A History of Industry Alarm Reduction Initiatives

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The alarm industry has a two decade history of working cooperatively with law enforcement to identify the cause and address the high incidence of false dispatches. The following pages are meant as a reference document intended to inform key management personnel on the history and key relationships in this 20 year endeavor. There is no detail in this information, instead use this to become self informed on the key issues and where to refer interested parties for detailed information on questions or local issues that could negatively impact a public response to privately operated alarm systems.

Unfortunately, *as with most endeavors,* one must first familiarize themselves with the players and groups and this inevitably means learning the acronyms that can confuse someone new to this arena.

KEY ACRONYMS and TERMS

AHJ   Authority Having Jurisdiction (most typically referring to local authorities and most often Fire)

AIREF   Alarm Industry Research and Education Foundation (a non profit foundation)

ANSI   American National Standards Institute (an independent standards approval authority)

APCO   Association of Police Communication Officers (9-1-1 officials)

B and F   Broadcast ad File is a police policy where the police are not dispatched o alarm calls but all calls are broadcast ad the individual patrol officers determine whether to respond.

CANASA   Canadian Security Association (represents all facets of alarm industry in Canada)

CARE   Coordinated Alarm Reduction Effort (sponsored law enforcement Summits (1998-2002)

CP-01   ANSI/ SIA CP-01 Control Panel Standard, the first ever alarm panel designed to address the alarm user interface issue and high incidence of user initiated false dispatches.

CSAA   Central Station Alarm Association (primarily represents monitoring companies)

ECV   Enhanced Call Verification (2-calls) an ANSI/ CSAA CS-V-01-2004 xxx. Monitoring standard

ESA	Electronic Security Association (Formerly NBFAA and *primarily* represents installing companies)
FARA	False Alarm Reduction Association (an association made up of law enforcement managers)
FM	Factory Mutual (an independent listing and testing authority *NRTL*)
IACP	International Association of Chief's of Police (represents law enforcement officials globally)
IQ	Installation Quality Certification Dealer Program - Implementing best practices to reduce dispatches
NBFAA	National Burglar and Fire Alarm Association (Now known as ESA)
NRTL	Nationally Recognized Testing Laboratory (independent testing & listing authorities such as FM)
NSA	National Sheriffs Association (represents non police chiefs, primarily Sheriffs)
NTS	National Training School (sponsored by ESA to provide approved industry training)
PSAP	Public Sector Answering Point (9-1-1 centers)
PSLC	*Private Sector Liaison Committee of the IACP (committee of IACP interfaces with private sector)*
SACOP	State Association of Chiefs of Police (state chapters of the IACP)
SIA	Security Industry Association (primarily represents alarm industry manufacturing interests)
SIAC	Security Industry Alarm Coalition (a not for profit entity working on alarm reduction)
SISC	Security Industry Standards Committee (Multi-Association Committee to oversee all industry standards development.)
UL	Underwriters Laboratories (an independent listing and testing authority *NRTL*)
VR	Verified Response is a process by which police will not respond to intrusion alarms unless it is first independently verified by a citizen or guard.

Model Alarm Ordinance

A living document developed jointly by the industry and law enforcement. This is a frame work ordinance where all issues have been fully vetted so that interested parties can use the model to develop a local alarm ordinance

Best Practices A series of recommendations on what should be included in a local alarm ordinance to insure success. The Best Practices are in the Model Ordinance.

Model Cities A program requested by the PSLC of IACP to investigate false dispatches, their cause and cure.

Model States An 18 month, in depth study of solutions to the dispatch problem. This study was conducted in Florida, California, Illinois and Washington State. See the Model States Report available at www.siacinc.org.

INDUSTRY TIMELINE ON ALARM REDUCTION INITIATIVES

This 20-year timeline is meant to illustrate the methodical flow and review process for all programs and results that have led to the development of the best practices, model ordinance and the various position papers along the way.

1992 **Industry Joins IACP/PSLC** - The PSLC (Private Sector Liaison Committee) mission is to develop strategies to address and reduce the mutual problem for chiefs and the alarm industry of excessive numbers of false alarms. 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.

1993 **PSLC Requests "Model Cities"** - 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.

1996 **Model States Project Planned** - After reviewing the "Model Cities" data, the most effective "Best Practices" were extracted and combined. The chiefs within PSLC challenged the industry to see if they could be applied successfully 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 IACP/SACOP - State Association of Chiefs of Police. (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 AIREF (Alarm Industry Research & Educational Foundation) agreed to fund the project at a cost of $1.3 million.

1997 **Model States Project Launched**. Chiefs in about 15 cities for each of the four states selected (Florida, Illinois, California and Washington), would agree to apply the best practices to their respective cities. The industry provided a dedicated full-time coordinator in each state to help manage, coordinate and collect data for the duration of the study. SACOP chapters selected a chief to oversee each state's program and to coordinate with the industry.

1999 **Model States Report Completed** - IACP/PSLC & SACOP representatives took the collective data and proposed results under review, made some slight adjustments and then authorized the report to be published and distributed to law enforcement. The results reported by the Model States Report remain valid today and they are the basis on which all subsequent activity was modeled after.

2000 **CARE** - Coordinated Alarm Reduction Effort - was the post-Model States project entity used by the industry to promote the Model States results. This was initially accomplished through the use of over 20

regional summits hosted by law enforcement agencies, held across the nation and paid for by the industry. Over one thousand agencies attended these presentations

ANSI CP-01 Standard - Industry receives ANSI approval for the new control panel standard that targets false alarm reductions from user error. PSLC agrees to add to it "Best Practices" .

2001   **ECV (2-call Verification) Proposed** - Post 9-11 the PSLC again challenged the industry to develop additional methods (best practices) that would further reduce dispatches. The industry responded by developing a process called Enhanced Call Verification (ECV) or 2-call verification. This was tested in Boulder, Colorado later that year, and yielded a 61% reduction in dispatches using only a police policy. Today most companies use ECV for at least part of their customer base, however requiring this for all alarm users can still yield up to a 35% reduction. In broader test cases applied by national and regional alarm companies, widespread success was measured ranging from 40% - 60% reductions in calls for service. After a review of the results, the PSLC formally recommended this program be added to the list of "Best Practices" and recommended the IACP pass a resolution supporting the practice. It was adopted at the annual meeting in 2002.

2002   **Rutger's Report -** The Rutgers Study examined a decade of information on alarm systems and burglaries in Newark, NJ. This report provided empirical data showing the effectiveness of alarm systems on preventing burglaries and documented that the crimes were not simply migrating to another area of the community. In fact, one conclusion of the report is that the more alarm systems there are in a community, the fewer burglaries will occur.

SIAC - Security Industry Alarm Coalition Created - December 2002. As the relationship between the industry and IACP strengthened and matured, the industry sought a more permanent entity to always be available to interface with law enforcement. The four national North American trade associations agree to form SIAC to represent them and be the "One-Voice" for the entire alarm industry. SIAC is staffed by former police chiefs and alarm industry professionals and provides services to both law enforcement and the industry at no charge.

IACP - Verified Response Position Paper (2002) - After nine years of research and tracking results of "Best Practices," the PSLC -Alarm Committee decides to issue a position paper on a relatively new approach that a few cities have adopted - "Verified Response." Chiefs from the committee author the paper based on their experience and results from current public-private PSLC programs on alarms. The paper is unanimously approved by the entire PSLC and sent to the IACP board where it is approved. *See attachments : 2002-IACP position paper - verified response.doc & Patti Rea - Verified Response Update.doc*

2003-10   **PSLC Expands Programs** - Various initiatives over the years, including IACP resolution on CP-01 Control Panel Standards-2005; letter from IACP President Polisar on ECV implementation-2005; Implementation of Alarm Management Committees through SACOP-2004; UNCC Study on measuring False Alarms/Rates -2010.

2011   **IACP/PSLC Updates Position Paper** - After an additional nine years of results for a total 18 years of study and best practice implementation, the committee recommends writing a new "White Paper" on alarms that includes all "best practices". The chiefs on the committee decided to exclude "Verified Response" (non-response to alarms) as an option based on: The model ordinance success rate and acceptance by nine SACOP chapters; the fact that only 18 jurisdictions of the nearly 18,000 have utilized some form of VR in over ten years, and eliminating response to alarms is not considered a solution supported by Community Policing objectives; additionally, recent data from Phoenix and

Montgomery County agencies now prove that over 86% of the alarm permit holders have "no dispatches" in a given year and the next 5-8 percent have only one dispatch. Most chiefs see alarm response as a community service that citizens expect and find no justification in making it an option to eliminate response as a recommendation by IACP - thus it was not included.

SUPPORTING DOCUMENTS AND SOURCES

AIREF   www.airef.org

> Rutgers Study, An Assessment of the Deterrent Value of Alarms in the Community
>
> UNCC (University of NC at Charlotte)
>
> - Understanding Decisions to Burglarize from the Offender's Perspective
> - An Assessment of the Calculation and Validity of False Alarm Estimates
> - Bisconti Research, Salt Lake City Voter Survey

SIAC   www.siac.org   Model States Report

Model Ordinance

CSAA www.csaaul.org   CS-V-01 ANSI/ CSAA Standard

ECV Standard for ECV

SIA   wwwsiaul.org   CP-01 ANSI/ SIA Control Panel Standard (available for purchase)

Conclusion

When the model ordinance with best practices is utilized, law enforcement agencies may expect the cooperation and support from state & national alarm associations. Upon enactment, an agency should expect an initial drop of 30% and up to 90% reductions in alarm calls for service over the course of two to three years. The level of reductions, and the time required to achieve the full reductions is directly related to the level of enforcement of the alarm ordinance.