

Reducing False Dispatches and Central Station Activity

Pam Petrow, Vector Security
W. Rex Bell, City of Huntsville
Alarm Management Unit

Why Don't We Get It?

- Change is difficult
- The customers will cancel or be opposed to any changes
- Not required
- It's not my company causing the problem
- Most of the alarms are user errors and we can't correct them

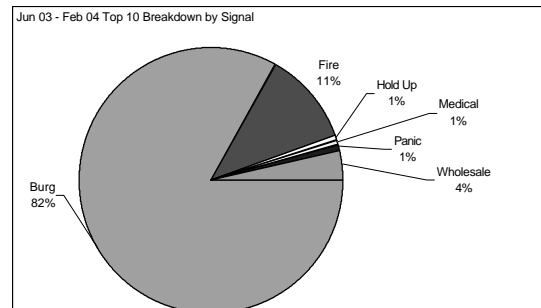
Bottom Line...

- Saves customers fines and embarrassment
- Increase long term viability of your business
- Maintains positive relationships with local authorities
- Saves operator dollars

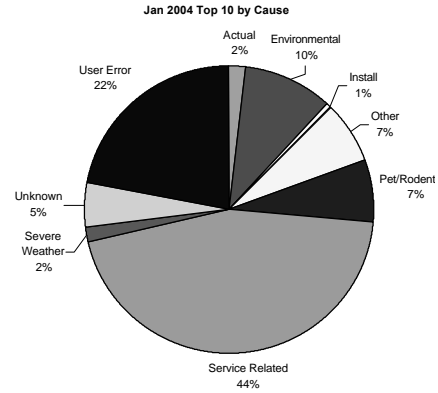
Simple Steps

- Verification
- Accept Electronic Verification
- Implement "Enhanced Verification"
- Accept CP01 Standard Features
- Get all departments involved
- Commitment from the top down
- Create "zero tolerance" culture

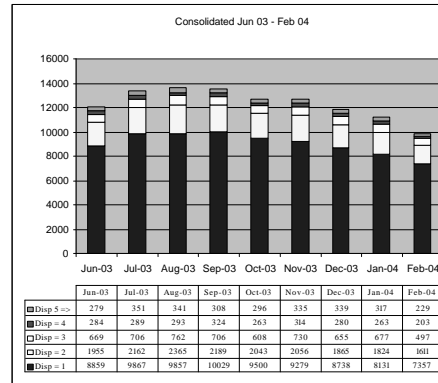
Understanding Your Dispatches



It's Not Always the User...



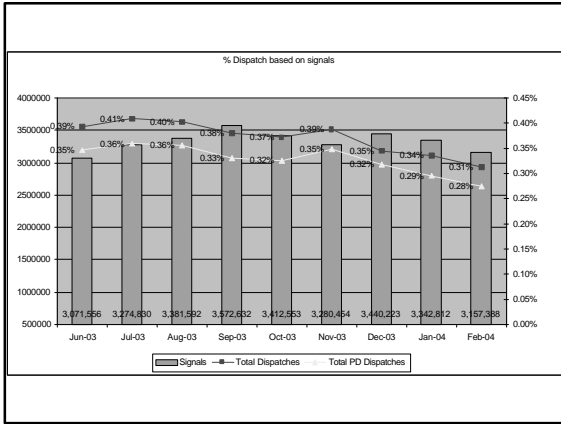
Focus on the Top Offenders



Reaching the Masses

Proven Methods

- Daily Bulletins produced from CS software
 - Sales
 - Service
 - Central Station
 - Customer Care or False Alarm Administrator



Enhanced Verification Success

- Don't use for panic or fire signals
- 100% implemented in Virginia
- 100% implemented with all new customers since April 2003
- Customer mailings to balance of customer base throughout 2004

49% of alarm signals that would traditionally have been dispatched under premises verification, were NOT dispatched on because the signal was verified on the 2nd call

Hands on in Huntsville

W. Rex Bell, City of Huntsville
Alarm Management Unit

History of False Alarm Management

- Population 170,000
- 1996 No false alarm program
 - 5,450 alarmed sites
 - 1300 false alarms per month
- March 1997 False Alarm Ordinance put into effect
- Community oriented program – Everyone's Responsible
 - Visited 800 sites in first 12 months
 - Attended community events
 - Media attention

The Program

- Permits required
- Alarm companies must register
 - Alarm company expectations established
 - Established a close working relationship
- Primary enforcement is Education
 - Monthly classes
 - "On Site" classes

2004 HUNTSVILLE PD ALARM UNIT FORM NO. 100 (REV. 07/02) P/N. 10-2004 (11/2004) 10

Huntsville Police Department
 400 W. 10th St.
 Huntsville, AL 35893

TO: ALL MONITORING STATIONS

FROM: W. BRYAN W. AMMERHAGE, WFO ALARMING UNIT

RE: WFO ALARMING UNIT NOTIFICATION FOR 2004

As Huntsville Alarmers continue to provide monitoring services to the City of Huntsville, we are pleased to report that the 2004 alarm unit has been successfully completed. We are pleased to report that the 2004 alarm unit has been successfully completed. We are pleased to report that the 2004 alarm unit has been successfully completed.

Please continue to use the new alarm registration form for 2004. The new form is available on the City of Huntsville website at www.huntsvilleal.gov.

Monitoring services are provided to the City of Huntsville by the following companies:

Alabama Security Services, Inc. (ASS)
 1000 10th St.
 Huntsville, AL 35893
 Telephone: (256) 265-1000 Fax: (256) 265-1000

City of Huntsville (City)
 400 W. 10th St.
 Huntsville, AL 35893
 Telephone: (256) 338-1000 Fax: (256) 338-1000

Huntsville Police Department (HFD)
 400 W. 10th St.
 Huntsville, AL 35893
 Telephone: (256) 338-1000 Fax: (256) 338-1000

When requesting alarm services, please contact the appropriate company. If you have any questions, please contact the City of Huntsville at (256) 338-1000.

Thank you for your continued support and cooperation. We are pleased to provide monitoring services to the City of Huntsville.

W. Bryan W. Ammerhage, WFO
 Huntsville Police Department
 400 W. 10th St.
 Huntsville, AL 35893
 Telephone: (256) 338-1000 Fax: (256) 338-1000

FROM: HUNTSVILLE PD ALARM UNIT FORM NO. 100 (REV. 07/02) P/N. 10-2004 (11/2004) 10

ALARM MONITORING STATIONS
REGISTRATION FORM - ALARMS
YEAR 2004 (EXPIRES 10/1/2005)

NEW RENEWAL DATE: _____

HUNTSVILLE POLICE DEPARTMENT
 ALARM MANAGEMENT UNIT
 P.O. BOX 204
 HUNTSVILLE, AL 35894

NOTE: Must be completed and submitted to the City of Huntsville, 400 W. 10th St., Huntsville, AL 35893. (See City of Huntsville website for more information.)

TELEPHONE: (256) 338-1000 EXTENSION: _____
 FAX: (256) 338-1000 EXTENSION: _____

COMPANY NAME: _____
 STREET ADDRESS: _____
 MAIL ADDRESS: _____
 CITY: _____ STATE: _____ ZIP: _____

TEL # FOR USE BY ALARMS: _____

CONFIDENTIAL TEL # FOR USE BY MPD (in contact management or control station): _____

CONTROL STATION # _____

NAME OF MANAGER OR CFO: _____
 DISTRICT TEL # _____ EXT: _____

NAME OF ALARM COMPANIES YOU PURCHASE MONITORING SERVICE FOR IN THE CITY OF HUNTSVILLE, ALABAMA:

_____ TEL # _____
 _____ TEL # _____
 _____ TEL # _____
 _____ TEL # _____
 _____ TEL # _____
 _____ TEL # _____

SIGNED: _____ TITLE: _____ DATE: _____
 PRINTED NAME: _____ AREA: _____

000204

The Results - 2004

- Alarmed sites 18,000
- False alarms 575 per month