

# Verified Alarm Response Year One Review

Dallas Police Department



April 2, 2007

# Overview

- Following recommendations from the Commission on Productivity and Innovation, the City Council adopted a verified response to commercial burglar alarms ordinance effective February 1, 2006.
- Implementation delayed one month (March 1, 2006) to assist alarm companies with their preparations.
- Program was phased in over a 12 month period.

# Overview Continued

## ■ Verified response

- Police do not routinely respond to a burglar alarm signal from a commercial location.
- Police will respond after receiving verification from an alarm company, private security, or other responder that a crime has occurred or is occurring.
- Alarm companies may use their own resources or private guard responders to verify.
- Police Department continues responding to all human activated alarms, such as hold-up, panic, and duress, as well as residential burglar alarms.

# Advantages

- Allows the Police Department to more efficiently allocate staffing to crime suppression functions
- Eliminates the need to dispatch officers to a call that is false over 97% of the time
- Helps contribute to reduced response times

# Results

- From March 1, 2005 through February 28, 2006 Dallas experienced 7,054 business burglaries.
- From March 1, 2006 through February 28, 2007 there were 7,012 business burglaries.
- This represents a .6% decrease during the first 12 months of implementation.

# Incidence of Business Burglary- Surrounding Cities

<u>City</u>	<u>05</u>	<u>06</u>	<u>Percent Change</u>
Grand Prairie	350	753	115.0%
Plano	406	478	17.7%
Arlington	1179	1298	10.0%
Garland	419	438	4.5%
Richardson	250	195	-22.0%
McKinney	106	78	-26.4%
Irving	735	402	-45.0%

# Reduction in Alarm Calls Answered

- From 3/1/05 - 2/28/06 - **57,307** alarm calls.
- From 3/1/06 – 2/28/07 - **31,358** alarm calls.
- **25,949** fewer alarm calls (45% reduction).
- Equivalent manpower savings of **24 officers** (\$1,560,000).
- 9.5% decrease in response time for calendar year 2006.
- VR is one of a number of efficiencies undertaken by DPD to make better use of Departmental resources. These efficiencies have helped Dallas realize decreases in overall crime for three consecutive years and decreases in violent crime for five consecutive years.

# Revenue Impact False Alarm Fees

- 3/1/05 – 2/28/06      \$4,108,000
- 3/1/06 – 2/28/07      \$2,915,000
- Change                      -\$1,193,000



# Alarm Companies Offering Option of Security Response

- ADT
- Brinks
- Sonitrol
- ASG / Prostar

# Security Companies Providing Alarm Response

- Able Security & Investigations Inc.
- Ameripro Security
- Eagle Protective Group
- First Watch, Inc.
- Heartland Services
- Paramount Alarm Systems
- Security & Investigations Group, Inc.
- Smith Protective Service
- State Wide Security
- VIP Investigations & Protective Services

# Recommendations

- Continue with Verified Response for Commercial burglar alarms.
- Incorporate remote audio and/or video verification into the City Ordinance – following establishment of standards.
- Continue to provide information and assist with private security response.
  - DPD website lists security companies that offer private response to alarm calls
  - DPD routinely assists security companies with training issues
  - Information sheet developed and mailed out with alarm permit notifications, renewals, and billings
- Continue to work with alarm companies to ensure false alarm issues are addressed promptly and fairly.

# Questions?