



***MONTGOMERY COUNTY
FALSE ALARM REDUCTION PROGRAM***

***ANNUAL REPORT
FOR YEAR ENDING 2011***

False Alarm Reduction

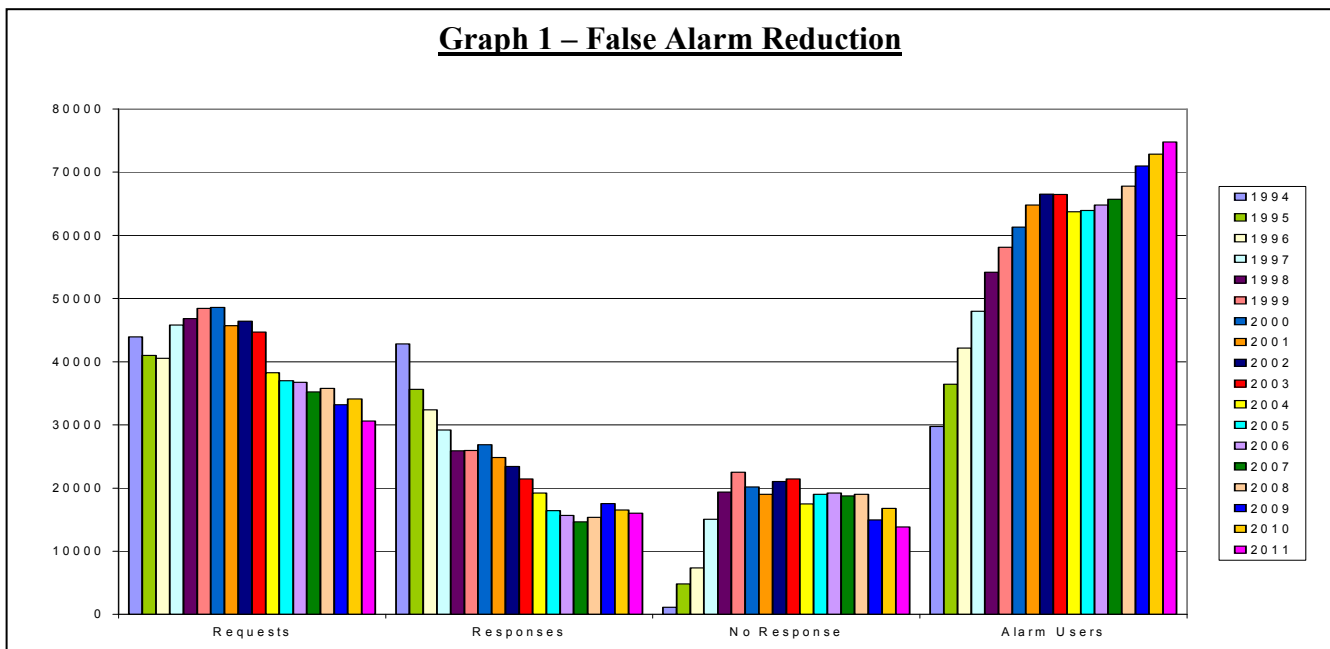
The False Alarm Reduction Section (FARS) of the Montgomery County Department of Police completed its sixteenth year of enforcement under the amended Chapter 3A, Alarms, of the Montgomery County Code. We are happy to report that even after all that time, false alarms to which police officers respond continue to fall. Every single year since we began enforcing the amended alarm law, we have increased the number of alarm users who experience zero false alarms. **More than 64,000 alarm users, or 85.8%, had zero false alarms to which police officers responded in 2011.** Our alarm law works and works well. Additionally, our educational efforts with the alarm industry have also reaped benefits. Alarm companies licensed and conducting business in Montgomery County understand the critical importance of training their customers on the proper use of alarm systems and the negative impacts of false alarms. Collectively, we have done a great job of educating alarm users in Montgomery County, and the continued reductions are impressive.

False alarm dispatch rates in Montgomery County are still among the lowest, if not the lowest, of anywhere in the country. Residential dispatch rates fell from .16 to .15 in 2011. This equates to just one false alarm response every *six* years; which is an exceptional statistic. Commercial dispatch rates rose slightly from .70 to .72 in 2011. Combined dispatch rates are now .21

Montgomery County saved \$1,385,000 and gained 9,233 hours of recovered police officer time. Revenues generated through the program are still more than \$1 million annually. The FARS staff continued its amplified enforcement initiative collecting more than \$132,000 in civil citations alone. Alarm companies cancelled 8,658 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 responded to fewer false alarms in 2011 than in 2010, and reflects an additional 3.2% reduction. Showing any reduction this many years into a false alarm reduction program reflects the tremendous success of the Montgomery County false alarm reduction program.

The number of registered alarm users continued to rise to 74,775. Police officers responded to *fewer* alarm calls in 2011 over 1994 when enforcement of the amended burglar alarm law went into effect. These statistics, coupled with a 151% increase in the number of registered alarm users over the same time period, clearly shows that substantial and *sustained* false alarm reduction has been achieved.



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 fell from 34,097 to 30,612, as did the actual responses from 16,544 to 16,015.

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 2011, alarm companies cancelled 8,658 requests for dispatch, which represents 28.3% 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. A full 62.5% 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 1,092 requests for dispatch that were denied as a result of the violation status of the alarm user or alarm business, which is down from 1,451 in 2010. This represents only 3.6% of all requests for dispatch.

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

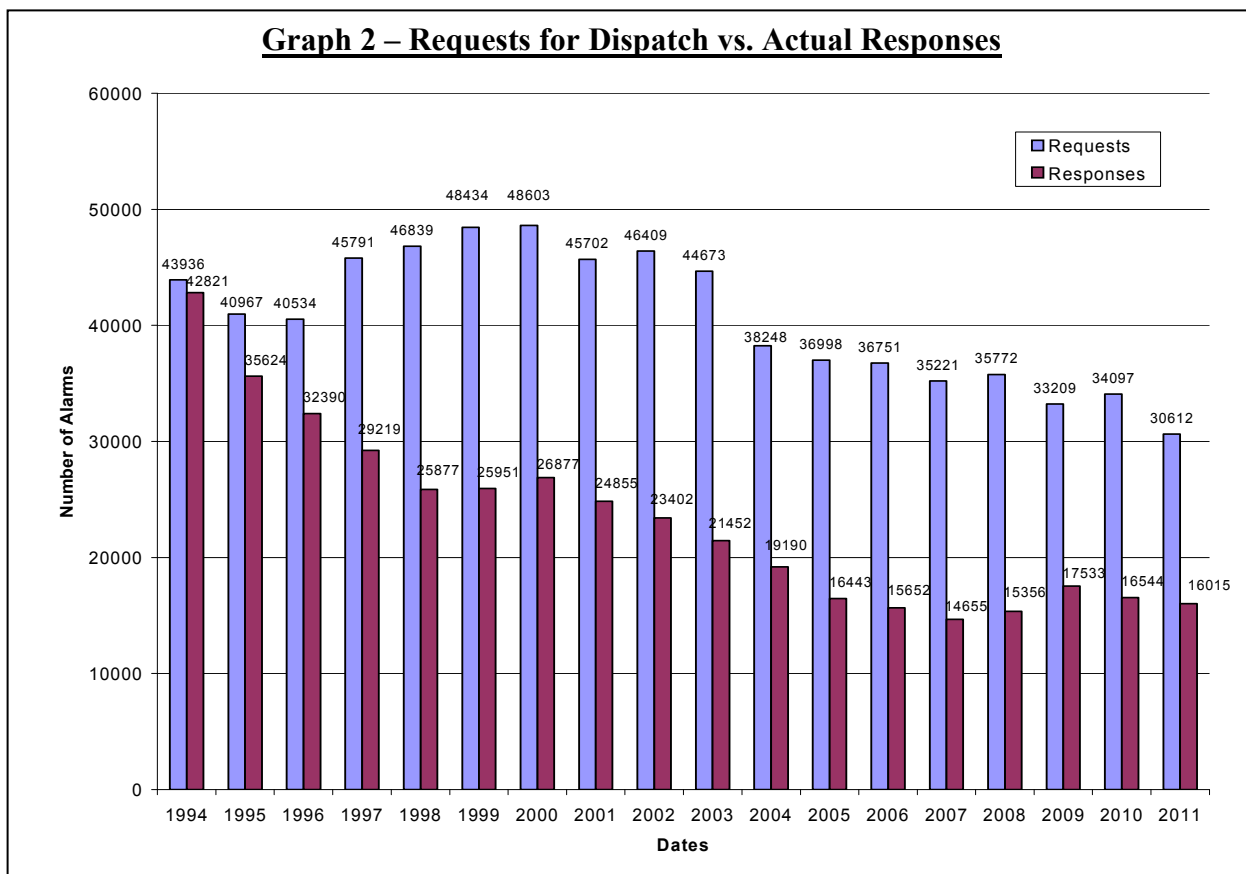


Chart 1 – Requests for Dispatch vs. Actual Responses

<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%
2010	34,097	16,544	48.5%
2011	30,612	16,015	52.3%

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.

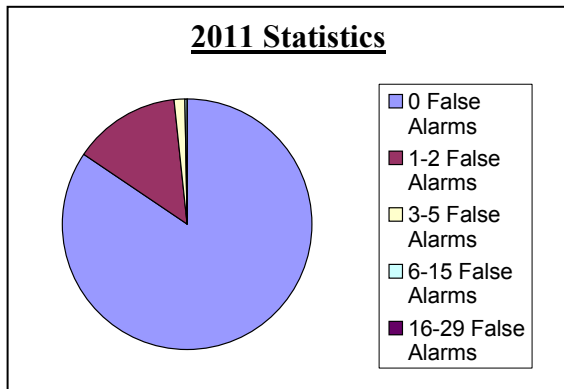
Chart 2 – False Alarm Dispatch Rates

<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
2010	.16	.70	.23
2011	.15	.72	.21

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 149,550 false alarm activations in 2011. At \$100 per dispatch, those 149,550 alarm activations would require approximately 48 police officers to do absolutely nothing but respond to burglar alarms at a staggering cost of \$14,356,800.

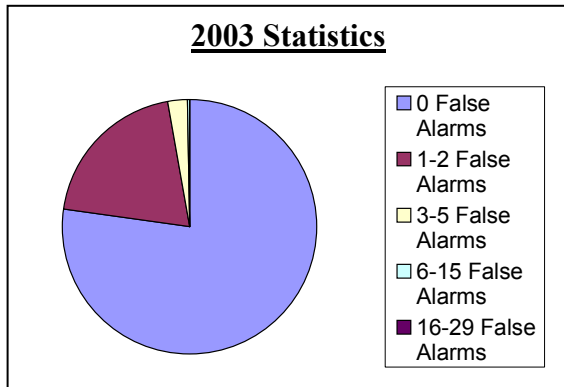
In 2011, an impressive 85.8% of all residential and commercial alarm users experienced no false alarms at all. **A total of 64,125 alarm users, had zero false alarm activations to which police officers responded in 2010.** This is up from 59,613 in 2009 and 61,846 in 2010. The following pie graphs show 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



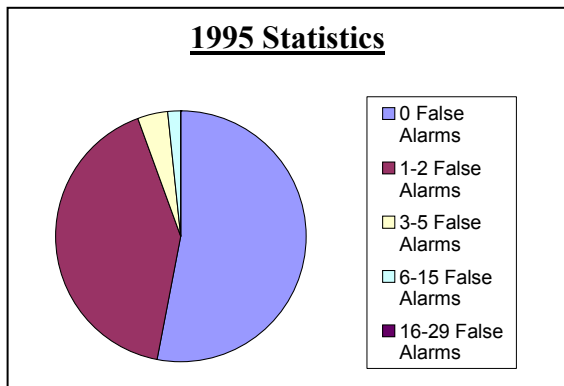
False Alarms	Alarm Users
0	64,125
1-2	10,650
3-5	1,056
6-15	185
16-29	7

Total 2010 Alarm Users = 74,775



False Alarms	Alarm Users
0	52,762
1-2	13,712
3-5	1,579
6-15	242
16-29	4

Total 2002 Alarm Users = 66,474



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

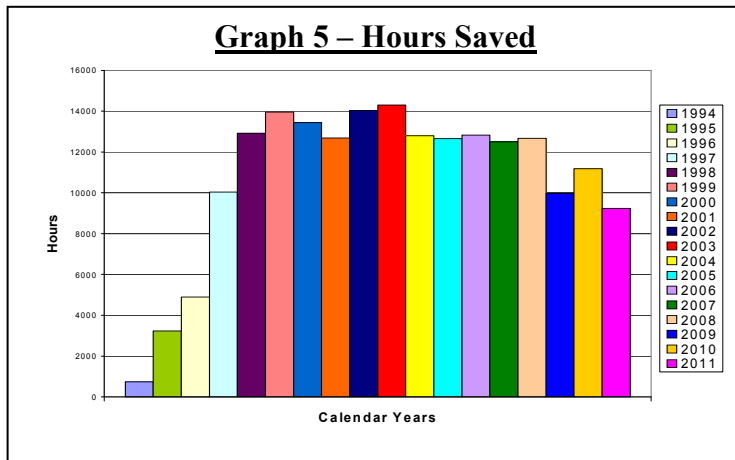
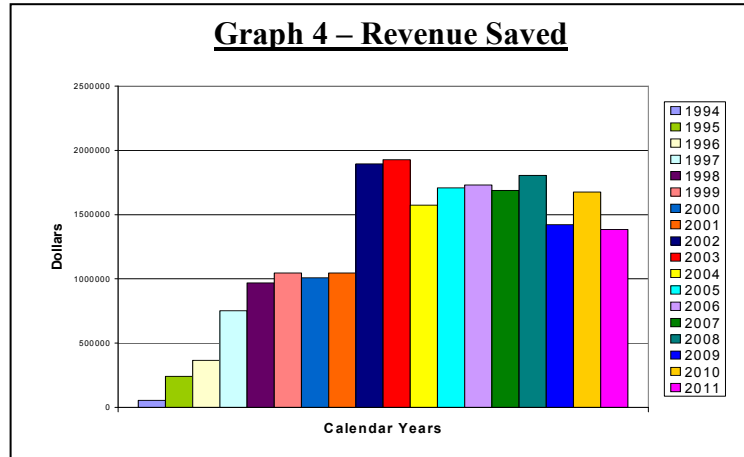
Total 1995 Alarm Users = 36,436

As a direct result of the FARS's strict enforcement of the alarm law, there were 13,850 alarm calls to which police officers were not required to respond in 2011. **This equates to savings in 2011 of approximately \$1,385,000 and 9,233 hours of police officer time, or 8.88 police work years.** (Monetary savings are based on a cost of \$100 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 \$1,385,000 in revenue was saved in 2011. A total of \$22,303,895 in revenue has been saved since enforcement began.

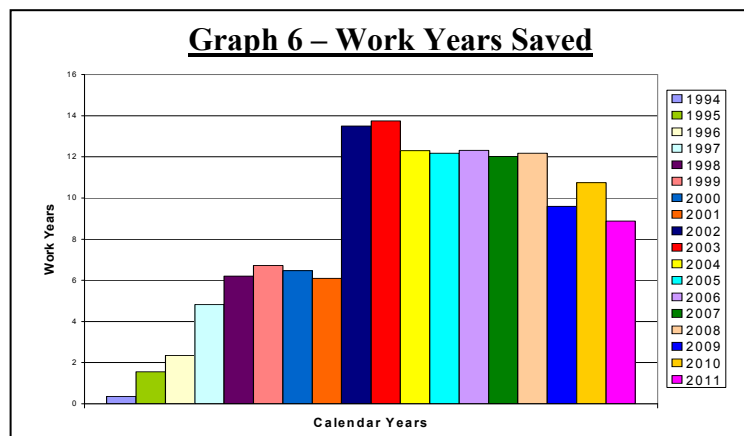
(The dramatic difference in 2002 savings and subsequent years is due to using a more realistic cost per response, as opposed to \$55 in 2001 and \$50 for previous years.)



Graph 5 shows that 9,233 actual hours were saved in 2011. A total of 194,076 hours in police time have been recovered since enforcement began.

Graph 6 shows that 8.88 police work years were saved in 2011. A total of 152.03 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 \$14,000,000 in 2011 alone responding to false alarms. The \$22,303,895 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
2010	\$1,677,500	11,183	10.75
2011	\$1,385,000	9,233	8.88
TOTAL	\$22,303,895	194,076	152.03

Government Alarm Users

The number of government alarm users fell in 2011 to 507, which is down from 535 in 2010. Of those, 91 or 18% had at least one false alarm. This represents an additional decrease from 19.4% in 2010. Those 91 alarm users collectively had 152 false alarms. A total of 416 different government alarm users (82.0%) had **zero** false alarms. Government facilities still rank better than all other commercial alarm users, which is at 70.6%.

Chart 4 – Government Alarm Users

Date	Number of False Alarms											
	0	1	2	3	4	5	6	7	8	9	10 to 13	14 to 21
1999	332	72	22	13	2	1	0	1	0	1	1	0
2000	335	54	17	14	7	1	1	0	1	2	0	0
2001	355	50	33	5	4	2	1	2	1	0	0	1
2002	404	69	22	10	3	0	3	2	0	2	1	0
2003	400	74	17	2	3	0	1	0	0	0	0	0
2004	354	94	34	12	9	3	3	3	0	1	2	0
2005	424	71	24	7	3	3	2	3	0	1	4	3
2006	431	80	27	7	4	4	3	0	1	0	3	1
2007	433	64	33	13	2	1	4	0	0	0	0	1
2008	409	71	15	12	5	2	2	2	0	0	1	0
2009	394	90	27	7	5	5	2	0	1	0	0	2
2010	430	64	17	10	6	1	3	0	2	0	1	1
2011	416	59	17	7	5	1	1	1	0	0	0	0

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 59 government alarm users had one false alarm and 17 government alarm users had two false alarms. The 17 at the two threshold are **not** included in the 59 count for one false alarm. Another way to view this report is that 59 government alarm users had one and only one false alarm. An additional 17 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 2011 column will show the total number of government alarm users at 507.

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 2011. The second chart covers *fiscal* year 11. The FY11 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 2011 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 2011	ACTUAL REVENUES
<u>Alarm User Registration Fees</u>	
Residential	\$165,120
Commercial	<u>18,625</u>
TOTAL	\$183,745
<u>Alarm User Registration Renewal Fees</u>	
Residential	\$237,685
County Attorney Collections	<u>1,960</u>
Total Residential	\$239,645
Commercial	\$30,740
County Attorney Collections	<u>460</u>
Total Commercial	\$31,200
TOTAL	\$270,845
<u>False Alarm Response Fees</u>	
Residential	\$ 73,953
County Attorney Collections	<u>24,434</u>
Total Residential	\$ 98,387
Commercial	\$338,308
County Attorney Collections	<u>24,250</u>
Total Commercial	\$362,558
TOTAL	\$460,945
<u>Alarm Business Fees</u>	
License	\$ 77,200
Civil Citations	131,950
Administrative Fees	<u>885</u>
TOTAL	\$210,035
<u>Appeal Filing Fees</u>	
Residential	\$540
Commercial	<u>165</u>
TOTAL	\$705
<u>Alarm User Civil Citations</u>	
Residential	\$ 100
Commercial	<u>2,500</u>
TOTAL	\$2,600
GRAND TOTAL	\$1,128,875

Chart 6 – Fiscal Year Revenue

FISCAL YEAR 11	ACTUAL REVENUES
<u>Alarm User Registration Fees</u>	
Residential	\$162,210
Commercial	<u>21,675</u>
TOTAL	\$183,885
<u>Alarm User Registration Renewal Fees</u>	
Residential	\$227,790
County Attorney Collections	<u>1,505</u>
Total Residential	\$229,295
Commercial	\$25,940
County Attorney Collections	<u>528</u>
Total Commercial	\$26,468
TOTAL	\$255,763
<u>False Alarm Response Fees</u>	
Residential	\$70,195
County Attorney Collections	<u>19,580</u>
Total Residential	\$89,775
Commercial	\$255,226
County Attorney Collections	<u>36,515</u>
Total Commercial	\$291,741
TOTAL	\$381,516
<u>Alarm Business Fees</u>	
License	\$ 77,200
Civil Citations	167,275
Administrative Fees	<u>1,005</u>
TOTAL	\$245,480
<u>Appeal Filing Fees</u>	
Residential	\$450
Commercial	<u>165</u>
TOTAL	\$615
<u>Alarm User Civil Citations</u>	
Residential	\$ 305
Commercial	<u>3,500</u>
TOTAL	\$3,805
GRAND TOTAL	\$1,071,064

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 2011 rose to 93.7% 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 2011 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 2011. The actual collection of monies for those calendar year 2011 false alarms extended into calendar year 2012, and, therefore, reflects different totals than the Calendar Year Revenue Chart.

**Chart 7 – Calendar Year 2011 Billed vs. Collected
False Alarm Response Fees**

False Alarm Response Fees	Billed	Collected*	Past Due (>30 & <51 days overdue)	Delinquent (>50 days overdue)
Commercial	\$384,375	\$365,325	\$6,975	\$11,700
Residential	\$93,800	\$82,850	\$2,350	\$8,375
Total	\$478,175	\$448,175	\$9,325	\$20,075

*Represents fees collected in 2011 and 2012 against false alarm response fees billed in 2011.

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 \$20,075 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 2011.

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	+0.035%	-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%
2010	34,097	16,544	16,775	778	-5.6%	-61.4%
2011	30,612	16,015	13,850	747	-3.2%	-62.6%

*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 on the following page reflects the number of alarm users each year since 1994. The FARS received 6,125 new alarm user registration forms in 2011.

Chart 9 does not reflect an increase of overall alarm users by 6,125 (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.

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
2010	63,707	9,134	72,841
2011	65,616	9,159	74,775

Charts 10, 11 and 12 on the following pages depict the number of alarm users that had a specific number of false alarms from 1995 through 2011 for select years. The charts also show the percentage of change between 2010 vs. 2011, as well as the percentage of change between the base year of 1995 and 2011, 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 2011, 64,125 alarm users had ZERO false alarms to which police officers were required to respond. This represents 85.8% of all alarm users, which is up almost one full percentage point from 2010 at 84.9%. 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 and commercial alarm users succeeded in having zero false alarms in 2011 over 2010.

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 57,660 alarm users had zero false alarms and 7,956 alarm users had one false alarm. Those two lines add up to the total number of residential alarm users (65,616). Looking further, of the 7,956 alarm users, who had one false alarm, 1,446 *of those alarm users* went on to have a second false alarm. Of those, 341 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 2010 to 2011, rose by 3.6%. As a percentage of the total, 87.9% of residential alarm users had no false alarms in 2011. 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.

Chart 10
Residential Alarm Users
With Specific Numbers of False Alarms

# of False Alarms	1995	1997	1999	2001	2003	2005	2007	2009	2011	% Change (10-11)	% Base Change (95-11)
0	18116	28428	37384	44044	47130	47510	49872	53578	57660	+3.6%	+218.3%
1	11271	10701	11270	10980	10103	7585	6639	8240	7956	-1.5%	-29.4%
2	4153	3516	3292	2950	2306	1392	1171	1642	1446	-6.3%	-65.2%
3	1171	371	985	793	565	327	244	366	341	+3.6%	-70.9%
4	668	333	261	217	143	99	57	99	90	-9.1%	-86.5%
5	292	106	89	68	38	30	15	37	30	+1.5%	-89.7%
6	128	32	32	21	14	12	6	12	9	+12.5%	-93%
7	50	13	10	7	9	3	3	0	3	0	-94%
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	0	-100%

The positive statistic for residential alarm users is that 3.6% **more** had zero false alarms in 2011 over 2010. Additionally, there were reductions in those who had one or two false alarms as well. Since zero, one and two false alarms represent the vast majority of residential alarm calls, it is clear that the alarm law is having its intended effect of reducing false alarms.

The number of commercial alarm users, who had no false alarms from 2010 to 2011, rose by 4.0%. As a percentage of the total, 70.6% of commercial alarm users had no false alarms in 2011. 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.

Chart 11
Commercial Alarm Users With Specific Numbers of False Alarms

# of False Alarms	1995	1997	1999	2001	2003	2005	2007	2009	2011	% Change (10-11)	% Base Change (95-11)
0	2352	4820	5416	5906	5632	5730	6217	6035	6465	+4.0%	+174.9%
1	4697	4059	4073	3906	3609	3145	3014	3158	2694	-7.6%	-42.6%
2	2699	2457	2334	2256	1864	1502	1455	1536	1343	-4.5%	-50.2%
3	1435	837	1347	1299	1014	853	756	828	715	-7.6%	-50.2%
4	1113	770	781	744	570	473	447	483	432	-3.6%	-61.2%
5	763	445	475	459	359	305	263	305	255	-5.2%	-66.6%
6	490	292	287	285	228	186	160	198	176	+1.1%	-64.1%
7	331	177	176	185	139	121	98	139	109	-1.8%	-67.1%
8	217	123	112	125	98	85	71	105	73	-11%	-66.3%
9	145	80	80	85	76	63	48	69	52	-7.1%	-64.1%
10	109	67	58	48	48	43	31	50	39	0	-64.2%
11	75	45	42	35	28	30	22	40	32	+28%	-57.3%
12	49	32	28	25	20	21	15	28	23	+21%	-53.1%
13	35	17	18	22	12	16	11	19	21	+90%	-40%
14	30	11	13	18	7	13	8	13	10	+25%	-66.7%
15	24	8	10	11	5	8	7	9	8	+100%	-66.7%
16	18	5	5	9	4	8	5	7	7	+133.3%	-61.1%
17	11	5	1	8	3	7	4	6	7	+133.3%	-36.4%
18	11	3	0	7	3	6	3	4	6	+100%	-45.4%
19	8	1	0	4	2	6	2	3	5	+400%	-37.5%
20	5	1	0	3	1	4	0	3	4	+400%	-20%
21	5	1	0	2	0	1	0	1	2	+200%	-60%
22	4	1	0	0	0	0	0	1	2	+200%	-50%
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%

The higher number of false alarms at the top of the threshold; i.e. those with more than 10 false alarms, are directly attributable to short staffing at the FARS, which led to an inability to devote time to the Major Offender Project. This also shows that money alone will not fix the false alarm problem. There must be continuing education performed and early intervention with alarm users who are experiencing false alarms so that they do not reach these thresholds, which are unacceptable.

It is still exciting that 4% more commercial alarm users reached the zero false alarm threshold. It is also telling that there were significant reductions in the number of commercial alarm users who had one, two or three false alarms as well.

More than 64,000 alarm users had no false alarms in 2011. As a percentage of the total, 85.8% of residential and commercial alarm users combined had no false alarms in 2011. 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.

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

# of False Alarms	1995	1997	1999	2001	2003	2005	2007	2009	2011	% Change (10-11)	% Base Change (95-11)
0	20468	33248	42800	49950	52762	53240	56089	59613	64125	+3.7%	+213.3%
1	15968	14760	15343	14886	13712	10730	9653	11398	10650	-3.1%	-33.3%
2	6852	5973	5626	5206	4170	2894	2626	3178	2789	-5.4%	-59.3%
3	2606	1208	2332	2092	1579	1180	1000	1194	1056	-4.3%	-59.5%
4	1781	1103	1042	991	713	572	504	582	522	-2.6%	-70.7%
5	1055	551	564	527	397	335	278	342	285	-3.4%	-73%
6	618	324	319	306	242	198	166	210	185	+3.9%	-70.1%
7	381	190	186	192	148	124	101	139	112	+0.9%	-71%
8	236	128	114	129	103	86	72	105	73	-11%	-69.1%
9	154	81	82	86	78	63	49	69	52	-7.1%	-66.2%
10	116	67	59	48	49	43	31	50	39	0	-66.4%
11	81	45	43	35	28	30	22	40	32	+28%	-60.5%
12	52	32	29	25	20	21	15	28	23	+17.4%	-55.8%
13	36	17	19	22	12	16	11	19	21	+91%	-41.7%
14	32	11	14	18	7	13	8	13	10	+25%	-68.7%
15	26	8	11	11	5	8	7	9	8	+100	-69.2%
16	19	5	6	9	4	8	5	7	7	+133.3%	-63.1%
17	11	5	1	8	3	7	4	6	7	+133.3%	-36.4%
18	11	3	0	7	3	6	3	4	6	+100%	-45.4%
19	8	1	0	4	2	6	2	3	5	+400%	-37.5%
20	5	1	0	3	1	4	0	3	4	+400%	-20%
21	5	1	0	2	0	1	0	1	2	+200%	-60%
22	4	1	0	0	0	0	0	1	2	+200%	-50%
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%