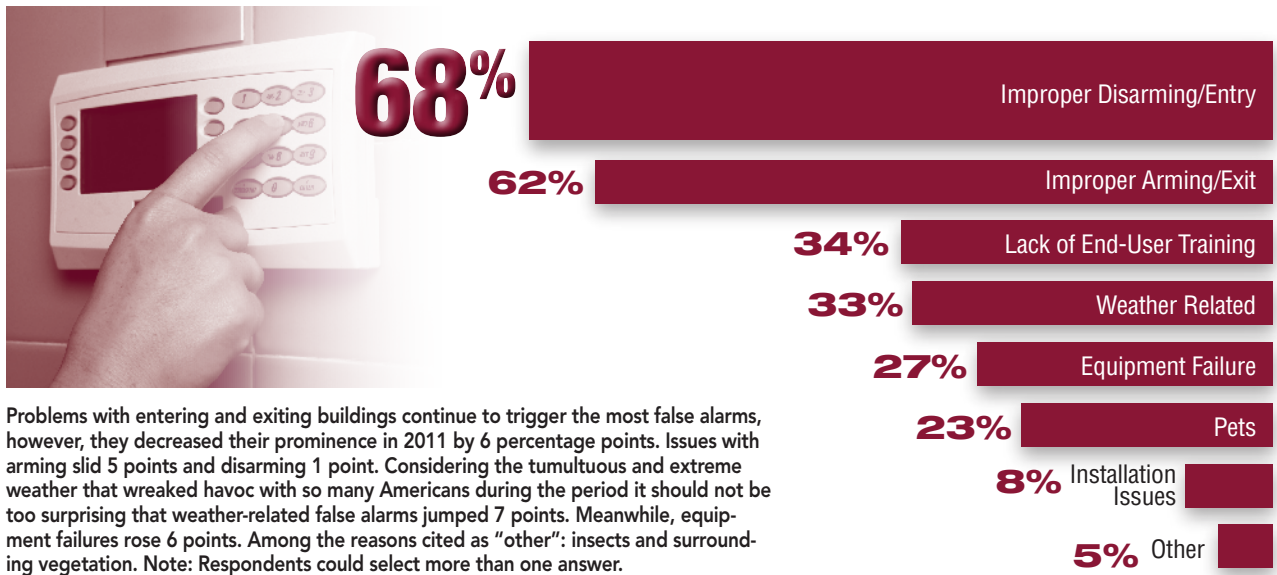


Most Common Causes of False Alarms



Problems with entering and exiting buildings continue to trigger the most false alarms, however, they decreased their prominence in 2011 by 6 percentage points. Issues with arming slid 5 points and disarming 1 point. Considering the tumultuous and extreme weather that wreaked havoc with so many Americans during the period it should not be too surprising that weather-related false alarms jumped 7 points. Meanwhile, equipment failures rose 6 points. Among the reasons cited as "other": insects and surrounding vegetation. Note: Respondents could select more than one answer.

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Police Dispatch Quality (PDQ) Award Winners List

YEAR	WINNER
2006	Vector Security, Warrendale, Pa.
2007	Brink's Home Security, Irving, Texas
2008	Alarm Detection Systems, Aurora, Ill.
2009	Atronic Alarms, Lenexa, Kan.
2010	Broadview Security, Irving, Texas
2011	Custom Alarm, Rochester, Minn.

Founded in 2005 by the Security Industry Alarm Coalition (SIAC), False Alarm Reduction Association (FARA) and SECURITY SALES & INTEGRATION, the Police Dispatch Quality award recognizes installing and monitoring security companies for excellence in false alarm reduction policies, practices and results. The PDQ award is now also officially endorsed by the Installation Quality (IQ) Certification Program. For more information, visit securitysales.com, siacinc.org, faraonline.org or iqcertification.org.

Estimates of False Fire Alarms by Type, 2010

Type	Estimate	Percent Change From 2009	Percent of All False Alarms
Unintentional calls	992,000	+1.3%	45.3%
System malfunctions	708,500	+1.5%	32.4%
Other false alarms	323,500	+2.2%	14.8%
Malicious/mischievous false calls	163,000	-10.9%	7.5%
TOTAL	2,187,000	+0.4%	100%



The 2010 false fire alarm figure shows an overall slight uptick of less than 1 percent from the year before. Systems appear to be experiencing some reliability hardships, as there was almost a 2-percent bump in those malfunctions. Combined, unintentional calls and system malfunctions account for more than three-quarters of all false fire alarms. There was a sharp drop-off in malicious false alarms. The category of "other false alarms" includes bomb scares and other extreme circumstances.

Source: National Fire Protection Association (NFPA)

Police/Sheriffs: Alarm Ordinances

	POLICE	SHERIFFS
We do not have an alarm ordinance	34.8%	67.2%
We have an alarm ordinance that has been updated within the past five years	31.4%	14.0%
We have an alarm ordinance, but it has not been updated in five years or more	29.7%	13.3%
We are currently developing a new ordinance	2.5%	3.9%
We plan to update our ordinance in the near future	1.6%	1.6%

Reading through the lines a bit indicates more attention needs to be given to alarm ordinances as fewer than a third of police have one in place that is less than five years old. Likewise, two-thirds of sheriffs have no such ordinance in place. This graph and the one right are from SSI's 2011 Law Enforcement Security Industry Study.

Police/Sheriffs: False Alarms and Alarm Industry Dispatch Reduction Efforts

	POLICE	SHERIFFS
It does not seem to be getting better or worse	43.4%	47.5%
We're seeing the effort in alarm dispatch reduction, but more needs to be done	22.1%	20.3%
We see little to no improvement in reducing alarm dispatches	21.6%	18.6%
We're seeing alarm dispatches going down	12.9%	13.6%

While far from a landslide, the majority of law enforcement are seeing some positive traction in alarm dispatch reductions. The responses were remarkably similar for police and sheriffs. Clearly, there is much room for improvement and a need for further collaboration and cooperation.