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Verified Burglar Alarm Response Policy

- Burglar alarm dispatches have been reduced by over 2,000 per month since the implementation of verified response.
- Approximately 1.8 burglar alarms are dispatched per shift in the City.
- The false alarm rate has decreased from 97% to 78% since implementation.
- In the five months following the initiation of the Verified Response policy, 5,331 labor hours have been saved by not responding to false burglar alarms.
- Current estimates are that 15,000 labor hours will be saved this year.
- Total calls for service were down approximately 7.2% in 2004 and 8.7% from October through December 2004 compared to the same time period in 2003.
- In comparing average response times, January to February of 2004 to 2005, the average response time for burglar alarm calls for service improved by 3:21 minutes. (Note* prior to January 2004, the CAD system measured response times as a median, not an average – therefore to obtain a valid comparison for this report, the January to February time period was selected).
- During the same January to February time frame, average response time for **all** Priority One calls for service improved by 3:57 minutes in 2005 as compared to 2004.
- During the time frame from January through September 18, 2004 (prior to the initiation of the verified response policy), the average response time for burglar alarm calls for Service was 11:56. During the time frame from September 19, 2004 through February 2005, the response time was 9:39, an improvement in response time of 2:17 minutes.
- Incidents of burglary in October, November and December are down 13.58% from 2003 to 2004 based on UCR statistics.
- Incidents of theft in October, November and December are down 8.94% from 2003 to 2004 based on UCR statistics.
- Of the 1,298 incidents of burglary in October, November and December 2004, there was a burglar alarm installed in 151 premises. In 42 of those incidents, or 27.8%, the alarm failed to trip.

Burglar Alarms Dispatched				
Month	2003	2004	Change	% Change
January	2,534	2,343	-191	-7.54%
February	2,252	1,896	-356	-15.81%
March	2,193	2,152	-41	-1.87%
April	2,171	2,127	-44	-2.03%
May	2,423	1,998	-425	-17.54%
June	2,276	1,938	-338	-14.85%
July	2,658	2,135	-523	-19.68%
August	2,706	1,809	-897	-33.15%
September	2,211	1,196	-1,015	-45.91%
October	2,240	192	-2,048	-91.43%
November	2,295	192	-2,103	-91.63%
December	2,431	223	-2,208	-90.83%
Oct - Dec	6,966	607	-6,359	-91.29%
Total Year	28,390	18,201	-10,189	-35.89%
Est. 2005	<2,000			

Month	Alarms Dispatched	# False Alarms	Percent False	Citations Issued
October 2004	192	151	78.6%	21
November 2004	192	156	81.2%	33
December 2004	223	189	84.7%	26
January 2005	169	130	76.9%	46

The policy has had the intended effect of dramatically reducing the number of Burglar Alarms dispatched to police squads for service. The number of dispatches for Burglar Alarms that are falsely verified to the Department is starting to drop. In January about 1.4 falsely verified alarms per shift were dispatched in the entire City. The number of citations for failing to comply with alarm laws and verification is also rising. This is due to increased educational efforts immediately following the implementation of the new policy as well as improved processes for tracking and citing violators.

BURGLAR ALARM LABOR-HOURS EXPENDED

2003	2004	Change	Percent Change
16,002	10,623	-5,379	-33.6%

9-19-03 to 2-19-04	9-19-04 to 2-19-05		
6,300	969	-5,331	-84.6%

As anticipated, the policy has resulted in fewer labor hours being expended on Burglar alarms. These hours have been available for patrol and other purposes. **During 2005 approximately 15,000 labor hours will be saved.** (in comparison to 2003 – the new policy took effect in 2004 making analysis of labor savings for a whole year based on that data impossible.)

ALL CALLS FOR SERVICE				
Month	2003	2004*	Change	% Change
January	42,863	39,331	-3,532	-8.24%
February	38,915	37,221	-1,694	-4.35%
March	45,336	42,993	-2,343	-5.17%
April	43,909	41,575	-2,334	-5.32%
May	46,914	43,371	-3,543	-7.55%
June	48,785	43,987	-4,798	-9.83%
July	51,537	48,411	-3,126	-6.07%
August	50,042	44,779	-5,263	-10.52%
September	45,092	43,647	-1,445	-3.20%
October	44,795	40,566	-4,229	-9.44%
November	39,673	36,175	-3,498	-8.82%
December	38,048	35,124	-2,924	-7.69%
Oct-Dec	122,516	111,865	-10,651	-8.69%
Total Year	535,909	497,180	-38,729	-7.23%

The number of calls for service following implementation of the policy was calculated using whole months because of data available for comparison.

Priority One Burglar Alarms ONLY	1/19/04 to 2-18-04	1/19/05 to 2-18-05	Change
Create to Enter	1:09	1:27	+:18
Enter to Dispatch	3:45	1:55	-1:50
Dispatch to On Scene	7:06	5:18	-1:48
Create to On Scene	12:00	8:39	-3:21
On Scene to Close	18:00	75:59	+57:59

Priority One All Calls for Service	1/19/04 to 2-18-04	1/19/05 to 2-18-05	Change
Create to Enter	2:09	1:10	-.59
Enter to Dispatch	3:45	2:01	-1:44
Dispatch to On Scene	7:43	6:30	-1:13
Create to On Scene	13:37	9:40	-3:57
On Scene to Close	56:03	81:28	+25:25

AVERAGE RESPONSE TIME

Priority One Burglar Alarms ONLY	1/19/04 to 9-18-04	9/19/04 to 2-18-05	Change
Create to Enter	1:02	1:46	+:44
Enter to Dispatch	4:01	2:22	-1:39
Dispatch to On Scene	6:53	5:31	-1:22
Create to On Scene	11:56	9:39	-2:17
On Scene to Close	19:40	68:22	+28:42

Priority One All Calls for Service	1/19/04 to 9-18-04	9/19/04 to 2-18-05	Change
Create to Enter	1:57	1:22	-0:35
Enter to Dispatch	4:06	2:29	-1:37
Dispatch to On Scene	7:09	6:26	-0:43
Create to On Scene	13:12	10:16	-2:56
On Scene to Close	63:54	79:16	+15:22

Priority One Burglar Alarms ONLY	6/19/04 to 9-19-04	9/19/04 to 12-19-04	Change	December 2004	Change from 6-19-04 - 9-19-04 to December
Create to Enter	1:11	1:58	+0:47	1:06	-0:05
Enter to Dispatch	4:34	2:39	-1:55	1:43	-2:51
Dispatch to On Scene	7:30	5:25	-2:05	5:21	-2:09
Create to On Scene	13:15	10:02	-3:13	8:10	-5:05
On Scene to Close	24:55	62:22	+37:27	61:36	+36:41

Priority One All Calls for Service	6/19/04 to 9-19-04	9/19/04 to 12-19-04	Change	December 2004	Change from 6-19-04 - 9-19-04 to December
Create to Enter	1:51	1:30	-0:21	1:02	-0:49
Enter to Dispatch	4:16	2:44	-1:32	2:10	-2:06
Dispatch to On Scene	6:49	6:27	-0:22	6:18	-0:38
Create to On Scene	12:57	10:42	-2:15	9:29	-3:28
On Scene to Close	74:03	78:26	+4:23	78:16	+4:13

Average response times are not available from the old CAD (9-19-03 through 1-12-04), therefore, the only comparison Data Services has been able to make is before and after September 19, 2004. I realize these numbers do not compare similar seasons of the year but am informed we have no way of completing such a comparison at this time.