



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

***ANNUAL REPORT
FOR YEAR ENDING 2012***

False Alarm Reduction

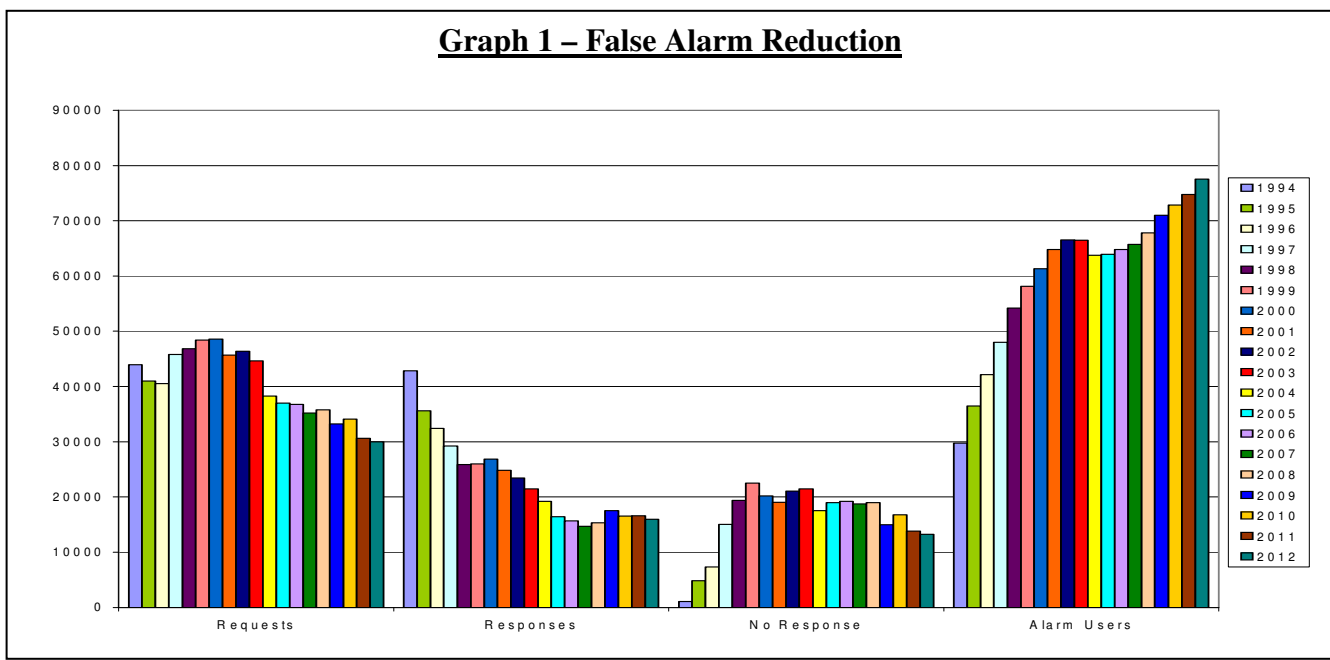
The False Alarm Reduction Section (FARS) of the Montgomery County Department of Police completed its seventeenth year of enforcement under the amended Chapter 3A, Alarms, of the Montgomery County Code. We are happy to report that even after all that time, false alarms to which police officers respond still 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. **Almost 67,000 alarm users, or 86.2%, had zero false alarms to which police officers responded in 2012.** This clearly demonstrates that the vast majority of alarm users are able to eliminate false alarms and also shows that our alarm law works and works well. The FARS faced some challenges in 2012 with very low staffing and the retirement of the director, but we were still able to reduce false alarms, increase the number of alarm users with zero false alarms, and our dispatch rate for commercial alarm users fell dramatically – all positive signs.

False alarm dispatch rates in Montgomery County are still among the lowest, if not the lowest, of anywhere in the country. Residential dispatch rates remained steady at .15 in 2012. This equates to just one false alarm response every *six* years; which is an exceptional statistic. Commercial dispatch rates reduced significantly from .72 in 2011 to .64 in 2012 and is at an all-time low. Combined dispatch rates are now .21.

Montgomery County saved \$1,455,740 and gained 8,823 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 \$111,000 in civil citations alone. Alarm companies cancelled 8,298 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 2012 than in 2011, and reflects an additional .2% reduction. While this number may not look large or significant, 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 77,535. Police officers responded to *fewer* alarm calls in 2012 over 1994 when enforcement of the amended burglar alarm law went into effect. These statistics, coupled with a 160% 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 30,612 to 29,979, as did the actual responses from 16,580 to 15,979.

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 2012, alarm companies cancelled 8,298 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.

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 1,146 requests for dispatch that were denied as a result of the violation status of the alarm user or alarm business. This represents only 3.9% of all requests for dispatch.

Graph 2 – Requests for Dispatch vs. Actual Responses below depicts the decreases in both the number of *requests* for dispatch as well as in the number of *actual responses*.

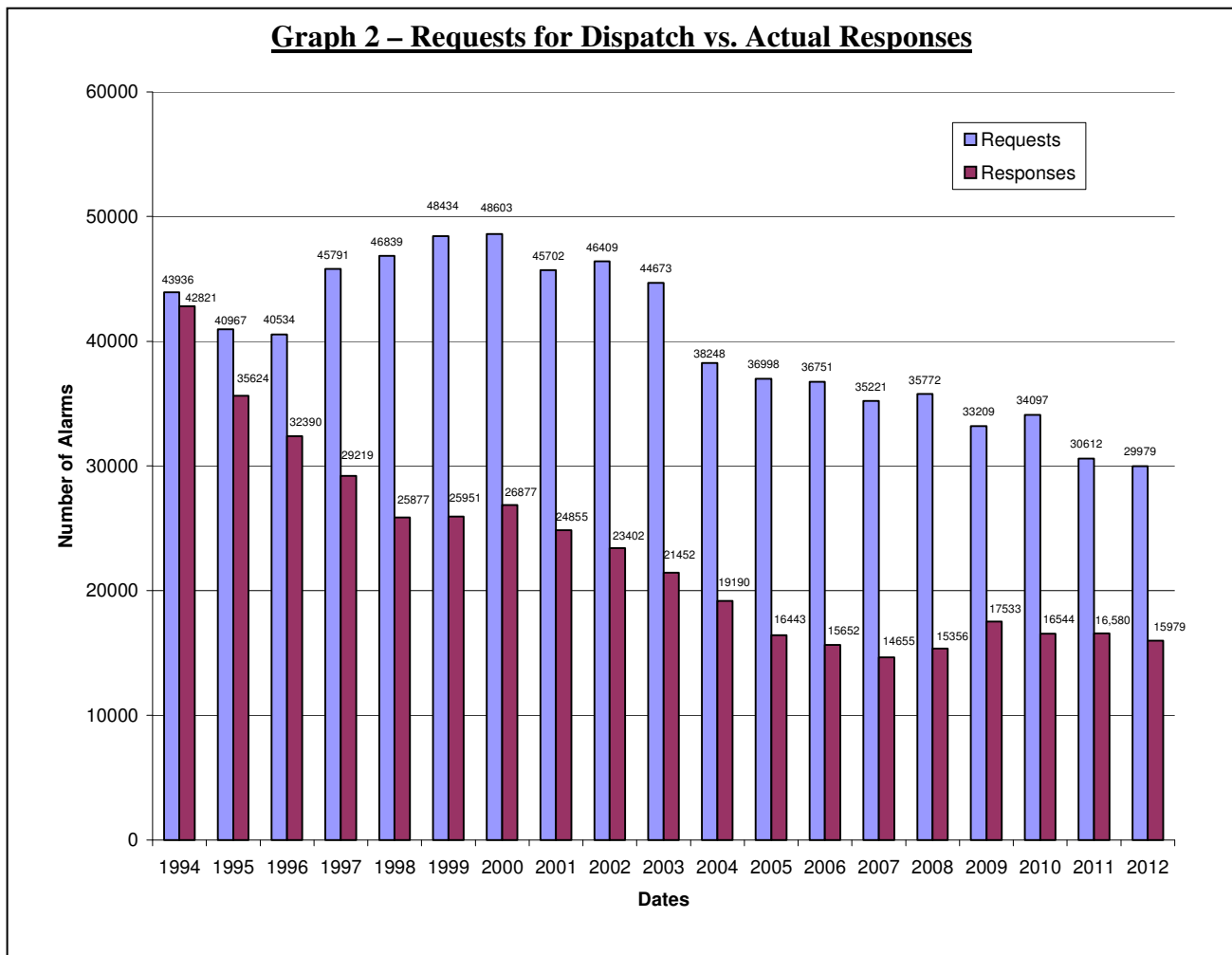


Chart 1 – Requests for Dispatch vs. Actual Responses

<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	16,580	54.2%
2012	29,979	15,979	53.3%

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.

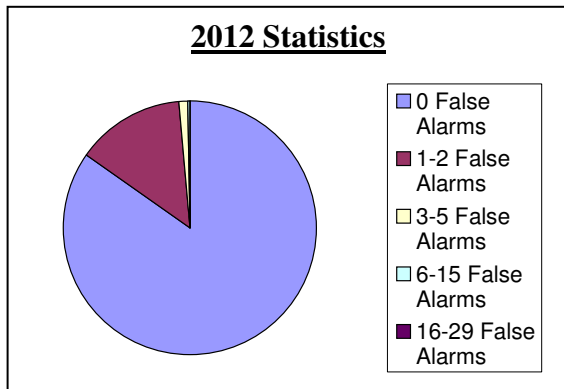
Chart 2 – False Alarm Dispatch Rates

<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	.22
2012	.15	.64	.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 155,070 false alarm activations in 2012. At \$110 per dispatch, those 155,070 alarm activations would require approximately 49.7 police officers to do absolutely nothing but respond to burglar alarms at a staggering cost of \$17,057,700.

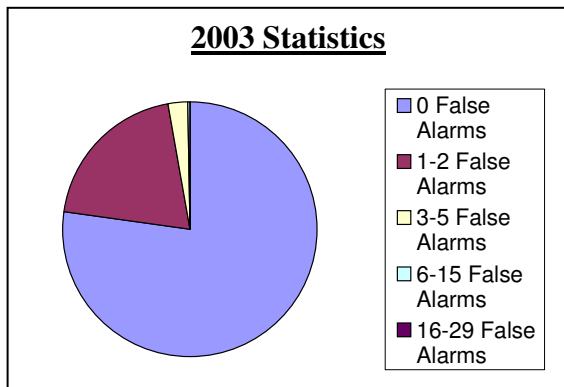
In 2012, an impressive 86.1% of all residential and commercial alarm users experienced no false alarms at all. **A total of 66,770 alarm users, had zero false alarm activations to which police officers responded in 2010.** This is up from 61,846 in 2010 and 64,125 in 2011. The following pie graphs show 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



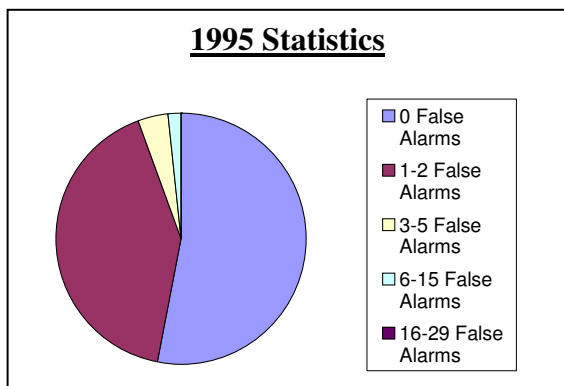
False Alarms	Alarm Users
0	66,770
1-2	10,765
3-5	1,005
6-15	177
16-31	5

Total 2012 Alarm Users = 77,535



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

Total 2003 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

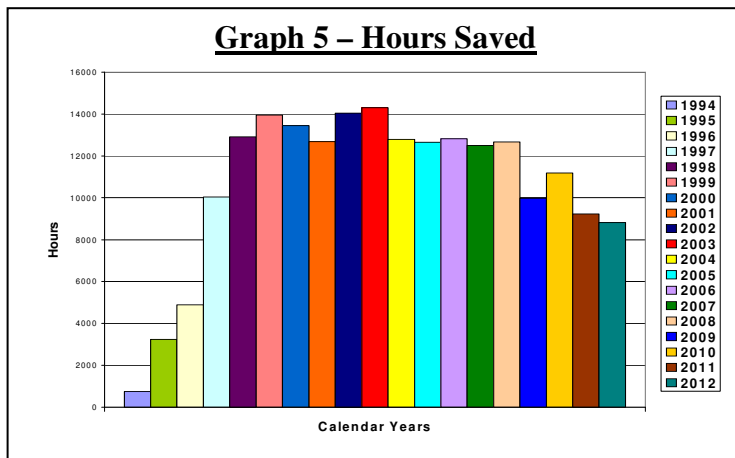
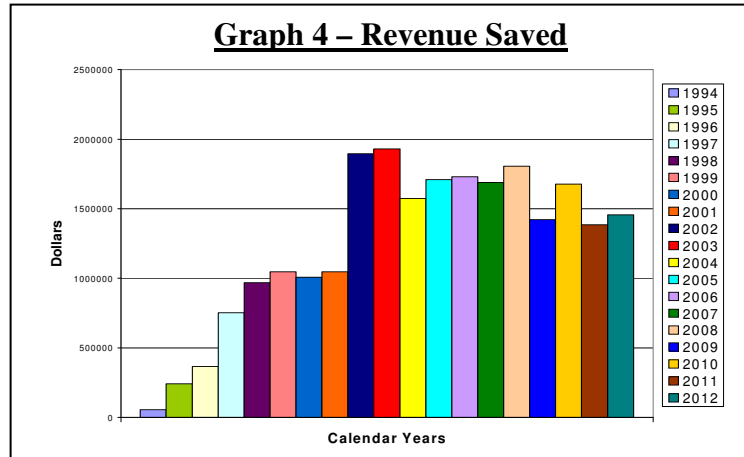
Total 1995 Alarm Users = 36,436

As a direct result of the FARS's strict enforcement of the alarm law, there were 13,234 alarm calls to which police officers were not required to respond in 2012. **This equates to savings in 2012 of approximately \$1,455,740 and 8,823 hours of police officer time, or 8.48 police work years.** (Monetary savings are based on a cost of \$110 per response. Work year savings are based on an average of 20 minutes per alarm response by two officers.)

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

Graph 4 shows that \$1,455,740 in revenue was saved in 2012. A total of \$23,759,635 in revenue has been saved since enforcement began.

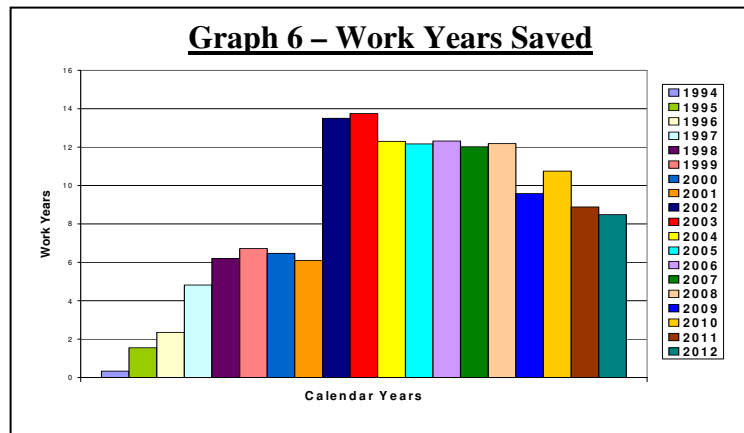
(The dramatic difference in 2002 savings and subsequent years is due to using a more realistic cost per response, as opposed to \$55 in 2001 and \$50 for previous years.)



Graph 5 shows that 8,823 actual hours were saved in 2012. A total of 202,899 hours in police time have been recovered since enforcement began.

Graph 6 shows that 8.48 police work years were saved in 2012. A total of 160.51 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 \$17,000,000 in 2012 alone responding to false alarms. The \$22,759,635 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
2012	\$1,455,740	8,823	8.48
TOTAL	\$23,759,635	202,899	160.51

Government Alarm Users

The number of government alarm users fell in 2012 to 503, which is down from 507 in 2011 and 535 in 2010. Of those, 89 or 17.7 % had at least one false alarm. Those 89 alarm users collectively had 131 false alarms. A total of 414 different government alarm users (82.3%) had **zero** false alarms. Government facilities still rank better than all other commercial alarm users, which is at 70.5%. No government facility incurred more than 5 chargeable false alarms, which is dramatically lower than any other commercial alarm user, which tops out at 31.

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
2012	414	65	13	6	3	2	0	0	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 65 government alarm users had one false alarm and 13 government alarm users had two false alarms in 2012. The 13 at the two threshold are **not** included in the 65 count for one false alarm. Another way to view this report is that 65 government alarm users had one and only one false alarm. An additional 13 government alarm users had two and only two false alarms. An additional 6 government alarm users had three and only three false alarms and so on. Adding up the 2012 column will show the total number of government alarm users at 503.

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 2012. The second chart covers *fiscal* year 12. The FY12 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 2012 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 2012	ACTUAL REVENUES
<u>Alarm User Registration Fees</u>	
Residential	\$164,270
Commercial	<u>19,770</u>
TOTAL	\$184,040
<u>Alarm User Registration Renewal Fees</u>	
Residential	\$218,644
County Attorney Collections	<u>1,060</u>
Total Residential	\$219,704
Commercial	\$30,325
County Attorney Collections	<u>320</u>
Total Commercial	\$30,645
TOTAL	\$250,349
<u>False Alarm Response Fees</u>	
Residential	\$ 78,585
County Attorney Collections	<u>12,042</u>
Total Residential	\$ 90,627
Commercial	\$335,621
County Attorney Collections	<u>14,085</u>
Total Commercial	\$349,706
TOTAL	\$440,333
<u>Alarm Business Fees</u>	
License	\$ 74,158
Civil Citations	110,750
Administrative Fees	<u>118</u>
TOTAL	\$185,026
<u>Appeal Filing Fees</u>	
Residential	\$465
Commercial	<u>135</u>
TOTAL	\$600
<u>Alarm User Civil Citations</u>	
Residential	\$ 000
Commercial	<u>000</u>
TOTAL	\$ 000
GRAND TOTAL	\$1,060,348

Chart 6 – Fiscal Year Revenue

FISCAL YEAR 12	ACTUAL REVENUES
<u>Alarm User Registration Fees</u>	
Residential	\$161,790
Commercial	<u>19,570</u>
TOTAL	\$181,360
<u>Alarm User Registration Renewal Fees</u>	
Residential	\$224,139
County Attorney Collections	<u>1,880</u>
Total Residential	\$226,019
Commercial	\$34,460
County Attorney Collections	<u>480</u>
Total Commercial	\$34,940
TOTAL	\$260,959
<u>False Alarm Response Fees</u>	
Residential	\$77,402
County Attorney Collections	<u>22,532</u>
Total Residential	\$99,934
Commercial	\$375,769
County Attorney Collections	<u>22,085</u>
Total Commercial	\$397,954
TOTAL	\$497,788
<u>Alarm Business Fees</u>	
License	\$ 79,200
Civil Citations	107,000
Administrative Fees	<u>112</u>
TOTAL	\$186,312
<u>Appeal Filing Fees</u>	
Residential	\$585
Commercial	<u>165</u>
TOTAL	\$750
<u>Alarm User Civil Citations</u>	
Residential	\$ 000
Commercial	<u>000</u>
TOTAL	\$ 000
GRAND TOTAL	\$1,127,369

Collection of false alarm response fees is always a priority for the FARS. However, due to short staffing and the program director’s retirement, the FARS was unable to use one of our greatest tools for approximately eight months in 2012. This tool is the ability to place accounts, where alarm users fail to remit the required false alarm response fees, into a denied response status. Along with the denied response status, accounts are referred to the Office of the County Attorney for collection action. Not utilizing this tool resulted in our collection dropping for the first time since inception of the program, and clearly demonstrates the importance of placing accounts into a denied response status early to promote prompt payment. The FARS collection rate fell to 89.5% in 2012 over 93.7% in 2011. 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 and the above statistic bears this out.

The following chart reflects the amount billed for false alarm response fees in 2012 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 2012. The actual collection of monies for those calendar year 2012 false alarms extended into calendar year 2013, and, therefore, reflects different totals than the Calendar Year Revenue Chart.

**Chart 7 – Calendar Year 2012 Billed vs. Collected
False Alarm Response Fees**

False Alarm Response Fees	Billed	Collected*	Past Due (>30 & <51 days overdue)	Delinquent (>50 days overdue)
Commercial	\$353,525	\$325,075	\$17,625	\$10,225
Residential	\$97,025	\$78,250	\$5,800	\$12,775
Total	\$450,550	\$403,325	\$23,425	\$23,000

*Represents fees collected in 2012 and 2013 against false alarm response fees billed in 2012.

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 \$23,000 listed above was referred to the Office of the County Attorney for collection early in 2013 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 2012.

Chart 8 – False Alarm Reduction

Year	Requests for Dispatch	Dispatched/ Responses	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	16,580	13,850	747	-3.2%	-62.6%
2012	29,979	15,979	13,234	766	-0.2%	-62.7%

*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 6,102 new alarm user registration forms in 2012.

Chart 9 does not reflect an increase of overall alarm users by 6,102 (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	29,387	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
2012	68,208	9,327	77,535

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 2012 for select years. The charts also show the percentage of change between 2011 vs. 2012, as well as the percentage of change between the base year of 1995 and 2012, 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 2012, 66,770 alarm users had ZERO false alarms to which police officers were required to respond. This represents 86.2% of all alarm users which is up from 2011 at 85.8%. 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 2012 over 2011.

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 60,188 alarm users had zero false alarms and 8,020 alarm users had one false alarm. Those two lines add up to the total number of residential alarm users (68,208). Looking further, of the 8,020 alarm users, who had one false alarm, 1,489 of those alarm users went on to have a second false alarm. Of those, 312 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 2011 to 2012, rose by 4.4%. As a percentage of the total, 88.2% of residential alarm users had no false alarms in 2012, which is up from 87.9% 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 FA's*	1995	1997	1999	2001	2003	2005	2007	2009	2011	2012	% Change (11-12)	% Base Change (95-12)
0	18116	28428	37384	44044	47130	47510	49872	53578	57660	60188	+4.4%	+232.2%
1	11271	10701	11270	10980	10103	7585	6639	8240	7956	8020	+0.08%	-71.1%
2	4153	3516	3292	2950	2306	1392	1171	1642	1446	1489	+2.9%	-64.1%
3	1171	371	985	793	565	327	244	366	341	312	-8.5%	-73.3%
4	668	333	261	217	143	99	57	99	90	74	-17.7%	-88.9%
5	292	106	89	68	38	30	15	37	30	21	-3.0%	-92.8%
6	128	32	32	21	14	12	6	12	9	8	-11.1%	-93.7%
7	50	13	10	7	9	3	3	0	3	6	+100%	-88.0%
8	19	5	2	4	5	1	1	0	0	3	+300%	-84.2%
9	9	1	2	1	2	0	1	0	0	1	+100%	-89.0%
10	7	0	1	0	1	0	0	0	0	1	+100%	85.7%
11	6	0	1	0	0	0	0	0	0	1	+100%	83.3%
12	3	0	1	0	0	0	0	0	0	0	0	-100%
13	1	0	1	0	0	0	0	0	0	0	0	-100%
14	2	0	1	0	0	0	0	0	0	0	0	-100%
15	2	0	1	0	0	0	0	0	0	0	0	-100%
16	1	0	1	0	0	0	0	0	0	0	0	-100%

*FA's = False Alarms

The number of commercial alarm users, who had no false alarms from 2011 to 2012, rose by 1.8%. As a percentage of the total, 70.6% of commercial alarm users had no false alarms in 2012. 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	2012	% Change (11-12)	% Base Change (95-12)
0	2352	4820	5416	5906	5632	5730	6217	6035	6465	6582	+1.8%	+179.8%
1	4697	4059	4073	3906	3609	3145	3014	3158	2694	2745	+1.9%	-41.5%
2	2699	2457	2334	2256	1864	1502	1455	1536	1343	1239	-7.7%	-54.1%
3	1435	837	1347	1299	1014	853	756	828	715	693	-3.0%	-51.7%
4	1113	770	781	744	570	473	447	483	432	426	-1.4%	-61.7%
5	763	445	475	459	359	305	263	305	255	260	+2.0%	-65.9%
6	490	292	287	285	228	186	160	198	176	169	-4.0%	-65.5%
7	331	177	176	185	139	121	98	139	109	114	+4.6%	-65.5%
8	217	123	112	125	98	85	71	105	73	76	+4.1%	-65.0%
9	145	80	80	85	76	63	48	69	52	45	-13.5%	-69.0%
10	109	67	58	48	48	43	31	50	39	35	-10.2%	-68.0%
11	75	45	42	35	28	30	22	40	32	21	-34.4%	-72.0%
12	49	32	28	25	20	21	15	28	23	14	-39.1%	-71.4%
13	35	17	18	22	12	16	11	19	21	11	-47.6%	-68.6%
14	30	11	13	18	7	13	8	13	10	6	-40.0%	-80.0%
15	24	8	10	11	5	8	7	9	8	5	-37.5%	-79.2%
16	18	5	5	9	4	8	5	7	7	5	-28.6%	-72.2%
17	11	5	1	8	3	7	4	6	7	3	-57.1%	-72.7%
18	11	3	0	7	3	6	3	4	6	2	-66.7%	-81.8%
19	8	1	0	4	2	6	2	3	5	2	-60.0%	-75.0%
20	5	1	0	3	1	4	0	3	4	2	-50.0%	-60.0%
21	5	1	0	2	0	1	0	1	2	1	-50.0%	-80.0%
22	4	1	0	0	0	0	0	1	2	1	-50.0%	-75.0%
23	2	0	0	0	0	0	0	0	0	1	+100%	-50%
24	2	0	0	0	0	0	0	0	0	1	+100%	-50%
25	2	0	0	0	0	0	0	0	0	1	+100%	-50%
26	1	0	0	0	0	0	0	0	0	1	+100%	0
27	1	0	0	0	0	0	0	0	0	1	+100%	0
28	1	0	0	0	0	0	0	0	0	1	+100%	0
29	1	0	0	0	0	0	0	0	0	1	+100%	0
30	0	0	0	0	0	0	0	0	0	1	+100%	+100%
31	0	0	0	0	0	0	0	0	0	1	+100%	+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.

More than 66,000 alarm users had no false alarms in 2012. As a percentage of the total, 86.2% of residential and commercial alarm users combined had no false alarms in 2012, meaning that only 13.8% of all alarm users had at least one false alarm. 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	2012	% Change (11-12)	% Base Change (95-12)
0	20468	33248	42800	49950	52762	53240	56089	59613	64125	66770	+4.1%	+226.2%
1	15968	14760	15343	14886	13712	10730	9653	11398	10650	10765	+1.1%	-32.6%
2	6852	5973	5626	5206	4170	2894	2626	3178	2789	2728	-2.1%	-60.2%
3	2606	1208	2332	2092	1579	1180	1000	1194	1056	1005	-4.8%	-61.4%
4	1781	1103	1042	991	713	572	504	582	522	500	-4.2%	-71.9%
5	1055	551	564	527	397	335	278	342	285	281	-1.4%	-73.4%
6	618	324	319	306	242	198	166	210	185	177	-4.3%	-71.3%
7	381	190	186	192	148	124	101	139	112	120	+7.1%	-68.5%
8	236	128	114	129	103	86	72	105	73	79	+8.2%	-66.5%
9	154	81	82	86	78	63	49	69	52	46	-11.5%	-70.1%
10	116	67	59	48	49	43	31	50	39	36	-7.7%	-69.0%
11	81	45	43	35	28	30	22	40	32	22	-31.5%	-72.8%
12	52	32	29	25	20	21	15	28	23	14	-39.1%	-73.1%
13	36	17	19	22	12	16	11	19	21	11	-47.6%	-69.4%
14	32	11	14	18	7	13	8	13	10	6	-40.0%	-81.2%
15	26	8	11	11	5	8	7	9	8	5	-37.5%	-80.8%
16	19	5	6	9	4	8	5	7	7	5	-28.6%	-73.7%
17	11	5	1	8	3	7	4	6	7	3	-57.1%	-72.7%
18	11	3	0	7	3	6	3	4	6	2	-66.7%	-81.8%
19	8	1	0	4	2	6	2	3	5	2	-60.0%	-75.0%
20	5	1	0	3	1	4	0	3	4	2	-50.0%	-60.0%
21	5	1	0	2	0	1	0	1	2	1	-50.0%	-80.0%
22	4	1	0	0	0	0	0	1	2	1	-50.0%	-75.0%
23	2	0	0	0	0	0	0	0	0	1	+100%	-50.0%
24	2	0	0	0	0	0	0	0	0	1	+100%	-50.0%
25	2	0	0	0	0	0	0	0	0	1	+100%	-50.0%
26	1	0	0	0	0	0	0	0	0	1	+100%	-100%
27	1	0	0	0	0	0	0	0	0	1	+100%	-100%
28	1	0	0	0	0	0	0	0	0	1	+100%	-100%
29	1	0	0	0	0	0	0	0	0	1	+100%	-100%
30	0	0	0	0	0	0	0	0	0	1	+100%	+100%
31	0	0	0	0	0	0	0	0	0	1	+100%	+100%