



MONTGOMERY COUNTY FALSE ALARM REDUCTION PROGRAM

**ANNUAL REPORT
FOR YEAR ENDING 2009**

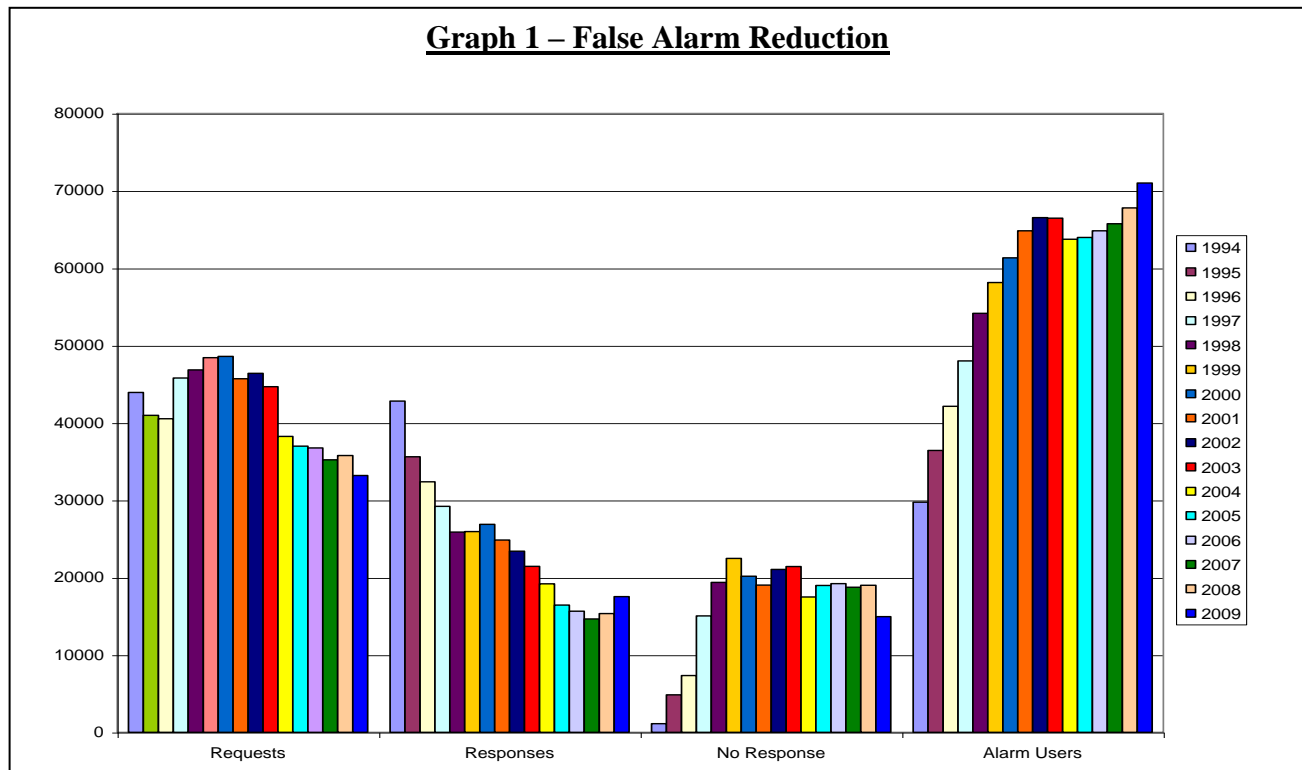
False Alarm Reduction

The False Alarm Reduction Section (FARS) of the Montgomery County Department of Police completed its fourteenth year of enforcement under the amended Chapter 3A, Alarms, of the Montgomery County Code. We are happy to report that even after 14 years of enforcement there are still successes being achieved. Almost 60,000 alarm users experienced **zero** false alarms in 2009; a staggering statistic. False alarm dispatch rates in Montgomery County are still among the lowest of anywhere in the country. Montgomery County saved \$1,421,105 and gained 9,973 hours of recovered police officer time. Revenues generated through the program are up with more than \$1.2 million collected; FARS staff amplified its enforcement initiative collecting more than \$175,000 in civil citations alone. Alarm companies cancelled an unprecedented 9,188 requests for dispatch freeing up officers to respond to actual emergencies. And, FARS staff remain in the forefront as subject matter experts in the field of false alarm management and reduction.

Police in Montgomery County did, however, respond to just slightly over 2,000 more false alarms in 2009 than in 2008. While that number is low when compared to the total number of dispatch requests of 33,209, it still represents an increase, which is very unusual for Montgomery County. The FARS attributes this increase, in part, to a dramatic rise in the number of alarm systems sold via door-to-door sales by out of state alarm companies during the summer of 2009. The summer sales phenomenon is not specific to Montgomery County, but, rather, is occurring all throughout the United States and is adversely affecting successful false alarm reduction virtually everywhere this marketing scheme is in place. The FARS continued its campaign of educating alarm users about making wise purchasing decisions and sent flyers with all false alarm reduction mailings. We continued to work with others in the region to combat this ever-growing problem.

In calendar year 2009, requests to burglar alarm activations actually fell, while the number of users continued to rise with more than 71,000 registered alarm users. Substantial savings in revenue and works years were realized. Police officers responded to more than 25,000 *fewer* alarm calls in 2009 over 1994 when enforcement of the burglar alarm law went into effect. These statistics, coupled with a 138% increase in the number of registered alarm users over the same time period, clearly shows that substantial false alarm reduction has been achieved.

Graph 1 – False Alarm Reduction



Graph 1 – False Alarm Reduction, provides information on the number of *requests* for dispatch vs. *actual responses*. The graph also provides information on calls where no response was made, as well as the total number of alarm users. The graph shows that the number of requests for dispatch declined from 35,772 to 33,209, while the actual responses rose from 15,356 to 17,533. Even given that increase, however, police officers responded to just over one-half of all requests made, signifying a substantial savings in both revenue and time.

Alarm companies are required to cancel police response when it is determined that an alarm activation is false. The higher the number of cancellations, the better the job the alarm companies are doing of reducing the number of false alarms to which police officers respond. In 2009, alarm companies cancelled 9,188 requests for dispatch, which represents 27.7% of the total requests for dispatch. These cancellations provide officers with more time to engage in other more critical law enforcement related activities and community policing initiatives. More than 50% of the total non-responses were due to alarm companies canceling their initial request for dispatch. This shows that having a mandatory verification provision in our law is a powerful tool in reducing false alarms to which police officers respond.

The FARS also continued its strict enforcement of all requirements for requesting dispatch, including providing the correct alarm user registration and alarm business license numbers. The legally mandated non-response provisions of the alarm law resulted in only 1,580 requests for dispatch that were denied as a result of the violation status of the alarm user or alarm business. This represents only 4.8% of the total requests for alarm dispatch, which is down from 6.1% in 2008. This represents another success in 2009 and is directly attributable to the FARS increased initiative to issue civil citations to both alarm companies and alarm users for violation of Chapter 3A, Alarms.

Graph 2 – Requests for Dispatch vs. Actual Responses below depicts the decrease in the number of *requests* for dispatch and the increase in the number of actual responses.

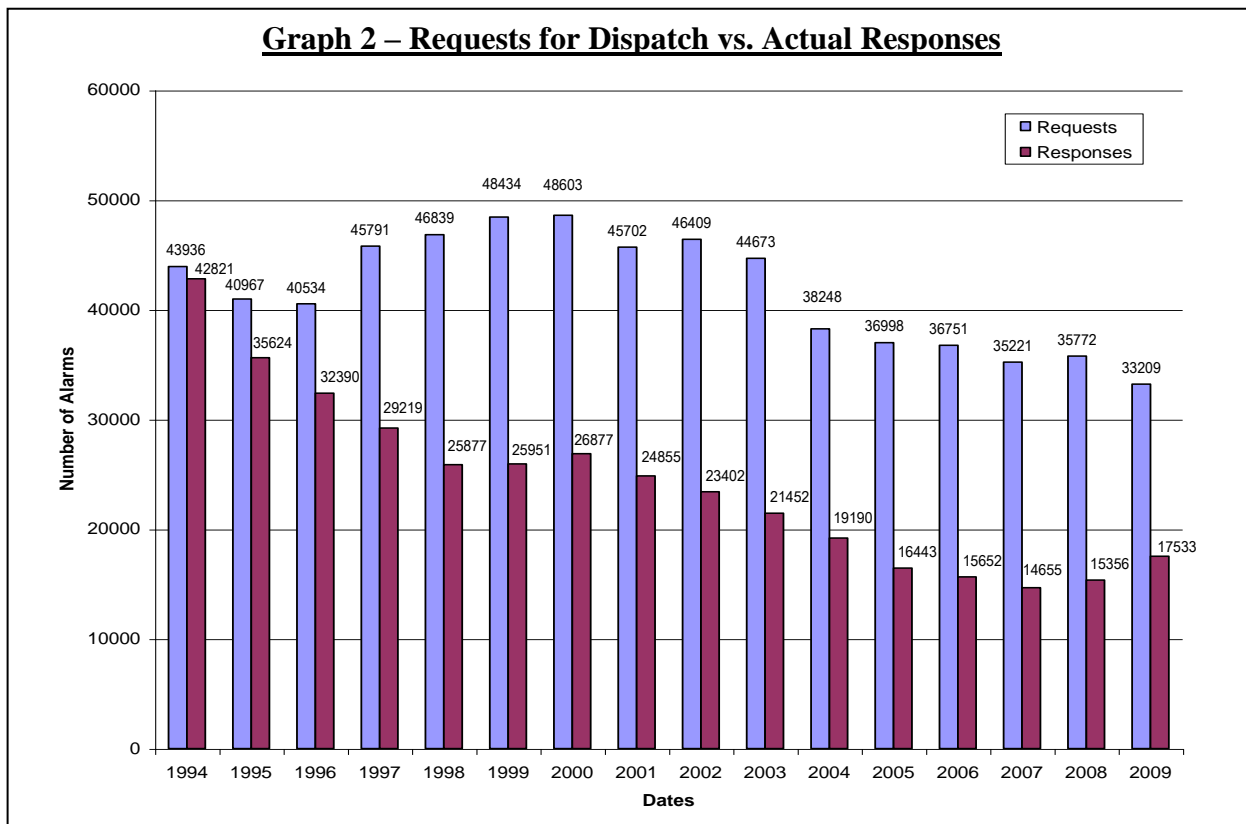


Chart 1 – Requests for Dispatch vs. Actual Responses

<u>Year</u>	<u>Requests for Dispatch</u>	<u>Actual Responses</u>	<u>Percentage of Total Calls Responded To</u>
1994	43,936	42,821	97.5%
1995	40,967	35,624	87.0%
1996	40,534	32,390	79.9%
1997	45,791	29,219	63.8%
1998	46,839	25,877	55.3%
1999	48,434	25,951	53.9%
2000	48,603	26,877	55.3%
2001	45,702	24,855	54.4%
2002	46,409	23,402	50.5%
2003	44,673	21,452	52.0%
2004	38,248	19,190	49.8%
2005	36,998	16,443	44.4%
2006	36,751	15,652	42.6%
2007	35,221	14,655	41.6%
2008	35,772	15,356	43.0%
2009	33,209	17,533	53.0%

The false alarm dispatch rate is the truest measure of false alarm reduction, as it calculates the number of false alarm dispatches relative to the total number of alarm users. The false alarm dispatch rate is the only rate, which takes into account the growth of the alarm user base. The Montgomery County False Alarm Reduction Section reports it has one of the lowest false alarm dispatch rates of any jurisdiction in the entire country. The residential false alarm dispatch rate is .17. Overall, residential alarm users experience less than one false alarm every five years, which is a truly remarkable statistic. The commercial false alarm dispatch rate is .76. Combined residential and commercial false alarm dispatch rate is .25.

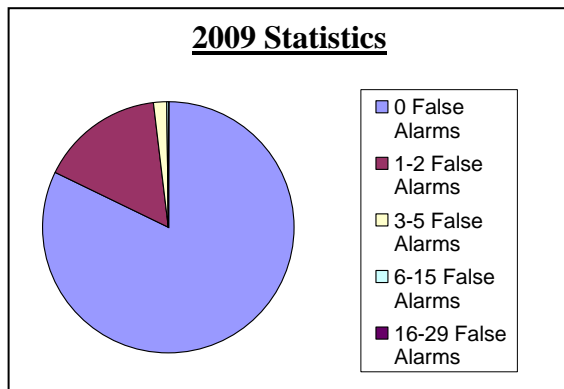
Chart 2 – False Alarm Dispatch Rates

<u>Year</u>	<u>Residential</u>	<u>Commercial</u>	<u>Combined</u>
1994	N/A	N/A	1.43
1995	.66	2.29	.98
1996	.54	1.82	.78
1997	.45	1.32	.61
1998	.36	1.06	.48
1999	.35	1.04	.44
2000	.32	1.09	.44
2001	.28	.98	.38
2002	.25	.94	.35
2003	.23	.88	.32
2004	.21	.89	.30
2005	.18	.86	.26
2006	.16	.76	.24
2007	.14	.70	.22
2008	.15	.70	.23
2009	.17	.76	.25

Assuming Montgomery County's dispatch rate would have risen a modest amount to 2.0 without enforcement of the alarm law, police officers would have actually responded to 142,022 false alarm activations in 2009. At \$95 per dispatch, those 142,022 alarm activations would require approximately 45 police officers to do absolutely nothing but respond to burglar alarms at a staggering cost of \$13,492,090.

In 2009, an impressive 84% of all residential and commercial alarm users experienced no false alarms at all. A total of 59,613 alarm users, had **zero false alarm activations to which police officers responded in 2009**. This is up from 57,687 in 2008. The following pie graphs show that more alarm users (as a percentage of total alarm users for a given year) are achieving the zero false alarm threshold. This statistic, which is supported by the low false dispatch rate, is indicative of the success of the overall false alarm reduction program. These reductions become more significant when viewed with the steady increase in the number of alarm users each year.

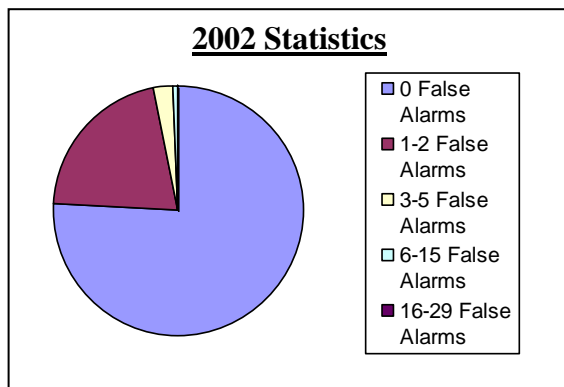
Graph 3 – Threshold Statistics



2009 Threshold Statistics

False Alarms	Alarm Users
0	59,613
1-2	11,398
3-5	1,194
6-15	210
16-29	7

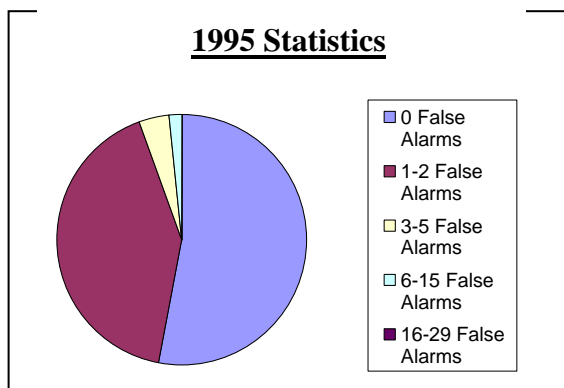
Total 2009 Alarm Users = 71,011



2002 Threshold Statistics

False Alarms	Alarm Users
0	52,077
1-2	14,448
3-5	1,833
6-15	288
16-29	7

Total 2002 Alarm Users = 66,525



1995 Threshold Statistics

False Alarms	Alarm Users
0	20,468
1-2	15,968
3-5	1,559
6-15	618
16-29	19

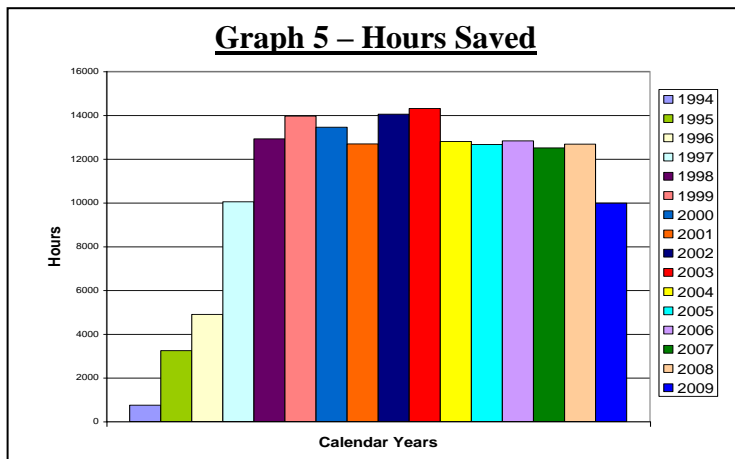
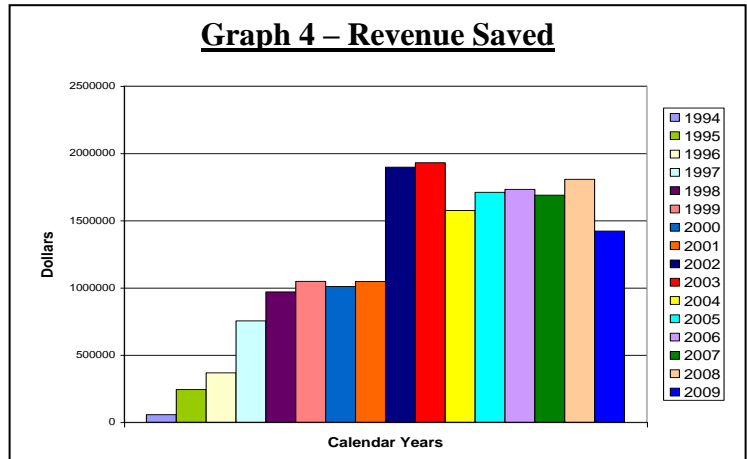
Total 1995 Alarm Users = 36,436

As a direct result of the FARS's strict enforcement of the alarm law, there were 14,959 alarm calls to which police officers were not required to respond in 2009. **This equates to savings in 2009 of approximately \$1,421,105 and 9,973 hours of police officer time, or 9.589 police work years.** (Monetary savings are based on a cost of \$95 per response. Work year savings are based on an average of 20 minutes per alarm response by two officers.) This timesaving is substantial, particularly given our current economic climate and the loss of police positions.

The following graphs illustrate the revenues, hours and work years saved as a result of the false alarm reduction program.

Graph 4 shows that \$1,421,105 in revenue was saved in 2009. A total of \$19,241,395 in revenue has been saved since enforcement began.

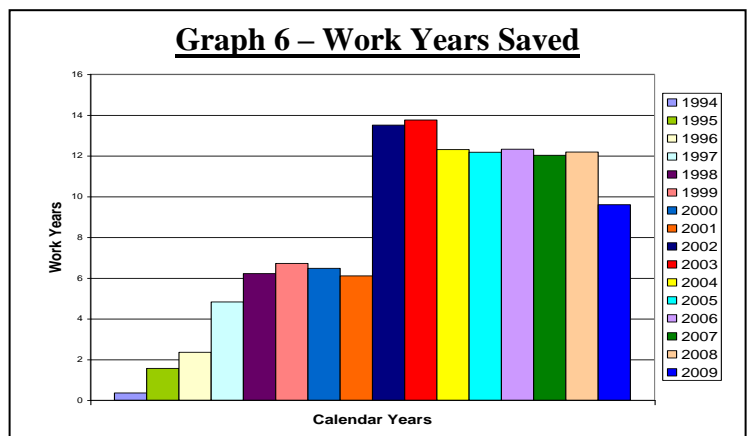
(The dramatic difference in 2002 savings and subsequent years is due to using a more realistic figure of \$90 per response, as opposed to \$55 in 2001 and \$50 for previous years.)



Graph 5 shows that 9,973 actual hours were saved in 2009. A total of 173,660 hours in police time have been recovered since enforcement began.

Graph 6 shows that 9.589 police work years were saved in 2009. A total of 132.4 police work years have been recovered since enforcement began.

(The dramatic difference starting in 2002 vs. previous years is due to erroneously using a full 2080 hours as a work year measure between 1994 and 2001, which is not an accurate figure.)



The total savings in dollars, hours and work years since 1994 have been significant and are depicted in Chart 3 below. As stated previously in this report, absent strict enforcement of the alarm statute, Montgomery County would have **paid** more than \$13,000,000 in 2009 alone responding to false alarms. The \$19,241,395 savings to the county is, therefore, even more significant.

Chart 3 – Cumulative Savings

Year	Revenue Saved	Hours Saved	Work Years Saved
1994	\$ 55,750	743	.35
1995	\$ 242,750	3,236	1.56
1996	\$ 366,950	4,892	2.35
1997	\$ 752,850	10,038	4.82
1998	\$ 968,550	12,914	6.21
1999	\$1,046,600	13,954	6.71
2000	\$1,008,600	13,448	6.47
2001	\$1,046,430	12,684	6.10
2002	\$1,895,760	14,043	13.5
2003	\$1,928,790	14,301	13.75
2004	\$1,574,280	12,794	12.30
2005	\$1,708,740	12,657	12.17
2006	\$1,730,700	12,820	12.32
2007	\$1,687,590	12,500	12.02
2008	\$1,805,950	12,673	12.18
2009	\$1,421,105	9,973	9.59
TOTAL	\$19,241,395	173,660	132.4

Government Alarm Users

In calendar year 2009, the FARS had 533 registered federal, state and local government facilities. Of those, 139 or 26.1%, had at least one false alarm. Those 139 alarm users collectively had 259 false alarms. A total of 394 different government alarm users (73.9%) had **zero** false alarms. This reflects that government facilities still rank better than all other commercial alarm users, which is at 65.7.

There was an overall increase in the number of government alarm users from 519 in 2008 to 533 in 2009.

Chart 4 – Government Alarm Users

# of False Alarms	Alarm Users 1999	Alarm Users 2001	Alarm Users 2002	Alarm Users 2003	Alarm Users 2004	Alarm Users 2005	Alarm Users 2006	Alarm Users 2007	Alarm Users 2008	Alarm Users 2009
0	332	355	404	400	354	424	431	433	409	394
1	72	50	69	74	94	71	80	64	71	90
2	22	33	22	17	34	24	27	33	15	27
3	13	5	10	2	12	7	7	13	12	7
4	2	4	3	3	9	3	4	2	5	5
5	1	2	0	0	3	3	4	1	2	5
6	0	1	3	1	3	2	3	4	2	2
7	1	2	2	0	3	3	0	0	2	0
8	0	1	0	0	0	0	1	0	0	1
9	1	0	2	0	1	1	0	0	0	0
10-13	1	0	1	0	2	4	3	0	1	0
14-21	0	1	0	0	0	3	1	1	0	2

Chart 4 is different from Charts 10-12, which appear later in this report, in that the number of alarm users at each threshold level is **not** included in the preceding level. For example, the chart reflects that 90 government alarm users had one false alarm and 27 government alarm users had two false alarms. The 27 at the two threshold are **not** included in the 90 count for one false alarm. Another way to view this report is that 90 government alarm users had one and only one false alarm. An additional 27 government alarm users had two and only two false alarms. An additional 7 government alarm users had three and only three false alarms and so on. Adding up the 2009 column will show the total number of government alarm users at 533.

Revenue

The following two charts reflect revenue collected by the FARS for alarm user registration and renewal fees, false alarm response fees, alarm business license and administrative fees, civil citations and appeal filing fees. The first chart covers *calendar* year 2009. The second chart covers *fiscal* year 09. The FY09 chart is included only as a reference, because budget projections are based on fiscal rather than calendar years. The more accurate chart is the calendar year 2009 chart, as false alarms and the resultant false alarm response fees, are calculated on a calendar year basis.

Chart 5 – Calendar Year Revenue

CALENDAR YEAR 2009	ACTUAL REVENUES
<u>Alarm User Registration Fees</u>	
Residential	\$169,400
Commercial	<u>21,490</u>
TOTAL	\$190,890
<u>Alarm User Registration Renewal Fees</u>	
Residential	\$232,040
County Attorney Collections	<u>1,480</u>
Total Residential	\$233,520
Commercial	\$33,400
County Attorney Collections	<u>510</u>
Total Commercial	\$33,910
TOTAL	\$267,430
<u>False Alarm Response Fees</u>	
Residential	\$ 74,624
County Attorney Collections	<u>21,202</u>
Total Residential	\$ 95,826
Commercial	\$358,918
County Attorney Collections	<u>54,307</u>
Total Commercial	\$413,225
TOTAL	\$509,051
<u>Alarm Business Fees</u>	
License	\$ 77,800
Civil Citations	175,800
Administrative Fees	<u>632</u>
TOTAL	\$254,232
<u>Appeal Filing Fees</u>	
Residential	\$495
Commercial	<u>150</u>
TOTAL	\$645
<u>Alarm User Civil Citations</u>	
Residential	\$ 0
Commercial	<u>1,300</u>
TOTAL	\$1,300
GRAND TOTAL	\$1,223,548

Chart 6 – Fiscal Year Revenue

FISCAL YEAR 09	ACTUAL REVENUES
<u>Alarm User Registration Fees</u>	
Residential	\$160,880
Commercial	<u>24,980</u>
TOTAL	\$185,860
<u>Alarm User Registration Renewal Fees</u>	
Residential	\$224,260
County Attorney Collections	<u>730</u>
Total Residential	\$224,990
Commercial	\$27,800
County Attorney Collections	<u>370</u>
Total Commercial	\$28,170
TOTAL	\$253,160
<u>False Alarm Response Fees</u>	
Residential	\$71,181
County Attorney Collections	<u>11,700</u>
Total Residential	\$82,881
Commercial	\$291,393
County Attorney Collections	<u>32,624</u>
Total Commercial	\$324,017
TOTAL	\$406,898
<u>Alarm Business Fees</u>	
License	\$ 74,660
Civil Citations	112,550
Administrative Fees	<u>1,240</u>
TOTAL	\$188,450
<u>Appeal Filing Fees</u>	
Residential	\$525
Commercial	<u>135</u>
TOTAL	\$660
<u>Alarm User Civil Citations</u>	
Residential	\$ 0
Commercial	<u>800</u>
TOTAL	\$800
GRAND TOTAL	\$1,035,828

Collection of false alarm response fees is always a priority for the FARS. Strict enforcement of this aspect of the alarm law clearly shows that Montgomery County is serious about false alarms. The FARS collection rate in 2009 rose to an extraordinary 93.6% of all false alarm response fees billed. Given the current economic status, this collection rate is exceptional. The suspension of police response provision in Chapter 3A, Alarms, for failure to remit false alarm response fees greatly enhances the FARS's ability to collect on unpaid bills.

The following chart reflects the amount billed for false alarm response fees in 2009 versus the amount collected for both residential and commercial alarm users. Please note that the "collected" amount in the following chart reflects payments made against false alarms that occurred in 2009. The actual collection of monies for those calendar year 2009 false alarms extended into calendar year 2010, and, therefore, reflects different totals than the Calendar Year Revenue Chart.

**Chart 7 – Calendar Year 2009 Billed vs. Collected
False Alarm Response Fees**

False Alarm Response Fees	Billed	Collected*	Past Due (>30 & <51 days overdue)	Delinquent (>50 days overdue)
Commercial	\$414,275	\$393,225	\$8,500	\$12,075
Residential	\$96,575	\$84,850	\$2,250	\$9,350
Total	\$510,850	\$478,075	\$10,750	\$21,425

*Represents fees collected in 2009 and 2010 against false alarm response fees billed in 2009.

The FARS is in the process of attempting to collect the past due amounts listed above. The FARS has sent overdue notices to all affected alarm users. The \$21,425 listed above has been referred to the Office of the County Attorney for collection and the affected alarm users have been placed in a non-response status until payment is received.

General Statistics

Chart 8 shows false alarm reduction statistics from 1994, when the new alarm law first went into effect but false alarm response fees were not yet being imposed, through 2009.

Chart 8 – False Alarm Reduction

Year	Requests for Dispatch	Dispatched	No Response	Verified Calls	% Reduction	% Reduction From Base
1994	43,936	42,821	1,115*			
1995	40,967	35,624	4,855	488	-16.8%	-15.7%
1996	40,534	32,390	7,339	805	-9.1%	-24.3%
1997	45,791	29,219	15,057	1,515	-9.8%	-32.0%
1998	46,839	25,877	19,371	1,591	-11.4%	-39.6%
1999	48,434	25,951	20,932	1,551	+0.03%	-39.4%
2000	48,603	26,877	20,172	1,554	+0.35%	-37.2%
2001	45,702	24,855	19,026	1,821	-7.5%	-41.9%
2002	46,409	23,402	21,064	1,943	-5.8%	-45.3%
2003	44,673	21,452	21,431	1,790	-8.3%	-49.9%
2004	38,248	19,190	17,492	1,566	-10.5%	-55.2%
2005	36,998	16,443	18,986	1,569	-14.3%	-61.6%
2006	36,751	15,652	19,230	1,869	-4.8%	-64.4%
2007	35,221	14,655	18,751	1,815	-6.4%	-66.6%
2008	35,772	15,356	19,010	1,406	+0.05%	-64.1%
2009	33,209	17,533	14,959	717	+0.14%	-59.0%

*Does not include dispatch vs. non-dispatch or verified calls for January, February or March, 1994, as statistics for those months are not available.

Chart 9 reflects the number of alarm users each year since 1994. Alarm user registrations have more than doubled since implementation and enforcement of the false alarm reduction program began in 1994. The FARS received 6,426 new alarm user registration forms in 2009.

Chart 9 – Alarm Users

Year	Residential	Commercial	Combined
1994	N/A	N/A	29,756
1995	39,398	7,049	36,436
1996	34,048	8,102	42,150
1997	39,192	8,879	48,008
1998	44,827	9,348	54,175
1999	48,654	9,489	58,143
2000	51,743	9,591	61,334
2001	55,024	9,812	64,836
2002	57,026	9,499	66,525
2003	57,223	9,241	66,474
2004	54,960	8,788	63,748
2005	55,095	8,875	63,970
2006	55,752	9,083	64,835
2007	56,511	9,231	65,742
2008	58,586	9,211	67,797
2009	61,818	9,193	71,011

Chart 9 does not reflect an increase of overall alarm users by 6,426 (the number of new registered alarm users), because some alarm users each year move out of the area or remove their alarm systems and are no longer required to have an alarm user registration. Additionally, with alarm user registration renewal, the FARS is much better able to keep the alarm user database current by removing those alarm users, who no longer have an alarm system or have moved. This allows the FARS to perform statistical analysis using more accurate numbers, which provides for more meaningful and accurate reporting.

The following charts depict the number of alarm users that had a specific number of false alarms from 1995 through 2009 for select years. The charts also show the percentage of change between 2008 vs. 2009, as well as the percentage of change between the base year of 1995 and 2009, which shows the reduction of false alarms since inception of the program. Chart 10 shows residential alarm users. Chart 11 shows commercial alarm users, and Chart 12 reflects total alarm users (both residential and commercial combined).

In 2008, 59,613 alarm users had ZERO false alarms to which police officers were required to respond. This represents 84.0% of all alarm users, which is down slightly from 2008 at 85.1%. The most compelling statistic in these charts is in the number of alarm users that appear on the 0 row (meaning they have had no false alarms for the entire calendar year). More residential alarm users succeeded in having zero false alarms in 2009 over 2008. However, commercial alarm users rose in this category. You will also see in the charts that increases occurred at virtually every level for both residential and commercial alarm users. Residential alarm users rose much more dramatically but were successful in lowering their threshold from seven to six. As stated earlier in this report, we believe the door-to-door sales of alarm systems contributed to this increase, because the business plan for these types of companies seems to be to sell and install as many alarm systems as possible over the course of the summer, which leaves little time for training alarm users on the proper operation of the alarm system or for discussion of false alarms and how to prevent them.

Charts 10-12 are calculated slightly different from the commensurate Chart 4, which reflects government alarm users only. (Government alarm users *are included* in commercial statistics reported in these charts.) The total number of alarm users for each category will be reflected in the zero and one false alarm rows. Those alarm users, who had two false alarms are included in the number that had one false alarm. Those alarm users with three false alarms, are included in the number that had two and one false alarms respectively. For example, Chart 10 shows that 53,578 alarm users had zero false alarms and 8,240 alarm users had one false alarm. Those two lines add up to the total number of residential alarm users (61,818). Looking further, of the 8,240 alarm users, who had one false alarm, 1,642 of those alarm users went on to have a second false alarm. Of those, 366 went on to have a third false alarm. The column proceeds in the same fashion throughout the entire chart.

The number of residential alarm users, who had no false alarms from 2008 to 2009, rose by 4.1%. As a percentage of the total, 86.7% of residential alarm users had no false alarms in 2009. Keep in mind that when viewing any of the statistical data in this report, it is important to look at those numbers in relation to the total number of alarm users. Since 1995, 196% more residential alarm users were able to remain within the zero false alarm threshold.

Chart 10
Residential Alarm Users
With Specific Numbers of False Alarms

# of False Alarms	1995	1997	1999	2001	2003	2005	2007	2008	2009	% Change (08-09)	% Base Change (95-09)
0	18116	28428	37384	44044	47130	47510	49872	51451	53,578	+4.1%	+195.7%
1	11271	10701	11270	10980	10103	7585	6639	7135	8,240	+13.4%	-26.9%
2	4153	3516	3292	2950	2306	1392	1171	1313	1,642	+20.0%	-60.5%
3	1171	371	985	793	565	327	244	247	366	+32.5%	-68.7%
4	668	333	261	217	143	99	57	59	99	+40.0%	-85.2%
5	292	106	89	68	38	30	15	18	37	+51.3%	-87.3%
6	128	32	32	21	14	12	6	3	12	+75.0%	-90.6%
7	50	13	10	7	9	3	3	2	0	-100%	-100%
8	19	5	2	4	5	1	1	0	0	0	-100%
9	9	1	2	1	2	0	1	0	0	0	-100%
10	7	0	1	0	1	0	0	0	0	0	-100%
11	6	0	1	0	0	0	0	0	0	0	-100%
12	3	0	1	0	0	0	0	0	0	0	-100%
13	1	0	1	0	0	0	0	0	0	0	-100%
14	2	0	1	0	0	0	0	0	0	0	-100%
15	2	0	1	0	0	0	0	0	0	0	-100%
16	1	0	1	0		0	0	0	0	0	-100%

In 1995, one residential alarm user had 16 separate false alarms. The highest number of false alarms by a residential alarm user in 2009 was six, which reflects a decrease in the threshold alarms for residential alarm users and is the lowest threshold figure for residential alarm users since inception of the false alarm reduction program. Unfortunately, at each level between one and six false alarms, there were more alarm users; i.e., more alarm users reached each threshold.

The number of commercial alarm users, who had no false alarms from 2008 to 2009, declined by 3.2%. As a percentage of the total, 65.7% of commercial alarm users had no false alarms in 2009. Keep in mind that when viewing any of the statistical data in this report, it is important to look at those numbers in relation to the total number of alarm users. Since 1995, 156.6% more commercial alarm users were able to remain within the zero false alarm threshold.

Chart 11
Commercial Alarm Users With Specific Numbers of False Alarms

# of False Alarms	1995	1997	1999	2001	2003	2005	2007	2008	2009	% Change (08-09)	% Base Change (95-09)
0	2352	4820	5416	5906	5632	5730	6217	6236	6035	-3.2%	+156.6%
1	4697	4059	4073	3906	3609	3145	3014	2975	3158	+5.8%	-32.8%
2	2699	2457	2334	2256	1864	1502	1455	1417	1536	+7.7%	-43.1%
3	1435	837	1347	1299	1014	853	756	777	828	+6.1%	-42.3%
4	1113	770	781	744	570	473	447	444	483	+8.0%	-56.6%
5	763	445	475	459	359	305	263	286	305	+6.2%	-62.5%
6	490	292	287	285	228	186	160	165	198	+16.7%	-59.6%
7	331	177	176	185	139	121	98	104	139	+25.1%	-58.0%
8	217	123	112	125	98	85	71	70	105	+33.3%	-51.6%
9	145	80	80	85	76	63	48	52	69	+24.6%	-52.4%
10	109	67	58	48	48	43	31	34	50	+32.0%	-54.1%
11	75	45	42	35	28	30	22	22	40	+45.0%	-46.7%
12	49	32	28	25	20	21	15	19	28	+32.1%	-42.8%
13	35	17	18	22	12	16	11	16	19	+15.8%	-45.7%
14	30	11	13	18	7	13	8	11	13	+15.4%	-56.7%
15	24	8	10	11	5	8	7	8	9	+11.1%	-62.5%
16	18	5	5	9	4	8	5	4	7	+42.8%	-61.1%
17	11	5	1	8	3	7	4	4	6	+33.3%	-45.4%
18	11	3	0	7	3	6	3	0	4	+400%	-63.6%
19	8	1	0	4	2	6	2	0	3	+300%	-62.5%
20	5	1	0	3	1	4	0	0	3	+300%	-40%
21	5	1	0	2	0	1	0	0	1	+100%	-80%
22	4	1	0	0	0	0	0	0	1	+100%	-75%
23	2	0	0	0	0	0	0	0	0	0	-100%
24	2	0	0	0	0	0	0	0	0	0	-100%
25	2	0	0	0	0	0	0	0	0	0	-100%
26	1	0	0	0	0	0	0	0	0	0	-100%
27	1	0	0	0	0	0	0	0	0	0	-100%
28	1	0	0	0	0	0	0	0	0	0	-100%
29	1	0	0	0	0	0	0	0	0	0	-100%

Almost 60,000 alarm users had no false alarms in 2009. As a percentage of the total, 84% of residential and commercial alarm users combined had no false alarms in 2009. Keep in mind that when viewing any of the statistical data in this report, it is important to look at those numbers in relation to the total number of alarm users. Since 1995, 191.2% more residential and commercial alarm users combined are able to remain within the zero false alarm threshold.

Chart 12
Both Residential and Commercial Alarm Users With Specific Numbers of False Alarms

# of False Alarms	1995	1997	1999	2001	2003	2005	2007	2008	2009	% Change (07-08)	% Base Change (95-08)
0	20468	33248	42800	49950	52762	53240	56089	57687	59613	+3.3%	+191.2%
1	15968	14760	15343	14886	13712	10730	9653	10110	11398	+11.3%	-28.6%
2	6852	5973	5626	5206	4170	2894	2626	2730	3178	+14.1%	-53.6%
3	2606	1208	2332	2092	1579	1180	1000	1024	1194	+14.2%	-54.2%
4	1781	1103	1042	991	713	572	504	503	582	+13.6%	-67.3%
5	1055	551	564	527	397	335	278	304	342	+11.1%	-67.6%
6	618	324	319	306	242	198	166	168	210	+20.0%	-66.0%
7	381	190	186	192	148	124	101	106	139	+23.7%	-63.5%
8	236	128	114	129	103	86	72	70	105	+33.3%	-51.6%
9	154	81	82	86	78	63	49	52	69	+24.6%	-52.4%
10	116	67	59	48	49	43	31	34	50	+32.0%	-54.1%
11	81	45	43	35	28	30	22	22	40	+45.0%	-46.7%
12	52	32	29	25	20	21	15	19	28	+32.1%	-42.8%
13	36	17	19	22	12	16	11	16	19	+15.8%	-45.7%
14	32	11	14	18	7	13	8	11	13	+15.4%	-56.7%
15	26	8	11	11	5	8	7	8	9	+11.1%	-62.5%
16	19	5	6	9	4	8	5	4	7	+42.8%	-61.1%
17	11	5	1	8	3	7	4	4	6	+33.3%	-45.4%
18	11	3	0	7	3	6	3	0	4	+400%	-63.6%
19	8	1	0	4	2	6	2	0	3	+300%	-62.5%
20	5	1	0	3	1	4	0	0	3	+300%	-40%
21	5	1	0	2	0	1	0	0	1	+100%	-80%
22	4	1	0	0	0	0	0	0	1	+100%	-75%
23	2	0	0	0	0	0	0	0	0	0	-100%
24	2	0	0	0	0	0	0	0	0	0	-100%
25	2	0	0	0	0	0	0	0	0	0	-100%
26	1	0	0	0	0	0	0	0	0	0	-100%
27	1	0	0	0	0	0	0	0	0	0	-100%
28	1	0	0	0	0	0	0	0	0	0	-100%
29	1	0	0	0	0	0	0	0	0	0	-100%

Major Accomplishments

Training

False Alarm Reduction Association Webinars

FARS staff were heavily involved in creating course content and PowerPoint presentations for a series of webinars for public safety throughout North America hosted by the False Alarm Reduction Association. Courses included Professionalism in Alarm Management, How to Survive the Next Summer Sales Season, Alarm Management 101 and Certified Alarm Manager Exam Preparation. The courses were well attended and received positive feedback from those participating. This was a new endeavor for FARS staff and proved to be both a rewarding experience personally and one in which Montgomery County was able to shine once again.

South Texas Alarm Association and Texas Burglar and Fire Alarm Association: The FARS Director was invited by the STAA and the TBFAA to serve as an instructor on false alarm prevention techniques and developing cooperative working relationships at the TBFAA annual training convention held in San Antonio in October 2009. These types of invitations are made to Montgomery County FARS staff because we are known internationally to be in the forefront of false alarm prevention programs. We were able to highlight Montgomery County's successful program and share with others in public safety and in the alarm industry how they could be successful as well. The courses were well received by the attendees, and there was great interaction among the participants.

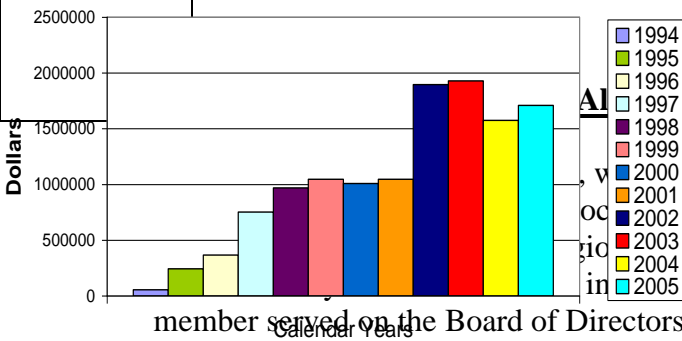
Train the Trainer Course

FARS staff conducted two separate Train the Trainer courses in an effort to increase the number of qualified instructors for the False Alarm Reduction Association's two-day "Essentials of False Alarm Reduction" course. The Train the Trainer course was successfully given in Maryland and Texas and garnered five new instructors for the association. The "Essentials of False Alarm Reduction" is an intensive, hands-on, interactive "A to Z" course on how to devise, implement and enforce a successful false alarm reduction program. It focuses on creating enforceable, strict alarm ordinances, education of alarm users and alarm companies, creation and staffing of alarm units, and how to get the entire program sold to legislators and command staff. It was co-authored by FARS staff and highlights many of the successes earned in Montgomery County.

Emergency Communications Center

The first point of contact with the Police Department when attempting to request dispatch to an alarm activation is with the Emergency Communications Center (ECC). While police officers only responded to 17,533 requests for dispatch in 2009, the ECC telecommunicators and dispatchers handled all 33,209 attempts to dispatch. It is critical that ECC personnel obtain specific training to handle these types of calls and gain a greater understanding of why we do what we do and how it will impact them in their new positions. For the past eight years, FARS staff have provided specialized training to all new ECC recruits as part of their overall training. The training includes an overview of the alarm law and executive regulation, why the law and regulation were enacted, the scope of the problem, ECC and FARS standard operating procedures, review of actual calls and what was done correctly or incorrectly, and discussion of the successes of the false alarm reduction program. Several current FARS staff have served as trainers for the ECC recruit classes, and found them to be extremely worthwhile in helping to ensure a cohesive approach within the Police Department to the alarm management issue.

Graph 6 - Revenue Saved



Alarm Coordinator Meetings

reported that Maryland was the first region to formulate an alarm coordinator meeting due to the wonderful working relationships that were formed between the alarm coordinators and their employees, as well as with the FARS staff. This was instrumental in getting the Chapter created, and one FARS staff member served on the Board of Directors. Having these regional chapters and alarm coordinator meetings allows us to network better and increases awareness of local issues. These meetings also provide an opportunity to collectively deal with issues such as the door-to-door summer sales initiatives undertaken by some in the alarm industry. We also provide information and assistance to other jurisdictions in their efforts to either implement new false alarm reduction ordinances or enhance their existing programs. Representatives from the alarm industry in the region are members of the Maryland Chapter and attend and participate in coordinator meetings. This helps to open the lines of communication between public safety and the alarm industry and allows us all to work cooperatively toward our main goal of false alarm reduction.

Increased Enforcement

The FARS further increased its enforcement of the mandates of Chapter 3A, Alarms, of the Montgomery County Code through the issuance of Class A civil citations (\$500) to alarm companies and Class C civil citations (\$100) to alarm users for various violations.

FARS staff wrote 345 Class A civil citations to alarm companies for various violations of the alarm law including requesting dispatch when the alarm user was not registered, failure to provide alarm user registration and/or alarm business license numbers as required by law and requesting dispatch on alarm users who were in a suspended response status for failure to remit false alarm response fees. FARS staff also wrote 15 Class C civil citations to alarm users for failure to upgrade their alarm systems upon the sixth false alarm in a calendar year.

Both of these initiatives seek to change behavior in the alarm company and the alarm user thereby resulting in fewer false alarms to which police officers are required to respond. FARS collected \$175,800 in civil citation payments from alarm companies and alarm users in 2009.

Major Offender Program

FARS staff continued its Major Offender Program and worked with 57 different alarm users to identify the source of the false alarm problem and to then take action to ensure that false alarms did not continue from those alarm users. Almost every alarm user who received personalized, one-on-one contact from this office were successful in reducing their false alarms.