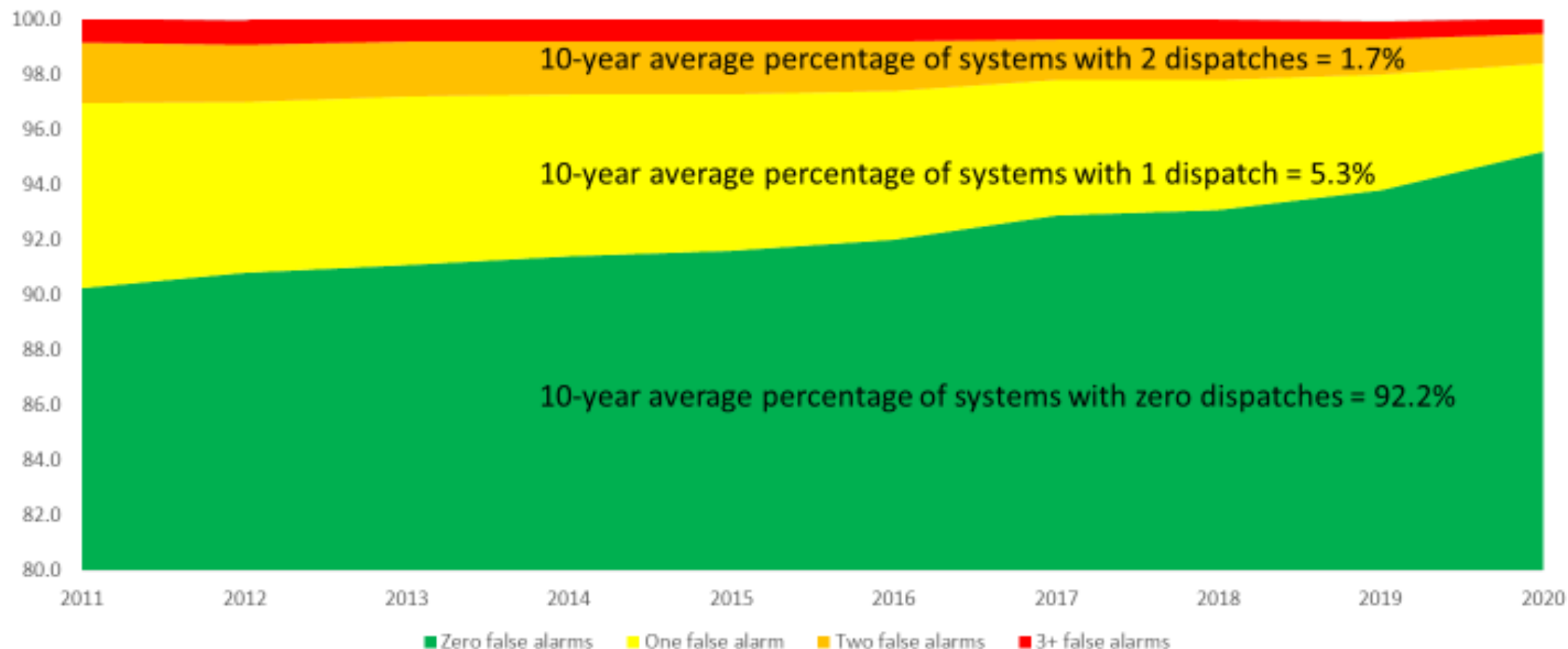
Adopted January 2023

SIAC Long Term Study

- Dramatic Reduction in 1, 2 or 3 False Alarm categories
- Significant "0 dispatch" statistics
- Similar results in large and medium size jurisdictions

Figure 3 - Charlotte Mecklenburg Police Department
Proportion of ~363,631 (annual average) permit holders with zero false alarms, one false alarm, two false alarms, and 3+ false alarms from 2011-2020

10-year average percentage of systems with 3+ dispatches = 0.9%

10-year average percentage of systems with 2 dispatches = 1.7%

10-year average percentage of systems with 1 dispatch = 5.3%

10-year average percentage of systems with zero dispatches = 92.2%

Zero false alarms   One false alarm   Two false alarms   3+ false alarms
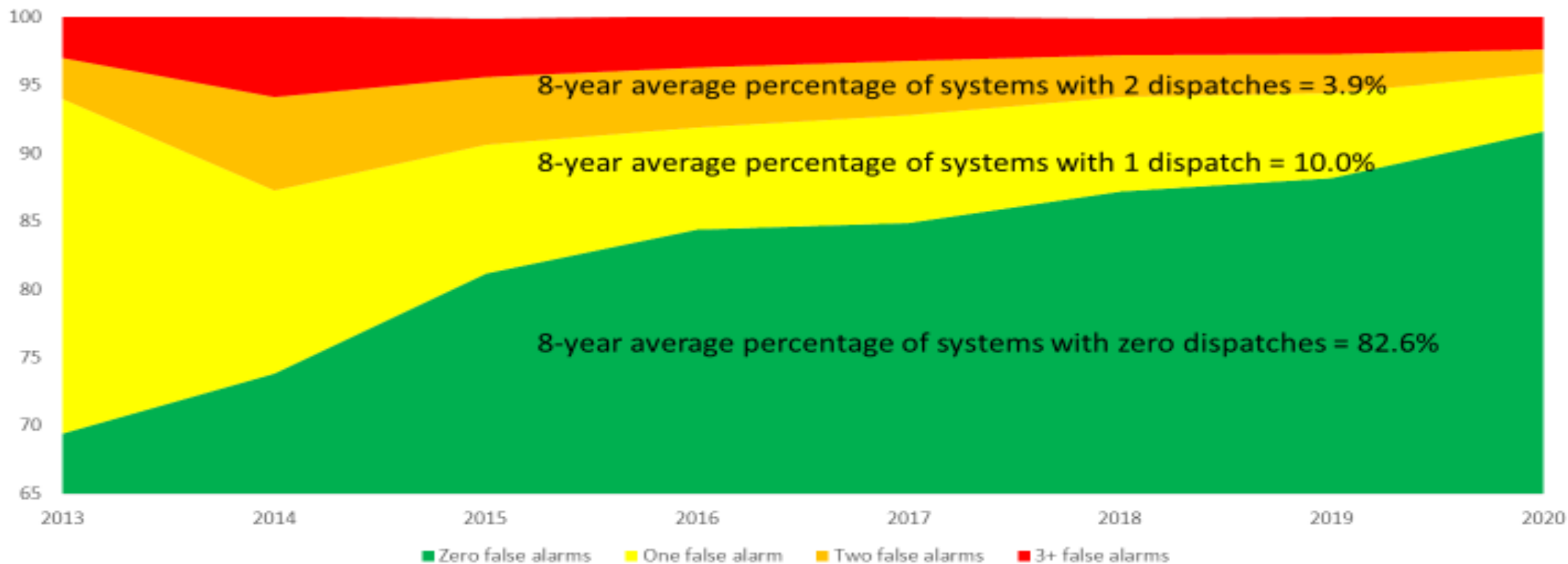
Model ordinance adopted in 2011

Figure 6 - Atlanta Police Department
Proportion of ~73,469 (annual average) permit holders with zero false alarms, one false alarm, two false alarms, and 3+ false alarms from 2013-2020

8-year average percentage of systems with 3+ dispatches = 3.5%

8-year average percentage of systems with 2 dispatches = 3.9%

8-year average percentage of systems with 1 dispatch = 10.0%

8-year average percentage of systems with zero dispatches = 82.6%

Zero false alarms   One false alarm   Two false alarms   3+ false alarms
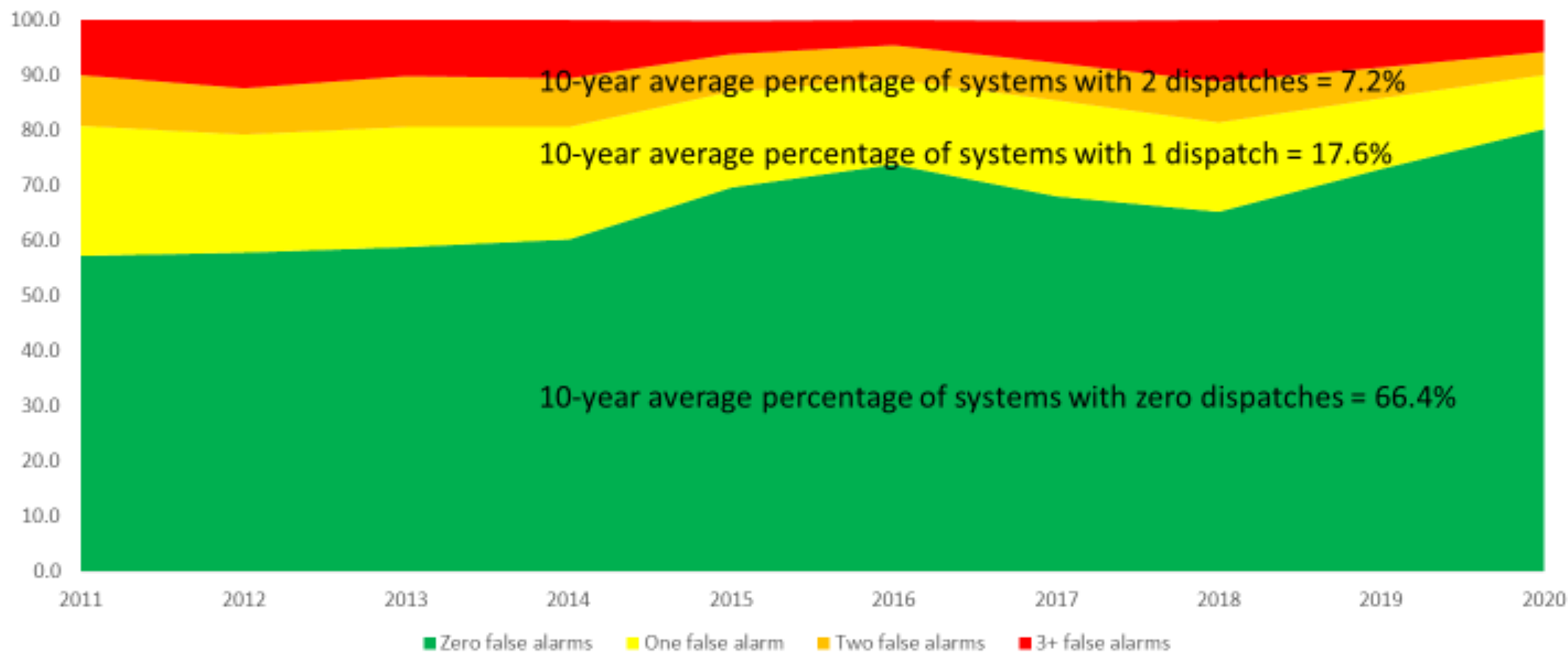
Model ordinance adopted in 2013

Figure 9 - Marietta Police Department
Proportion of ~6,698 (annual average) permit holders with zero false alarms, one false alarm, two false alarms, and 3+ false alarms from 2011-2020
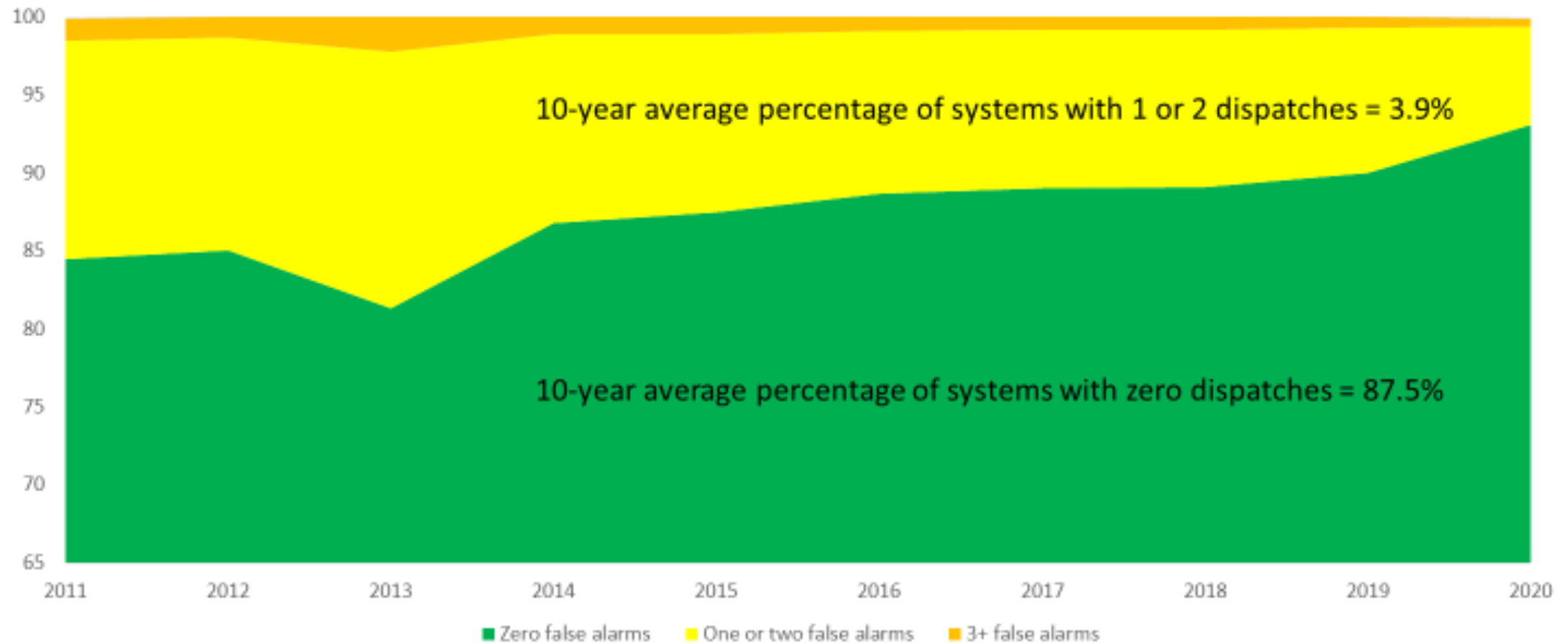
10-year average percentage of systems with 3+ dispatches = 8.7%

10-year average percentage of systems with 2 dispatches = 7.2%

10-year average percentage of systems with 1 dispatch = 17.6%

10-year average percentage of systems with zero dispatches = 66.4%

Zero false alarms   One false alarm   Two false alarms   3+ false alarms

Model ordinance adopted in 2007

Figure 12 – Montgomery County Police Department
Proportion of ~84,657 (annual average) permit holders with zero false alarms, one or two false alarms, and 3+ false alarms from 2011-2020

10-year average percentage of systems with 3+ dispatches = 1.08%

10-year average percentage of systems with 1 or 2 dispatches = 3.9%

10-year average percentage of systems with zero dispatches = 87.5%

■ Zero false alarms   ■ One or two false alarms   ■ 3+ false alarms

Model ordinance adopted in 1996

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